PUAECO004 Operate computer aided dispatch system

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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 of competency involves the skills and knowledge required to operate and identify faults in the organisation's computer aided dispatch system. It includes operating a Computer Aided Dispatch (CAD) system and identifying faults in the CAD.

The unit applies to emergency communications centre personnel who use a variety of computer aided dispatch systems.

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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Operate computer aided dispatch system	**1.1** Computer Aided Dispatch (CAD) system, log on and shift change protocols are implemented, in accordance with organisational procedures
	1.2 CAD and other interfaces and associated equipment are set up, in accordance with organisational instructions

		and is navigated for optimum operation
	1.3	CAD is interrogated to retrieve required information
	1.4	Data is accurately recorded, in accordance with organisational procedures
	1.5	Relevant data and/or information is continually monitored, maintained and updated, in accordance with organisational protocols
	1.6	Entries are checked for accuracy and corrective action is taken, in accordance with organisational procedures and system capacity
	1.7	Incident completion processes are implemented in CAD, in accordance with organisational procedures
	1.8	Equipment is used safely, in accordance with organisational procedures and instructions
2 Identify faults in computer aided dispatch system	2.1	Technical faults in CAD are identified and appropriate action is taken, in accordance with organisational procedures
	2.2	Backup systems are utilised when primary system fails
	2.3	Deficiencies or opportunities for improvement are reported, in accordance with organisational policies and procedures

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 PUAECO004A Operate computer aided dispatch system.

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

| Australian Industry Standards