



Australian Government

HLTAMB005 Receive and respond to requests for ambulance service

Release: 1

HLTAMB005 Receive and respond to requests for ambulance service

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>Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements.</p> <p>Removal of pre-requisites</p> <p>Supersedes HLTAMBC401D.</p>

Application

This unit describes the skills and knowledge required to receive and respond to requests for ambulance services and to transfer calls for action. Call-taking work is carried out in accordance with standard organisation operating policies and procedures.

This unit applies to individuals working in an ambulance communications centre.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand Standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Receive request for service

- 1.1 Answer promptly incoming requests for service
- 1.2 Establish details of the situation using effective communication skills, techniques and resources
- 1.3 Record complete details of the request accurately and in a timely and efficient manner
- 1.4 Respect confidentiality at all times
- 1.5 Assess quickly and accurately any potential danger to the caller

ELEMENT

Elements define the essential outcomes

2. Respond to request for service

3. Apply strategies to manage the call

4. Refer and finalise request

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

2.1 Determine urgency of the request using information gained from the caller requesting the service

2.2 Communicate clearly safety information appropriate to the situation and caller's needs

2.3 Provide appropriate advice to the caller

2.4 Initiate a suitable response using a prioritising tool

3.1 Use active listening skills consistently to help develop a rapport with the caller and to establish trust

3.2 Confirm with the caller that the information they have provided is accurate and complete

3.3 Adjust tone or manner to respond to the caller's individual needs

4.1 Identify and action any need to refer the request for service

4.2 Terminate the call and take follow-up action as necessary

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No Equivalent Unit

Links

Companion Volume implementation guides are found in VETNet -

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