



Australian Government

PUAECO001 Operate telephony systems

Release: 1

PUAECO001 Operate telephony systems

Modification History

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

Application

This unit of competency involves the skills and knowledge required to operate telephony systems. It includes using and identifying faults in telephony systems.

The unit applies to individuals working within an emergency communications centre.

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

Pre-requisite Unit

Not applicable.

Competency Field

Emergency communications

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Use telephony system

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Telephony system is accessed and set up, in accordance with organisational procedures
- 1.2 Telephony system is operated, in accordance with organisational instructions
- 1.3 Telephony lines are accessed, in accordance with organisational procedures

- 1.4 Calls are answered, in accordance with organisational procedures and answering protocols
 - 1.5 Telephony system functions are used, in accordance with organisational procedures to ensure caller status is maintained
 - 1.6 Telephony systems, caller line identification, mobile line identification and interfaces including call playback technology are accessed to locate and record information, in accordance with organisational procedures
 - 1.7 Calls are terminated, in accordance with organisational procedures
- 2 Identify faults in telephony system**
- 2.1 Telephony system testing is conducted, in accordance with organisational instructions, policies and procedures
 - 2.2 Telephony system faults are identified and appropriate action is taken, in accordance with organisational procedures
 - 2.3 Backup telephone system and business continuity arrangements are followed when primary telephony systems fail

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAECO001A Operate telephony systems.

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>