Australian Government

Department of Education, Employment and Workplace Relations

PUAECO003A Operate and control radio networks

Revision Number: 2

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

PUAECO003A Operate and control radio networks

Modification History

PUAECO003A Release 2:   Layout adjusted. No changes to content.
PUAECO003A Release 1:   Primary release.

Unit Descriptor

This unit covers the competency required to efficiently operate and control radio networks and equipment.

Application of the Unit

This unit applies to emergency communications centre personnel who operate and control radio networks to respond to organisational requests and to support operational events.

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 Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Use radio networks	1.1 Radio network is accessed in accordance with organisational procedures.
	1.2 ***Radio equipment*** is operated in accordance with manufacturer's instructions.
	1.3 Appropriate channels, frequencies and talk groups are allocated, selected and deselected in accordance with organisational policies and procedures.
	1.4 Appropriate codes, terminology, pro-words, call signs and abbreviations are used to receive and transmit information.
	1.5 Organisational radio protocols are used to transmit and receive messages.
	1.6 Radio contact is monitored in accordance with organisational procedures.
	1.7 Network is controlled and coordinated to ensure equitable access and prioritisation of operations.
	1.8 Network is operated in accordance with relevant legislation and organisational operational requirements.
	1.9 Equipment is used safely in accordance with the organisational and manufacturer's instructions.
2. Identify faults in the radio network	2.1 Technical faults in the radio network are identified and ***appropriate action is taken.***
	2.2 ***Back-up or alternative systems*** are utilised when primary system fails or when required.
	2.3 Equipment is tested in accordance with organisational procedures.

Required Skills and Knowledge

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

Required Skills

- enunciate clearly
- communicate effectively
- receive messages
- transmit messages
- use call up sequence

Required Knowledge

- basic principles of radio operation
- organisational specific communication protocols
- phonetic alphabet/figures/language
- principal components of radios
- radio network/system
- radio procedures (call signs, vehicle codes, codes, terminology, pro-words and abbreviations)
- readability table
- voice procedures

Government Skills Australia

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: • enunciate clearly and concisely • use communication protocols • operate equipment correctly within organisational benchmarks • respond to calls from the field in a timely and effective manner • work effectively in stressful situations • maintain control over the network • operate effectively in routine and peak conditions of operational activity. **Consistency in performance** Competency should be demonstrated over time during emergency communications centre operations or simulated operations that include critical and non-critical situations.
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: • alternative technologies • back-up systems • communications protocol handbooks • manufacturers' operating instructions • operations and systems manuals • organisational documentation • primary and back-up/alternative radio network • relevant databases • training databases, where available • training manual • workplace expert/s.
Method of assessment	This unit may be assessed with the following unit: • PUAECO004A Operate computer aided dispatch system.

Government Skills Australia

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.

Government Skills Australia

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.

Radio equipment may include:	• antenna • associated computer equipment • portable/mobile radios and attached equipment (microphone) • repeaters (static and portable) • transceivers and attached equipment (foot pedal, microphone)
Organisational policies and 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
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
Back up or alternative systems may include:	• alternative frequencies and spectrums • alternative networks • landline network • mobile phone network • relay systems • satellite phone

Unit Sector(s)

Not applicable.