



Australian Government

Department of Education, Employment and Workplace Relations

HLT31907 Certificate III in Ambulance Communications (Call-taking)

Release: 1

HLT31907 Certificate III in Ambulance Communications (Call-taking)

Modification History

Not Applicable

Description

This qualification covers workers who receive requests for service in an ambulance communication/coordination environment. This qualification is suited to Australian Apprenticeships pathways.

Occupational titles may include:

- Ambulance call-taker
- Communications call-taker

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

13 units of competency are required for this qualification, including:

- 9 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A OHS electives of which one must be selected for this qualification
- Group B electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on the NTIS or other public listing

Core units

<u>BSBMED301B</u>	<u>Interpret and apply medical terminology appropriately</u>
<u>HLTAMBC401C</u>	<u>Receive request for service</u> (Note pre-requ: HLTFA301C,
<u>BSBMED301B)</u>	
<u>HLTAMBFC301C</u>	<u>Communicate with clients and colleagues to support health care</u>
<u>HLTAMBPD401C</u>	<u>Manage personal stressors in the work environment</u>
<u>HLTFA301C</u>	<u>Apply first aid</u>
<u>HLTFA402C</u>	<u>Apply advanced first aid</u> (Note pre-requ: HLTFA301C)
<u>HLTHIR301B</u>	<u>Communicate and work effectively in health</u>
<u>ICTCC301A</u>	<u>Manage workplace relationships in a contact centre</u>
<u>ICTCC320A</u>	<u>Use multiple information systems</u>

Group A OHS electives - one unit must be selected for this qualification

One of the following units must be selected for award of this qualification.

<u>HLTOHS200B</u>	<u>Participate in OHS processes</u>
<u>HLTOHS300B</u>	<u>Contribute to OHS processes</u>

The importance of culturally aware and respectful practice

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

Group B electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Other relevant electives

Elective units of competency may be selected from a wide range of units of competency in line with the Packaging Rules outlined above. The following sample units of competency are suggested as appropriate for this qualification.

CHCAC318B Work effectively with older people

CHCDIS301B Work effectively with people with a disability

HLTAP301B Recognise healthy body systems in a health care context

HLTIN301C Comply with infection control policies and procedures

ICTCC120A Use basic computer technology