



Australian Government

Department of Education, Employment and Workplace Relations

PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations)

Release: 2

PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations)

Modification History

Release	TP version	Comments
1.1	PUA12 v1.1	Packaging rules corrected.
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA33010. Packaging rules wording revised, imported units updated, elective groupings changed. Equivalent.

Description

Not applicable.

Pathways Information

Pathways into the qualification

Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at this qualification level, such as:

- after achieving the PUA21012 Certificate II in Public Safety (Aquatic Rescue)
- working in an emergency communications centre operations role
- with vocational experience in emergency communications centre operations roles

Pathways from the qualification

After achieving the PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations), candidates may undertake a range of qualifications relevant to their role, such as:

- PUA31312 Certificate III in Public Safety (Aquatic Search and Rescue)
- PUA42712 Certificate IV in Public Safety (Emergency Communications Centre Operations)
- PUA41012 Certificate IV in Public Safety (Leadership)
- PUA41112 Certificate IV in Public Safety (Community Safety)
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Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations)

Employability Skills are part of a unit of competency.

Employability Skills statements from a selection of units of competency from the PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations) have been reproduced in the table below.

This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

Employability Skill	Employability Skills Statement
Communication	<ul style="list-style-type: none"> • control the conversation to ensure necessary information is obtained from the caller • use active listening skills and questioning techniques to clarify issues • use codes, abbreviations, prowords or specialist terminology in the transmission of information
Teamwork	<ul style="list-style-type: none"> • encourage and acknowledge participation by team members • make contributions to participative arrangements in the workplace (such as occupational health and safety committees team or workgroup meetings) within organisational procedures and scope of responsibilities and competencies • request assistance in the completion of tasks from other team members where appropriate
Problem solving	<ul style="list-style-type: none"> • identify and communicate difficulties/problem areas to the appropriate person • identify and report faulty equipment in accordance with the organisation's policies and procedures, and employ alternative strategies employed when necessary • make decisions and solve problems to prioritise requests
Initiative and enterprise	<ul style="list-style-type: none"> • make contributions to identifying team goals and objectives • raise occupational health and safety issues with designated personnel in accordance with workplace procedures and relevant occupational health and safety legislation • understand, acknowledge and accurately represent to others where required, views and opinions of individuals or a group
Planning and organising	<ul style="list-style-type: none"> • prioritise request/s for assistance in accordance with agency protocols and legislation where required • receive, record and relay information • summarise and communicate information using clear and appropriate language, in accordance with the organisation's policies and procedures

Self-management	<ul style="list-style-type: none">• maintain readiness in periods of low operational activity• manage stress• respond calmly to multiple demands in high operational activity
Learning	<ul style="list-style-type: none">• learn about communication protocols• learn about the meaning of occupational health and safety signs and symbols relevant to area of work• learn about the types of emergencies (with regards to relevant legislation)
Technology	<ul style="list-style-type: none">• effectively use telephony equipment, radios, computer systems and associated software• use equipment designed to receive incoming incident calls/enquiries in accordance with the organisation's and supplier's procedures• use equipment relating to incident/information management

Packaging Rules

11 units of competency are required for this qualification including:

- 8 core units
- 3 elective units

Choose a minimum of 1 elective units from the Group A or Group B lists below.

Choose the remaining 2 elective units from either the elective list below **or** elsewhere within this training package **or** another endorsed training package, **or** accredited course.

Only one unit may be chosen from the Group A elective list.

All elective units selected from outside this qualification must be from an equivalent qualification level or higher.

Elective units selected must not duplicate content already covered by other units in this qualification.

Where a pre-requisite unit is attached to a unit it is identified by this symbol ⊥ .
The pre-requisite units attached to any of the units must be undertaken and are additional to the number of units required for the qualification.

Code	Core Units
PUACOM001C	Communicate in the workplace
PUAECO001A	Operate telephony systems
PUAECO002A	Process emergency incident calls and enquiries
PUAECO003A	Operate and control radio networks
PUAECO004A	Operate computer aided dispatch system
PUAECO005A	Dispatch resources from within an emergency communications centre
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUATEA001B	Work in a team

Code	Elective Units
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Group A

PUAEME001B	Provide emergency care
HLTFA201B	Provide basic emergency life support

Code	Elective Units
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Group B

PUAECO006A	Read and interpret maps
PUAECO007A	Respond to and maintain monitored alarm systems

PUAECO008A	Receive and action notification of uncontrolled hazardous materials situations └ PUAECO001A Operate telephony systems
PUAFIR201B	Prevent injury
PUAOPE013A	Operate communications systems and equipment
PUASES012A	Work as a team member in an emergency operations centre
PUATEA002B	Work autonomously
PUATEA004D	Work effectively in a public safety organisation

NOTE

HLT unit has been imported from the HLT07 Health Training Package.
Information about customising PUA12 Public Safety Training Package qualifications in the Customisation of Qualifications section of this volume.