



Australian Government

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.

Application

This unit involves the skills and knowledge required to process emergency incident calls and enquiries. It includes receiving incoming incident calls and/or enquiries, providing information to callers in possible danger, locating an incident, requesting assistance and operating equipment.

The unit applies to individuals who process emergency calls for assistance and non-emergency enquiries in 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 Receive incoming incident calls/enquiries

PERFORMANCE CRITERIA

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

1.1 Emergency incident calls are answered promptly using standard agency answering protocols

1.2 Information about the caller, incident or enquiry is established, in accordance with organisational policies and procedures

- 1.3 Factors which may affect the caller's ability to provide accurate information are assessed and considered
 - 1.4 Type of incident call or enquiry is determined accurately and call authenticity is determined, in accordance with organisational protocols
 - 1.5 Details of the incident call or enquiry are obtained and accurately logged, in accordance with organisational policies and procedures
 - 1.6 Appropriate response is established through consultation with relevant personnel, in accordance with organisational procedures
- 2 **Provide information to callers in possible danger**
 - 2.1 Potential danger to caller is assessed accurately
 - 2.2 Safety information appropriate to the situation and caller's needs is communicated clearly
- 3 **Locate an incident**
 - 3.1 Organisation's area of operational responsibility is identified
 - 3.2 Appropriate directories, maps and databases are used to find incident location
 - 3.3 Calls or enquiries are concluded, in accordance with organisational policies and procedures
- 4 **Action received request**
 - 4.1 Action emergency incident request or call
 - 4.2 Information is summarised and communicated using clear and appropriate language, in accordance with organisational policies and procedures
 - 4.3 Follow up procedures and notifications to other emergency services or agencies are implemented, as required
- 5 **Operate equipment**
 - 5.1 Appropriate equipment is chosen for the task, context and needs of incident
 - 5.2 Equipment is used and operated safely, in accordance with organisational procedures and instructions
 - 5.3 Faulty equipment is identified and reported, in accordance with organisational policies and procedures and alternative strategies are employed, as required

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 PUAECO002A Process emergency incident calls and enquiries.

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>