Australian Government

Assessment Requirements for PUAECO001 Operate telephony systems

Release: 1

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Modification History

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

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- recording and relaying information accurately
- communicating orally and in writing
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- identifying telephony system faults and undertaking testing of system
- implementing organisational instructions
- using telephony equipment and systems including setting up, backup, accessing lines, system functions and terminating calls
- using telephony systems in time critical environments

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- fault identification and reporting and/or actioning requirements
- functions including conference calls, quick dial, hold, transfers, terminating calls and direct lines
- operations prioritisation
- organisational documentation, policies, procedures and protocols including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) practices and guidelines
- organisational instructions
- telephone communication techniques
- telephony backup arrangements and business continuity systems
- telephony equipment and its use including setup
- types of incoming and outgoing calls

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include

requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment must occur in workplace operational situations that includes emergency and non-emergency situations, particularly in a stress environment involving emergency communications. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
    - backup systems and telephony systems
- applicable documentation including organisational policies and procedures, industry standards, regulations, codes of practice, equipment specifications, operations and systems manuals.

Links

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