



Australian Government

**Assessment Requirements for PUAECO009
Coordinate emergency communications
centre operations**

Release: 1

Assessment Requirements for PUAECO009 Coordinate emergency communications centre operations

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

- analysing data using research tools
- collating information and writing reports
- coordinating availability and deployment of resources
- implementing organisational policies and procedures
- investigating complaints and issues
- maintaining day to day functions of an emergency communications centre during periods of activity including rostering personnel
- making decisions, prioritising actions and liaising with senior personnel
- managing self and others within stressful environment by supporting emergency communications centre team
- managing time whilst working under limited supervision
- operating and troubleshooting equipment and systems
- providing continuous feedback to emergency communications centre personnel
- responding to system faults and equipment failures

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

- data sources
- equipment used in emergency communication centres
- incident management systems used in emergency communication centres
- maintenance arrangements for systems and equipment
- memorandums of understanding and service level agreements
- operating systems
- organisational administrative guidelines including delivery standards, benchmarks and quality assurance measures
- organisational policies and procedures
- resource deployment

- roster methodology
- system faults and equipment failures welfare and support procedures for emergency communications centre personnel

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 during emergency communications centre operations. 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 including
 - operations that involve emergency and non-emergency situations
- relevant and appropriate materials, equipment, tools, systems and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational policies and procedures, industry standards, regulations, codes of practice, maintenance schedules, 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>