



**Australian Government**

# **HLT31015 Certificate III in Ambulance Communications (Call-taking)**

**Release: 1**

## HLT31015 Certificate III in Ambulance Communications (Call-taking)

### Modification History

Release	Comments
Release 1	<p>This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Supersedes HLT31912 Certificate III in Ambulance Communications (Call-taking). Change in packaging rules. Significant change to core units.</p>

### Qualification Description

This qualification reflects the role of ambulance communications call-takers who receive calls for service in emergency communication or coordination environments in a range of ambulance service organisations and under direct or indirect supervision.

*No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.*

**^ From 1 July 2022 the elective units HLT AID003, HLT AID006 must no longer be delivered and will be replaced in the Packaging Rules by the units HLT AID011, HLT AID014 - for more information see:**

<https://asqa.gov.au/news-events/news/reminder-about-superseded-hlt-first-aid-units>

### Packaging Rules

**Total number of units = 11**

- 6 core units
- 5 elective units, consisting of:
  - at least 3 units from the electives listed below
  - up to 2 units from the electives listed below, any endorsed Training Package or accredited course – these units must be relevant to the work outcome

All electives chosen must contribute to a valid, industry-supported vocational outcome.

Core units

CHCCOM005 Communicate and work in health or community services

CHCDIV001	Work with diverse people
HLTAMB005	Receive and respond to requests for ambulance service
HLTWHS001	Participate in workplace health and safety
BSBMED301	Interpret and apply medical terminology appropriately
BSBWOR203	Work effectively with others

#### Elective units

CHCCOM001	Provide first point of contact
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG001	Work legally and ethically
CHCMHS001	Work with people with mental health issues
HLTAAP001	Recognise healthy body systems
HLTAID003	Provide first aid
<b>^ HLTAID011</b>	<b>Provide First Aid (must be delivered from 1 July 2022)</b>
HLTAID006	Provide advanced first aid
<b>^ HLTAID014</b>	<b>Provide Advanced First Aid (must be delivered from 1 July 2022)</b>
HLTINF001	Comply with infection prevention and control policies and procedures
HLTWHS006	Manage personal stressors in the work environment
PUAECO002A	Process emergency incident calls and enquiries
PUAECO004A	Operate computer aided dispatch system
TAEDEL404A	Mentor in the workplace

## Qualification Mapping Information

No equivalent qualification.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>