



Australian Government

Department of Education, Employment and Workplace Relations

HLT31912 Certificate III in Ambulance Communications (Call-taking)

Release: 1

HLT31912 Certificate III in Ambulance Communications (Call-taking)

Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLT31907 Certificate III in Ambulance Communications (Call-taking)	HLT31912 Certificate III in Ambulance Communications (Call-taking)	Updated first aid core unit in V5. Updated unit codes and imported units. Qualification outcome equivalent.

Description

This qualification covers workers who receive requests for service in an ambulance communication/coordination environment. This qualification is suited to Australian Apprenticeships pathways.

Occupational titles may include:

- Ambulance call-taker
- Communications call-taker

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Refer to the Topic: Introduction to the Employability Skills Qualification Summaries

Packaging Rules

PACKAGING RULES

13 units of competency are required for this qualification, including:

- 9 core units
- 4 elective units

A wide range of elective units is available, including:

- Group A WHS electives of which one must be selected for this qualification
- Group B electives which are recommended for culturally aware and respectful practice
- Other relevant electives listed below
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Health and/or Community Services Training Packages
- Where appropriate, to address workplace requirements, up to 2 units of competency packaged at the level of this qualification or higher in other relevant Training Packages or accredited courses where the details of those courses are available on TGA or other public listing

Core units

BSBMED301B Interpret and apply medical terminology appropriately

HLTAMBC401D Receive request for service (Note pre-requ: *HLTFA311A*, *BSBMED301B*)

HLTAMBFC301D Communicate with clients and colleagues to support health care

HLTAMBPD401C Manage personal stressors in the work environment

HLTFA311A Apply first aid

HLTFA412A Apply advanced first aid (Note pre-requ: *HLTFA311A*)

HLTHIR301C Communicate and work effectively in health

BSBWOR203B Work effectively with others

BSBCCO301B Use multiple information systems

Group A WHS electives - one unit must be selected for this qualification

One of the following units must be selected for award of this qualification.

HLTWHS200A Participate in WHS processes

HLTWHS300A Contribute to WHS processes

The importance of culturally aware and respectful practice

All workers undertaking work in health need foundation knowledge to inform their work with Aboriginal and/or Torres Strait Islander clients and co-workers and with clients and co-workers from culturally and linguistically diverse backgrounds. This foundation must be provided and assessed as part of a holistic approach to delivery and assessment of this qualification. Specific guidelines for assessment of this aspect of competency are provided in the Assessment Guidelines for the Health Training Package.

Group B electives - recommended for culturally aware and respectful practice

Where work involves a specific focus on Aboriginal and/or Torres Strait Islander and/or culturally diverse clients or communities, one or both of the following electives is recommended:

HLTHIR403C Work effectively with culturally diverse clients and co-workers

HLTHIR404D Work effectively with Aboriginal and/or Torres Strait Islander people

Other relevant electives

Elective units of competency may be selected from a wide range of units of competency in line with the Packaging Rules outlined above. The following sample units of competency are suggested as appropriate for this qualification.

CHCAC318B Work effectively with older people

CHCDIS301C Work effectively with people with a disability

HLTAP301B Recognise healthy body systems in a health care context

HLTIN301C Comply with infection control policies and procedures

ICTCC120A Use basic computer technology