



Australian Government

PUAECO009 Coordinate emergency communications centre operations

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 of competency involves the skills and knowledge required to coordinate emergency communications centre operations. It includes coordinating availability and deployment of resources, supporting emergency communications centre team, managing emergency communications, collecting and analysing data and preparing reports.

The unit applies to senior operators, team leaders or shift supervisors of 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 Coordinate availability and deployment of resources

PERFORMANCE CRITERIA

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

1.1 Monitor and adjust allocation and deployment of resources to meet incident or operational requirements

- 1.2 Assist emergency communications centre operators by making incident resourcing decisions prior to the arrival of resources at an incident
 - 1.3 Maintain coordination and liaison with support services and other agencies to optimise incident resourcing
 - 1.4 Manage and action external requests and notifications, in accordance with organisational procedures
- 2 Support emergency communications centre team**
 - 2.1 Allocate, supervise and review shift activities of the team
 - 2.2 Manage situations that arise during routine and peak periods, including responsibility for assigned personnel
 - 2.3 Maintain liaison with senior management and on call personnel
 - 2.4 Maintain rosters, in accordance with level of responsibility
 - 2.5 Manage shift changes to facilitate effective hand over
 - 2.6 Monitor welfare and safety of personnel and take appropriate action, as required
- 3 Manage emergency communications centre facility**
 - 3.1 Maintain physical resources and equipment required for the operations of the centre, in accordance with organisational procedures
 - 3.2 Implement equipment maintenance processes and procedures
 - 3.3 Analyse and respond to system faults and equipment failures
- 4 Collect and analyse data, and prepare reports**
 - 4.1 Monitor completion of incident records by emergency communications centre operators and act to address any identified gaps
 - 4.2 Collect and maintain statistical data
 - 4.3 Collate data and prepare reports for senior operational staff and managers
 - 4.4 Prepare evidence for relevant authorities, organisations or agencies

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 PUAECO009A Coordinate emergency communications centre operations.

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>