



**Australian Government**

**PUA40119 Certificate IV in Public Safety  
(Emergency Communications Centre  
Operations)**

**Release 1**

# PUA40119 Certificate IV in Public Safety (Emergency Communications Centre Operations)

## Modification History

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

## Qualification Description

The PUA40119 Certificate IV in Public Safety (Emergency Communications Centre Operations) provides individuals with general and specialist skills to operate effectively in an emergency communication centre supervisory role. The qualification includes the units of competency required by individuals who have a senior operator, team leader or supervisory role within an emergency communications centre.

The role of a supervisor in an Emergency Communications Centre is to manage the flow of timely and accurate information in response to emergency and non-emergency situations. This may include the dissemination of information to members of the public and emergency services agencies.

Individuals working at this level will apply knowledge and skills to demonstrate autonomy, judgement and limited responsibility in known or changing contexts and within established parameters.

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** from the general elective unit lists below

Select at least 6 elective units from the elective lists below

1 elective unit from Group A

1 elective unit from Group B

At least 4 elective units from Group C and/or D, of which no more than 3 elective units may be selected from Group D.

Select the remaining 2 elective units from the elective unit lists below or from elsewhere within

this training package or from another endorsed training package or from an accredited course.

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

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.

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.

### **Core units**

PUAECO009 Coordinate emergency communications centre operations

PUAECO010 Maintain standards of emergency service delivery

PUACOM001 Communicate in the workplace

### **Group A: Work, Health and Safety**

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

BSBWHS402 Assist with compliance with WHS laws

BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes

BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control

BSBWHS406 Assist with responding to incidents

### **Group B: Supervision**

BSBMGT401 Show leadership in the workplace

PUATEA003 Lead, manage and develop teams

### **Group C: General**

BSBCON401 Work effectively in a business continuity context

BSBMGT402 Implement operational plan

|           |   |
|-----------|---|
| BSBMGT403 | Implement continuous improvement                  |
| BSBWHS510 | Contribute to implementing emergency procedures   |
| HLTWHS006 | Manage personal stressors in the work environment |
| PUAAMS006 | Coordinate search and rescue resources            |
| PUAAMS007 | Coordinate search and rescue operations           |
| PUAAMS008 | Manage search and rescue operations               |
| PUACOM012 | Liaise with media at a local level                |
| PUAECO011 | Support logistics in the field                    |
| PUAOPE015 | Conduct briefings and debriefings                 |

#### **Group D: Training and Assessment**

|           |  |
|-----------|--|
| TAEASS301 | Contribute to assessment                 |
| TAEASS401 | Plan assessment activities and processes |
| TAEASS402 | Assess competence                        |
| TAEASS403 | Participate in assessment validation     |
| TAEDEL301 | Provide work skill instruction           |
| TAEDEL404 | Mentor in the workplace                  |

### **Qualification Mapping Information**

This qualification replaces and is not equivalent to PUA42712 Certificate IV in Public Safety (Emergency Communications Centre Operations).

### **Links**

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>