



Australian Government

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

Release 2

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Modification History

Release 2.0 This is the second release of this qualification in the PUA Public Safety Training Package.

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

Release 1.0 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 \perp .

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

BSBWHS412 Assist with workplace compliance with WHS laws

BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes

BSBWHS414 Contribute to WHS risk management

BSBWHS416 Contribute to workplace incident response

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
BSBWHS520	Manage implementation of 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

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>