



Australian Government

Department of Education, Employment and Workplace Relations

PUAECO004A Operate computer aided dispatch system

Revision Number: 2

PUAECO004A Operate computer aided dispatch system

Modification History

PUAECO004A Release 2: Layout adjusted. No changes to content.
PUAECO004A Release 1: Primary release.

Unit Descriptor

This unit covers the competency required to efficiently operate the organisation's computer aided dispatch.

Application of the Unit

This unit applies to emergency communications centre personnel who use a variety of computer aided dispatch systems.

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. Operate dispatch systems

- 1.1 Computer aided dispatch (CAD) log on and shift change protocols are implemented.
- 1.2 CAD, other interfaces and associated equipment are set up and navigated for optimum operation.
- 1.3 CAD is interrogated to retrieve required information.
- 1.4 Data is accurately recorded in accordance with organisational procedures.
- 1.5 Relevant data/information is continually monitored, maintained and updated, in accordance with organisational protocols.
- 1.6 Entries are checked for accuracy and corrective action is taken, in accordance with organisational procedures and system capacity.
- 1.7 Incident completion processes are implemented in the CAD.
- 1.8 Equipment is used safely in accordance with organisational and manufacturer's instructions.

2. Identify faults in the CAD

- 2.1 Technical faults in the CAD are identified and ***appropriate action is taken.***
- 2.2 ***Back-up systems*** are utilised when primary system fails.
- 2.3 Deficiencies or opportunities for improvement are reported in accordance with organisational policies and procedures.
- 2.4 Systems and equipment are tested in accordance with organisational policies and procedures.
- 2.5 Test issues are referred to supervisor and/or relevant personnel.

Required Skills and Knowledge

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

Required Skills

- accurately record and relay information
- assess and prioritise information appropriately
- multi task
- operate a computer
- operate and adapt to different programs/databases
- operate CAD during peak activity
- process data
- retrieve information
- type with speed/accuracy in accordance with organisational specifications

Required Knowledge

- codes, terminology, pro-words and abbreviations
- databases (fire alarm, mapping, hazardous substances)
- message notification systems such as pager networks, SMS, short data messaging
- organisational resource availability and locality
- organisational procedures and protocols
- relevant computer operations and functions
- relevant legislation and regulations
- specific program/database operations

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:

- multi task
- effectively apply computer skills and knowledge
- manage an incident from creation to finalisation, using the equipment effectively
- use and work with relevant programs/databases.

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:

- back-up systems
- CAD work station
- relevant databases
- operations and systems manuals
- organisational documentation
- 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.

- 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 systems*** may include:
- Bbck-up CAD systems
 - manual systems

Unit Sector(s)

Not applicable.