



Australian Government

Department of Education, Employment and Workplace Relations

HLTAMBC401D Receive request for service

Release: 1

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Modification History

Not applicable.

Unit Descriptor

Descriptor

This unit describes the skills and knowledge required to receive requests for ambulance services and transfer calls for action

Application of the Unit

Application

This unit applies to coordination of ambulance services

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite units

This unit must be assessed after successful achievement of pre-requisites:

- HLTF311A Apply first aid
- BSBMED301B Interpret and apply medical terminology appropriately

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Receive *request for service*
 - 1.1 Promptly answer incoming requests for service in accordance with local ambulance standard operation procedure
 - 1.2 Establish *details of the situation* using effective communication skills, techniques and resources, in accordance with local ambulance standard operation procedure
 - 1.3 Accurately record complete details of the request in a timely and efficient manner and in accordance with local ambulance standard operation procedure
 - 1.4 Respect confidentiality at all times
 - 1.5 Deal with the request in a professional manner at all times

2. Respond to *request for service*
 - 2.1 Determine urgency of the request using information gained from the person requesting the service
 - 2.2 Provide appropriate advice to the person requesting the service
 - 2.3 Formulate and initiate a *suitable response* using a prioritising tool in accordance with local ambulance standard operation procedure

3. Refer request
 - 3.1 Identify and action any need to *refer* the request for service
 - 3.2 *Refer* the request in line with the situation presented and in accordance with local ambulance standard operation procedure

4. Finalise request
 - 4.1 Terminate call in accordance with local ambulance standard operation procedure
 - 4.2 Take follow-up action as necessary and in accordance with the needs of the situation, and local ambulance standard operation procedure

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Organisation operational policies and procedures
- Use of communications resources
- Emergency and non-emergency services and their function
- Working knowledge of the geographical area
- Clinical symptoms

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Assess and deal with a variety of situations, including:
 - life-threatening situations
 - non life-threatening situations
 - routine situations
 - situations that need to be referred
 - situations where people have difficulty in communicating their needs
- Illicit relevant information that may include previous client history, contributing factors and individual circumstances in assessment of requests for service
- Assess and analyse:
 - clinical symptoms
 - client history
 - contributing factors
 - individual circumstances surrounding the incident
- Demonstrate sound judgement in all aspects of receiving and dealing with requests for service

REQUIRED SKILLS AND KNOWLEDGE

continued ...

Essential skills (contd):

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Demonstrate computer literacy, including:
 - proficiency in operating prioritising tools
 - keyboarding skills to enable accurate input and extraction of data
- Use problem solving skills including:
 - using available resources
 - analysing information
 - making decisions that ensure the most efficient and effective use of resources
- Use oral communication skills required to fulfil job roles as specified by the organisation, including:
 - asking questions
 - active listening
 - asking for clarification of information from caller
 - negotiating solutions
 - acknowledging and responding to a range of views
 - explaining clearly and concisely the nature of the service request, including location of the event, to emergency crews.
- Use interpersonal skills, including:
 - working with others
 - showing empathy with callers, clients and relatives
 - relating to persons from differing cultural, social and religious backgrounds
 - working with interpreters as required
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
 - recording information accurately
 - preparing formal records as required
- Use initiative in responding to challenging situations and individuals
- Take a responsible approach to professional development, including:
 - maintaining own skills and knowledge and ongoing development
 - being open to learning new ideas and techniques in a range of settings

REQUIRED SKILLS AND KNOWLEDGE

- sharing workplace information with others

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of performance in the work environment is preferable
However, where workplace observation is insufficient to demonstrate competence, simulations and/or case studies may be used as supporting evidence
- Evidence of workplace performance over time must be obtained to inform a judgement of competence

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Details of the situation or incident may include, but are not limited to:

- Address or location of the incident
- Address or location of the caller
- Caller's telephone number
- Nature of the incident ie identification of single and multiple vehicle accidents, entrapments
- Special needs as requested
- Validation of caller identity

Requests for service may come from:

- Members of the public
- Members of the ambulance service
- Other emergency service organisations
- Health professionals
- Military

Communication resources may include, but are not limited to:

- Telephone
- TTY
- Computer
- Fax
- Cards and log sheets
- Prepared questionnaires and scripts

RANGE STATEMENT

Response to situations may include, but is not limited to:

- Providing clinical advice
- Referral
- Termination of call (in the case of non-genuine caller)

Referral may mean:

- Passing the request to another officer, supervisor or medical adviser
- Passing the request to an interpreter
- Passing the request to another service
- Obtaining information from another officer, supervisor or medical adviser
- Obtaining information from any other source

Referral of request may be necessary to:

- Dispatch ambulance
- Obtain assistance from another service as required eg. police, fire brigade
- Obtain assistance from an interpreter
- Provide immediate clinical advice

Unit Sector(s)

Not Applicable