Assessment Requirements for PUAECO002 Process emergency incident calls and enquiries

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

- answering incident calls or enquiries promptly using standard organisational or agency answering protocols including using techniques to obtain information in as short a time as possible
- communicating orally and in writing
- concluding calls or enquiries and confirming response
- identifying and reporting and/or actioning faults using organisational instructions
- implementing and following organisational policies, procedures and protocols to support response decisions
- locating an incident
- logging incident calls and enquiry details
- providing information to callers in possible danger
- reading and interpreting maps to identify location of incident
- reassuring callers and supplying pre-arrival instructions
- recognising the difference between emergency and non-emergency incident calls and enquiries
- summarising, recording and relaying information accurately to emergency services and/or agencies
- taking appropriate action to process incident calls and enquiries
- using codes, abbreviations or specialist terminology in transmission of information

Knowledge Evidence

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

- alternative strategies for when equipment is faulty
- codes, abbreviations or specialist terminology used by the organisation when receiving and responding to incoming incident calls and enquiries
- communications and dispatch equipment used in the management of incidents and

non-operational enquiries
- directories and databases
- factors that may impact on a caller's ability to provide information, understand directions and reach safety
- fault identification and reporting and/or actioning requirements
- information including environmental factors, operational readiness, risks associated with incident, topography and weather conditions
- methods of establishing information of caller, incident or enquiry including using active listening skills, clarifying, giving full attention to caller, maintaining contact with caller, prompts, summarising and using open questions
- methods of identifying geographical area of operations and map reading techniques
- organisational documentation, policies, procedures and protocols
- organisational instructions
- organisational, emergency service and/or agency resources

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

Assessment must occur in workplace operational situations that includes emergency and non-emergency situations across a range of different callers, types of emergencies and level of activity. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

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 telephony systems
  - directories, maps and databases to find incident locations
- 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