



**Australian Government**

# **HLT41020 Certificate IV in Ambulance Communications (Dispatch)**

**Release 1**

# HLT41020 Certificate IV in Ambulance Communications (Dispatch)

## Modification History

Not applicable.

## Qualification Description

This qualification reflects workers who have responsibility for dispatch and call-taking in an ambulance communication or coordination environment. The qualification applies to people 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 occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.*

## Packaging Rules

14 units must be completed:

- 9 core units
- 5 elective units, consisting of:
  - at least 3 unit from the electives listed below,
  - up to 2 elective units from the electives listed below or from any other current endorsed Training Package or accredited course.

The selection of electives must be relevant to the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

BSBMED30 Interpret and apply medical terminology appropriately  
1

CHCDIV001 Work with diverse people

HLTOUT00 Receive and respond to requests for ambulance service  
2

HLTOUT00 Assign and coordinate ambulance service resources  
3

HLTOUT01 Communicate in complex situations to support health care  
0

HLTWHS00 Participate in workplace health and safety

1

HLTWHS00 Manage personal stressors in the work environment

6

PUAECO00 Operate and control radio networks

3

PUAECO00 Operate computer aided dispatch system

4

Elective units

CHCCOM001 Provide first point of contact

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

CHCLEG001 Work legally and ethically

HLTAAP001 Recognise healthy body systems

HLTAID011 Provide first aid

HLTAID014 Provide advanced first aid

HLTINF001 Comply with infection prevention and control policies and procedures

HLTWHS003 Maintain work health and safety

PUAECO002 Process emergency incident calls and enquiries

## Qualification Mapping Information

This qualification supersedes and is not equivalent to HLT41015 Certificate IV in Ambulance Communications (Dispatch).

## Links

Companion Volume implementation guides are found in VETNet -

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