PUAECO010 Maintain standards of emergency service delivery

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 maintain standards of emergency service delivery. It includes ensuring service delivery coverage is maintained and ensuring service delivery standards are met.

The unit applies to senior operators, team leaders or shift supervisors in an emergency communications centre who are responsible for ensuring that service delivery standards are maintained to meet performance requirements or service level agreements.

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 Ensure service delivery coverage is maintained	1.1	Identify threats and events that are likely to impact on the emergency communications centre's ability to maintain service
	1.2	Manage emergency communications centre functions, activities and resources to ensure service delivery is

		maintained to a high level of operational readiness
	1.3	Identify service delivery requirements and gaps and distribute resources accordingly
	1.4	Ensure appropriate reserve resources are made operational to maintain service delivery
2 Ensure service delivery standards are met	2.1	Implement inter and intra organisational or agency policies and response protocols
	2.2	Apply and adhere to procedures and service delivery standards when deciding or undertaking an action
	2.3	Delegate and reallocate duties according to fluctuations in demand and organisational or agency 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 PUAECO010A Maintain standards of emergency service delivery.

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