



Australian Government

HLT41015 Certificate IV in Ambulance Communications (Dispatch)

Release: 1

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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 HLT41112. Change in packaging rules. Removal of entry requirements. Significant change in core units.</p>

Qualification Description

This qualification reflects the role of workers who have responsibility for dispatch and call-taking in an ambulance communication or coordination environment. The qualification applies to people such as dispatch officers or emergency medical dispatch support officers working in emergency support and ambulance dispatch and communications. Such individuals are expected to work independently, take responsibility for their own outputs and act on information from a range of sources.

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https://asqa.gov.au/news-events/news/reminder-about-superseded-hlt-first-aid-units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 = 14

- 9 core units
- 5 elective units, consisting of:
 - at least 3 unit from the electives listed below,
 - up to 2 elective units can be selected from 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
- HLTAMB006 Assign and coordinate ambulance service resources
- HLTWHS001 Participate in workplace health and safety
- BSBMED301 Interpret and apply medical terminology appropriately
- BSBWOR203 Work effectively with others
- PUAECO003A Operate and control radio networks
- PUAECO004A Operate computer aided dispatch system

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
- ^ HLTAID011 Provide First Aid (must be delivered from 1 July 2022)**
- HLTAID006 Provide advanced first aid
- ^ HLTAID014 Provide Advanced First Aid (must be delivered from 1 July 2022)**
- HLTINF001 Comply with infection prevention and control policies and procedures
- HLTWHS003 Maintain work health and safety
- HLTWHS006 Manage personal stressors in the work environment
- PUAECO002A Process emergency incident calls and enquiries
- 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>