



**Australian Government**

**Assessment Requirements for PUAECO010  
Maintain standards of emergency service  
delivery**

**Release: 1**

# Assessment Requirements for PUAECO010 Maintain standards of emergency service delivery

## 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

- communicating with peers and organisational or agency management personnel
- ensuring service delivery coverage and standards are maintained
- identifying potential for loss of service delivery or threats and events that may impact resource availability
- implementing organisational policies and procedures
- interpreting warnings and forecasts and predicting impact on emergency communication centre operations and resource availability
- liaising with relevant organisations and agencies to meet service delivery requirements
- maintaining emergency communication centre's staffing levels and welfare requirements during peak times
- managing emergency communication centre's functions during peak times
- managing resources to maintain delivery service
- recording incident information

## 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

- considerations for the redistribution of resources
- inter and intra organisational or agency liaison and response protocols
- mobilisation of resources including capability and availability of reserves
- organisational policies and procedures
- service delivery coverage and standards including emergency communications centre staffing levels

## 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. 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
  - access to a Computer Aided Dispatch (CAD) system
- applicable documentation including organisational policies and procedures, industry standards, regulations, codes of practice, equipment specifications, service delivery standards and agreements, 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>