



Australian Government

**PUA42712 Certificate IV in Public Safety
(Emergency Communications Centre
Operations)**

Release 2

PUA42712 Certificate IV in Public Safety (Emergency Communications Centre Operations)

Modification History

Release	TP version	Comments
2	PUA12 V2	Imported units updated
1	PUA12 v1	New release of existing qualification from PUA00 v8.1: PUA42710. 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 PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations)
- after achieving the PUA30512 Certificate III in Public Safety (SES Operations)
- after achieving the PUA30612 Certificate III in Public Safety (Firefighting and Emergency Operations)
- after achieving the PUA30712 Certificate III in Public Safety (Firefighting Operations)
- after achieving the PUA31312 Certificate III in Public Safety (Aquatic Search and Rescue)
- with extensive vocational experience in emergency communications centre operations roles.

Pathways from the qualification

After achieving the PUA42712 Certificate IV in Public Safety (Emergency Communications Centre Operations), candidates may undertake a range of qualifications relevant to their role.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for PUA42712 Certificate IV 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 PUA42712 Certificate IV 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"> • communicate effectively with peers and agency management • liaise with appropriate agencies to meet service delivery requirements • record incident and or event information accurately in accordance with organisational requirements
Teamwork	<ul style="list-style-type: none"> • allocate, supervise and review shift activities of the team • maintain effective coordination and liaison with support services and other agencies to optimise incident resourcing • maintain liaison with senior management and on-call personnel
Problem solving	<ul style="list-style-type: none"> • analyse and remediate system faults and equipment failures • identify improvements/amendments to policy, systems and procedures • review activity against the policies, practices and training to identify any discrepancies
Initiative and enterprise	<ul style="list-style-type: none"> • identify threats and events that are likely to impact on the emergency communications centre's ability to maintain service delivery • monitor welfare and safety of personnel and take appropriate action as required • select an appropriate location for the brief/debrief
Planning and organising	<ul style="list-style-type: none"> • maintain emergency communications centre staffing levels during times of peak workload • maintain rosters, in accordance with level of responsibility • maintain physical resources required for the operations of the centre at an appropriate level
Self-management	<ul style="list-style-type: none"> • manage time effectively • operate under general direction and limited supervision • participate as a member of the management team as required
Learning	<ul style="list-style-type: none"> • learn about the principles of leadership • learn about the principles of supervision

	<ul style="list-style-type: none">• learn about self management issues such as time management, workplace administration requirements
Technology	<ul style="list-style-type: none">• manage information systems• retrieve and collate data from the organisation's system

Packaging Rules

14 units of competency are required for this qualification including:

- 11 core units
- 3 elective units

Choose the 3 elective units from either the elective list below **or** elsewhere within this training package, **or** another endorsed training package, **or** accredited course.

Only 1 elective unit may be chosen from the Group A elective list.

Only 1 elective unit may be chosen from the Group B 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.

Code	Core Units
PUAECO009A	Coordinate emergency communications centre operations
PUAECO010A	Maintain standards of emergency service delivery
PUACOM001C	Communicate in the workplace
PUACOM003B	Manage information
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOPE015A	Conduct briefings and debriefings
PUATEA001B	Work in a team
PUATEA002B	Work autonomously
PUATEA003B	Lead, manage and develop teams
BSBCON401A	Work effectively in a business continuity context
TAEDEL301A	Provide work skill instruction

Code	Elective Units
Group A	
BSBOHS405B	Contribute to the implementation of emergency procedures
BSBOHS407A	Monitor safe workplaces
Group B	
TAEASS301B	Contribute to assessment

*The following three TAAASS units only count for one unit:

TAEASS401B Plan assessment activities and processes

TAEASS402B Assess competence

TAEASS403B Participate in assessment validation

Code	Elective Units
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Group C	
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PUACOM012B	Liaise with media at a local level
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PUAECO011A	Support logistics in the field
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PUAMAN005B	Manage projects
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NOTE

BSB units have been imported from the BSB07 Business Services Training Package.

TAE units have been imported from the TAE10 Training and Education Training Package.

Information about customising PUA12 Public Safety Training Package qualifications in the Customisation of Qualifications section.