



Australian Government

**PUA30819 Certificate III in Public Safety
(Emergency Communications Centre
Operations)**

Release 3

PUA30819 Certificate III in Public Safety (Emergency Communications Centre Operations)

Modification History

Release 3. Updated superseded HLT and BSB general elective units.

Release 2. This is the second release of this qualification in the PUA – Public Safety Training Package.

Minor upgrade to Group A: Work, Health and Safety electives.

Release 1. This is the first release of this qualification in the PUA – Public Safety Training Package.

Qualification Description

The PUA30819 Certificate III in Public Safety (Emergency Communications Centre Operations) provides individuals with general and specialist skills to operate effectively in a range of emergency communication centres roles.

The role of an operator in an emergency communications centre is to receive incident information, enter details into the computer aided dispatch system, and alert the most appropriate resources to respond to the incident. This may include the dissemination of information to members of the public and emergency services agencies.

The qualification includes the units of competency required by emergency communication centre operators to perform a range of activities such as communicating with callers and providing support to emergency service personnel at incidents.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters. Emergency communication centre operations typically involve work as a team member, under limited supervision, in emergency communication centre operations.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of 11 units of competency comprising

- 3 core units listed below; plus
- 8 elective units selected from the general or specialist elective unit lists below using a

minimum of 6 elective units

1 elective unit from Group A Work, Health and Safety elective units listed

1 elective unit from Group B Teamwork elective units listed

1 elective unit from Group C Emergency communication centre specialist elective units listed

The additional units are to be selected from the general or specialist elective unit lists below.

Imported elective units must contribute to the vocational outcomes of the qualification. Where imported units are selected, care must be taken to ensure that all prerequisite units specified are complied with.

Elective units selected from outside the qualification must not duplicate content already covered by units in this qualification.

Prerequisites attached to any of the units must be obtained and are additional to the number of units required for this qualification.

Where a prerequisite is attached to a unit it is identified by the symbol L.

General Elective Stream

At least 3 elective units from Groups D, E, F and/or G elective units listed below; and

No more than 2 elective units from Group H general units listed below or 2 imported units.

Call Taking Specialist Stream

1 elective unit from the Group D Call Taking specialist elective units listed; and

At least 2 elective units from the Group E Call Taking general elective units listed; and

No more than 2 elective units from Group H general units listed below or 2 imported units.

Dispatch Specialist Stream

2 elective units from Group F Dispatch specialist elective units listed; and

At least 1 elective unit from Group G Dispatch general elective units listed; and

No more than 2 elective units from Group H general units listed below or 2 imported units.

Qualification	Generalist stream	Specialist stream	Specialist stream
Certificate III	Certificate III in Public Safety (Emergency Communications Centre Operations)	Certificate III in Public Safety (Emergency Communications Centre Operations - Call Taking)	Certificate III in Public Safety (Emergency Communications Centre Operations - Dispatch)
Core units	3	3	3
Elective units	8	8	8
Group A – Work Health and Safety	Select 1	Select 1	Select 1
Group B – Teamwork	Select 1	Select 1	Select 1
Group C – Emergency communication centre	Select 1	Select 1	Select 1
Group D – Call Taking specialist		Select 1	N/A
Group E – Call Taking general	Select at least 3 from Groups D, E, F and/or G	Select at least 2	N/A
Group F – Dispatch specialist		N/A	Select 2
Group G – Dispatch general		N/A	Select at least 1
Group H – General units or imported units	Select no more than 2		
Total units for packaging	11	11	11

Additional qualification advice

Where a defined specialist stream is completed, the resultant testamur should be titled;

- Certificate III in Public Safety (Emergency Communications Centre Operations - Call Taking)
- Certificate III in Public Safety (Emergency Communications Centre Operations - Dispatch)

Core units

PUACOM001 Communicate in the workplace

PUAECO001 Operate telephony systems

PUAECO002 Process emergency incident calls and enquiries

Group A: Work, Health and Safety

BSBWHS301 Maintain workplace safety

BSBWHS307 Apply knowledge of WHS legislation in the workplace

BSBWHS308 Participate in WHS hazard identification, risk assessment and risk control

BSBWHS309 Participate effectively in WHS communication and consultation processes

PUAWHS001 Follow defined work, health and safety policies and procedures

Group B: Team work

PUASES012 Work as a team member in an emergency operations centre

PUATEA001 Work in a team

Group C: Emergency communications centre

PUAECO004 Operate computer aided dispatch system

PUAECO006 Read and interpret maps

Group D: Call taking specialist

PUAECO004 Operate computer aided dispatch system

PUAECO006 Read and interpret maps

Group E: Call taking general

BSBCUE203 Conduct customer engagement

BSBCUE301 Use multiple information systems

BSBCUE307 Work effectively in customer engagement

BSBWOR203 Work effectively with others

PUATEA002 Work autonomously

PUATEA004 Work effectively in a public safety organisation

Group F: Dispatch specialist

PUAECO003 Operate and control radio networks

PUAECO005 Dispatch resources from within an emergency communications centre

Group G: Dispatch general

- PUATEA002 Work autonomously
- PUATEA004 Work effectively in a public safety organisation

Group H: General

- BSBPEF201 Support personal wellbeing in the workplace
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid
- HLTWHS006 Manage personal stressors in the work environment
- PUAECO007 Respond to and maintain monitored automatic notification system
- PUAECO008 Receive and action notification of uncontrolled hazardous materials situations
- PUAEME001 Provide emergency care
- PUAFIR323 Take local weather observations
- PUAOPE013 Operate communications systems and equipment

Qualification Mapping Information

This qualification replaces and is not equivalent to PUA33012 Certificate III in Public Safety (Emergency Communications Centre Operations).

Links

Companion Volume Implementation Guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>