



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **HLTAMBC402C Assign ambulance service resources**

**Release: 1**

## **HLTAMBC402C Assign ambulance service resources**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Descriptor**

This unit describes the skills and knowledge required to allocate resources to ensure effective ambulance service.

### **Application of the Unit**

#### **Application**

This unit applies to coordination of ambulance services

### **Licensing/Regulatory Information**

Not Applicable

### **Pre-Requisites**

Not Applicable

## Employability Skills Information

**Employability Skills**

This unit contains Employability Skills

**Pre -requisite units**

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

- HLTAMBC401C Receive a request for service

## 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. Allocate *ambulance service resources*

- 1.1 *Prioritise requests* for service in accordance with local ambulance standard operation procedure
- 1.2 Assess available resources in accordance with local ambulance standard operation procedure
- 1.3 *Allocate resources* to emergency, non-emergency and special requests in accordance with local ambulance standard operation procedure

2. Dispatch ambulance service resources

- 2.1 Provide adequate, clear, timely and accurate situation briefing to assigned personnel
- 2.2 Record communication according to local ambulance standard operation procedure
- 2.3 Dispatch ambulance resources within timeframes set by the Ambulance Service and in accordance with local ambulance standard operation procedure

**ELEMENT****PERFORMANCE CRITERIA**

- |                                                                 |                                                                                                                            |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| 3. Monitor progress of assigned personnel                       | 3.1 Confirm arrival of assigned personnel at scene of incident/situation according to co-ordination procedures             |
|                                                                 | 3.2 Establish capacity of assigned personnel to deal with the situation/incident at earliest opportunity                   |
|                                                                 | 3.3 Identify need for <i>additional resources</i> and arrange as needed                                                    |
|                                                                 | 3.4 Arrange and monitor arrival at <i>receiving facility</i>                                                               |
|                                                                 | 3.5 Note availability of personnel and vehicle for re-assignment according to local ambulance standard operation procedure |
|                                                                 | 3.6 Notify peer support/critical incident stress debriefing (CISD) team                                                    |
| <br>                                                            |                                                                                                                            |
| 4. Maintain records of Ambulance Service co-ordination activity | 4.1 Maintain dispatch records of ambulance vehicle and personnel according to local ambulance standard operation procedure |
|                                                                 | 4.2 Summon and maintain records of supplementary resources according to 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:

- Local standard ambulance operation procedure
- Use of communications equipment and systems
- Available resources and their application
- Other emergency and non-emergency services and their function

#### *Essential skills:*

It is critical that the candidate demonstrate the ability to:

- Deal with a variety of situations with variable factors, such as:
  - nature of incident/request
  - extent or severity of incident/request
  - skill/knowledge needs
  - equipment needs
- Deal with situations where varying incidents/requests must be assessed against available resources and skills
- Demonstrate sound judgement in all aspects of assigning ambulance resource in response to requests for service

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:

- Use problem solving skills including:
  - using available resources

## REQUIRED SKILLS AND KNOWLEDGE

- 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
  - negotiating solutions
  - acknowledging and responding to a range of views
- Use interpersonal skills, including:
  - working with others
  - liaising with personnel from other emergency services
  - relating to persons from differing cultural, social and religious backgrounds
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
  - accurately recording dispatch instructions
  - maintaining records as required

## 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

## EVIDENCE GUIDE

- 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.

- Requests may include, but are not limited to:*
- Emergency requests
  - Non-emergency services such as hospital discharges, hospital transport
  - Special requests
  - Multi casualty incidents

## RANGE STATEMENT

*Prioritising may include, but is not limited to:*

- Nature of request
- Source of request
- Analysis of available information
- Assessed urgency of request presented by on-site doctor, medical staff or ambulance officer
- Based on a sound clinical understanding of the symptoms presented
- Timeframes set by the Ambulance Service

*Ambulance service resources may include, but is not limited to:*

- Road
- Aviation
- Maritime

*Resource allocation assessed on, but not limited to:*

- Location of incident/situation
- Specific skill/equipment needs
- Availability of resources i.e. specific skills of available crew
- Local ambulance standard operation procedure

*Additional resources may include, but are not limited to:*

- Additional ambulance personnel and/or equipment
- Other services (fire, police, rescue)
- Medical support
- Counselling services
- Interpreters

*Receiving facilities may include, but are not limited to:*

- Hospitals
- Medical clinics
- Nursing homes

## Unit Sector(s)

Not Applicable