Australian Government

Assessment Requirements for PUAECO005 Dispatch resources from within an emergency communications centre

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

- accessing information and dispatching resources including additional resources
- actioning, maintaining and recording field requests
- communicating and liaising with colleagues and stakeholders
- determining response to incident
- disseminating information and making decisions to prioritise requests for assistance
- following organisational policies and procedures
- implementing follow up procedures
- liaising with other organisations and agencies
- maintaining communication with emergency resources or organisations/agencies using approved communication protocols
- monitoring status of resources
- operating a range of equipment and systems including backup and business redundancy systems
- performing administrative duties and support tasks
- receiving, recording and relaying information
- using clear and concise language

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

- backup and business continuity arrangements
- communication techniques when responding to an incident
- equipment and systems used to locate, allocate and dispatch resources
- follow up procedures
- functions of other authorities, regulators and public safety agencies or organisations
- incident information to be recorded and updated from incident commander or controller and time stamping of manual records, if maintained
- legislation, industry standards and regulations

- organisational documentation, policies, procedures, protocols and guidelines including directives and multi-organisational or agency agreements and mobilisation and operational procedures and guidelines
- resources required

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 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
  - databases and telephony and backup and Computer Aided Dispatch (CAD) 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