Australian Government

Department of Education, Employment and Workplace Relations

PUAECO001A Operate telephony systems

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PUAECO001A Operate telephony systems

Modification History

PUAECO001A Release 2:   Layout adjusted. No changes to content.
PUAECO001A Release 1:   Primary release.

Unit Descriptor

This unit covers the competency required to efficiently operate emergency communications centre telephony systems and equipment.

Application of the Unit

This unit applies to emergency communications centre personnel.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.	Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. **Use telephony system**	1.1 Telephony system is accessed and set up in accordance with organisational procedures
	1.2 Telephony system is *operated* in accordance with *manufacturer's instructions*
	1.3 Appropriate lines are accessed in accordance with organisational procedures
	1.4 Standard agency answering protocols are applied for emergency calls and general enquiries
	1.5 *System functions* are used appropriately to ensure caller status is maintained
	1.6 *Systems* and other interfaces are accessed to locate and record information
	1.7 Telephony system is controlled and coordinated to ensure equitable access and prioritisation of operations
	1.8 Calls are terminated in accordance with organisational procedures
2. **Identify faults in the telephony system**	2.1 System testing is conducted in accordance with manufacturer's and organisational policies and procedures
	2.2 Telephony systems are monitored for faults and *appropriate action* is taken
	2.3 Back-up telephone system and business continuity arrangements are followed when primary telephony systems fail

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- access organisational documentation
- accurately record and relay information
- effectively communicate orally and in writing
- effectively use telephony equipment, computer systems, and associated software
- maintain telephone systems
- operate back-up and business continuity systems
- work in stressful situations

Required Knowledge

- effective telephone techniques
- organisational policies and procedures (such as relevant legislation; operational, corporate and strategic plans; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)
- relevant legislation and regulations
- safety issues such as acoustic shock, head set, electrical storms, spurious noises, required breaks, stress management, ergonomics

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessment must confirm the ability to: • use telephone system in a time critical environment • effectively apply telephone functions • effectively apply protocols and procedures • implement back-up arrangement. **Consistency in performance** Competency should be demonstrated over time during emergency communications centre operations or simulated operations that include critical and non-critical situations, particularly in a stress environment involving 000 calls.
Context of and specific resources for assessment	**Context of assessment** Competency should be assessed in the workplace or in a simulated workplace environment under conditions expected in the workplace. **Specific resources for assessment** Access is required to: • agency protocol documentation • back-up systems • operations and systems manuals • organisational documentation • relevant databases • telephony system • training databases, where available • training manual • workplace expert/s.
Method of assessment	This unit may be assessed with the following unit: • PUAECO002A Process emergency incident calls and enquiries. In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook. Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment. Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. **Bold italicised** wording in the Performance Criteria is detailed below.

Organisational procedures may include	• Legislation relevant to the organisation • Operational, corporate and strategic plans • Operational performance standards • Operational policies and procedures • Organisational personnel and occupational health and safety practices and guidelines • Organisational quality standards • Organisation's approach to environmental sustainability
Operating a telephony system may include	• Using computer software • Using hard phone and soft (electronic touch screen) phone • Using text telephone or telephone typewriter (TTY)
Manufacturer's instructions may include	• Functions such as conference calls, quick dial, hold, transfer, direct lines • Safety such as acoustic shock, head set attachments, lightning • Use of head set and hand set
System functions may include	• Allocating lines to specific operators • Conference calls • Direct lines • Holding calls • Memory dialling • Muting calls • Transferring calls
Systems may include	• Computer aided dispatch (CAD) • Manual
Taking appropriate action may include	• Identifying technical faults • Dealing with identified faults if within own area of responsibility • Referring identified faults to supervisor or appropriate personnel

| Government Skills Australia

Unit Sector(s)

Not applicable.