



Australian Government

Department of Education, Employment and Workplace Relations

HLTAMBMA602C Supervise on-road operations

Release: 1

HLTAMBMA602C Supervise on-road operations

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the skills and knowledge required to supervise day-to-day ambulance operations, excluding client care

Application of the Unit

Application

Application of this unit should be contextualised to reflect any specific workplace requirements, issues and practices

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite units

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

- HLTAMBSC401B Manage routine scene and promote public safety
- HLTAMBC403C Coordinate resources

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. Oversee communication

- 1.1 Supervise communication techniques and procedures to ensure they are consistent with Acts, regulations, organisation policy and procedure
- 1.2 Supervise communication with control centre to ensure that it is established and maintained
- 1.3 Supervise notification of receiving facility to ensure that local policies and procedures are adhered to

ELEMENT**PERFORMANCE CRITERIA**

2. Oversee vehicle and equipment preparation, cleaning and checking
 - 2.1 Ensure *vehicle* and *equipment* is maintained in a clean and serviceable condition according to legal/industrial requirements and organisation policy and procedures
 - 2.2 Ensure vehicle operating stock is maintained to acceptable minimum and maximum levels

3. Supervise transport of clients
 - 3.1 Supervise client *transportation* to ensure clients are transported safely and smoothly to avoid further damage or injury
 - 3.2 Supervise driving to ensure hazards are recognised and negotiated safely
 - 3.3 Supervise driving of vehicle to ensure that *legal and industrial requirements* governing emergency vehicles are adhered to
 - 3.4 Provide supervision to ensure route is chosen appropriately according to distance, time constraints, travel and terrain
 - 3.5 Provide supervision to ensure that road map is read accurately and quickly, as required
 - 3.6 Supervise communication between driver and client care officer to ensure safe transport and effective client care

4. Oversee scene management
 - 4.1 Ensure safety of scene is secured in accordance with legal, industrial and organisation guidelines
 - 4.2 Ensure hazard control is undertaken in accordance with requirements to protect welfare of clients and personnel
 - 4.3 Ensure resources are applied in accordance with requirements of the scene, organisation policies and procedures and relevant legal and industrial requirements
 - 4.4 Ensure communication with allied services contributes to safety and wellbeing of clients and ambulance personnel

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:

- Relevant acts, regulations, procedures and industrial guidelines governing the removal of clients from the scene of the incident
- Standards of cleanliness and serviceability of vehicles required by law and organisation policies and procedures
- Road rules and laws applying to emergency vehicles in the state or territory
- Client care and restraint during transportation
- Methods of loading and unloading clients under life-threatening conditions
- Supervisory methods and techniques

Essential skills:

It is critical that the candidate demonstrate the ability 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:

- Apply supervisory skills in relation to on-road ambulance operations
- Promote, implement and manage work attitudes and practices that reflect awareness of the importance of a range of aspects of sustainability
- Supervise ambulance operations including communications, transport and handling of clients in a variety of situations
- Use communications equipment and systems
- Use problem solving skills including:
 - using available resources
 - analysing information
 - making decisions that ensure the effective supervision of on-road operations

REQUIRED SKILLS AND KNOWLEDGE

- Use oral communication skills (language competence) required to fulfil job roles as specified by the organisation, including:
 - asking questions
 - active listening
 - asking for clarification of information
 - negotiating solutions
 - liaising with other services
 - acknowledging and responding to a range of views.
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
 - reading and understanding incident reports and case management materials
 - preparing reports for senior management
- Use interpersonal skills, including:
 - working with and managing others
 - showing empathy with client and relatives
 - relating to persons from differing cultural, social and religious backgrounds.

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
- Assessment must include evidence of competence in dealing with all situations outlined in Essential Skills

EVIDENCE GUIDE

section of this competency unit

- 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

Related units:

This unit should be assessed in conjunction with the following competency unit:

- HLTAMBSC503B Contribute to managing the scene of an emergency

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.

RANGE STATEMENT

Vehicles may include:

- Road ambulances
- Operational cars
- Intensive Care Units
- Buses
- Motor bikes
- 4 W/D vehicles
- Rescue/retrieval units
- Aircraft fixed wing/rotary wing

Equipment may include:

- Standard inventory of ambulance equipment for primary or secondary life support

Transportation includes:

- Securement of:
 - Clients' belongings
 - Items of luggage
 - Wheelchairs

Legal requirements include:

- State and territory Traffic Act and regulations and Ambulance Acts and regulations
- All lawful standing orders, policies and procedures issued by Ambulance Services pertaining to the driving and operation of Service vehicles.

Safe work practices are detailed in:

- Occupational Health and Safety Acts, regulations and standards
- Organisation policy and procedures, and include:
- Safe lifting procedures.
- Acts, regulations, organisation policy and procedures include those relating to the operation of radio and electronic communication equipment

Communication equipment may include:

- Organisation radio equipment
- Equipment of other services
- Viable alternatives which support effective communication

Unit Sector(s)

Not Applicable