



Australian Government

Department of Education, Employment and Workplace Relations

PUAECO005A Dispatch resources from within an emergency communications centre

Revision Number: 2

PUAECO005A Dispatch resources from within an emergency communications centre

Modification History

PUAECO005A Release 2: Layout adjusted. No changes to content.

PUAECO005A Release 1: Primary release.

Unit Descriptor

This unit covers the competency required to determine, allocate and dispatch resources in an emergency communications centre.

Application of the Unit

This unit applies to dispatchers working in an emergency communications centre who are required to dispatch emergency response resources to emergency incidents and other 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
<p>1. Determine appropriate response</p>	<p>1.1 Information required to determine the appropriate response to an incident is quickly identified, in accordance with <i>organisational policies and procedures</i>.</p> <p>1.2 <i>Sources of information</i> are accessed and relevant information is retrieved quickly and efficiently.</p> <p>1.3 Availability and capability of resources is assessed.</p> <p>1.4 Organisational response procedures are applied to ensure appropriate resources are matched to incident/s.</p> <p>1.5 Request/s for assistance are prioritised in accordance with agency protocols and legislation where required.</p>
<p>2. Dispatch resources</p>	<p>2.1 <i>Equipment and systems</i> are used to locate, allocate and dispatch resources.</p> <p>2.2 Resource dispatch announcements are made promptly and accurately, in an organised, concise and complete manner using clear and appropriate language in accordance with organisational turnout methods and technology.</p> <p>2.3 <i>Public safety agencies and relevant organisations</i> are notified in accordance with operational procedures.</p> <p>2.4 Communication with dispatched resources is <i>established and recorded</i>.</p> <p>2.5 Additional information is disseminated to dispatched responding resources.</p> <p>2.6 Resource dispatch follow-up procedures are implemented.</p> <p>2.7 Administrative duties and support tasks are completed promptly, in accordance with organisational policies and procedures.</p> <p>2.8 All <i>incident information</i> is recorded, maintained and updated in accordance with organisational requirements.</p> <p>2.9 Back-up or business continuity systems are used when required.</p>
<p>3. Provide ongoing support to operations</p>	<p>3.1 Status of resources is <i>monitored</i>.</p> <p>3.2 Public safety agencies and relevant organisations are notified in accordance with operational procedures.</p> <p>3.3 <i>Field requests</i> are actioned.</p> <p>3.4 Resources are allocated as required.</p> <p>3.5 <i>Resource information</i> is maintained and updated.</p> <p>3.6 Communication with personnel in the field is</p>

ELEMENT

PERFORMANCE CRITERIA

| maintained and recorded.

Required Skills and Knowledge

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

Required Skills

- apply operational knowledge to deploy resources
- communicate and liaise with colleagues and stakeholders
- disseminate information
- make decisions and solve problems to prioritise requests
- operate and access a range of information sources
- operate back-up and business redundancy systems
- receive, record and relay information
- use technology

Required Knowledge

- communication protocols
- equipment attached to specific resources
- follow up procedures
- functions of other agencies, jurisdictions, organisations, authorities and regulators
- organisational resources
- organisational policies, procedures and guidelines (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 databases and sources of information and how to access them
- relevant legislation
- relevant procedures
- responsibilities specified in memoranda of understanding (MOU) relevant to dispatching resources
- service level agreements

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:

- quickly and accurately access the required information and dispatching resources, including additional resources and specialised information
- effectively maintain communication with emergency resources using communication protocols
- effectively liaise with other organisations and agencies
- adhere to standard operating guidelines and procedures and take actions to follow the chain of command and instructions of manager/leading emergency communications centre officers as appropriate.

Consistency in performance

Competency should be demonstrated over time during emergency communications centre operations or simulated operations that include critical and non-critical situations across a range of different types of emergencies and level of activity.

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
- computer aided dispatch (CAD)
- 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 units:

- PUAECO001A Operate telephony systems

- PUAECO002A Process emergency incident calls and enquiries
- PUAECO003A Operate and control radio networks
- PUAECO004A Operate computer aided dispatch system.

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.

- | | |
|---|---|
| <i>Organisational policies and procedures</i> may include: | <ul style="list-style-type: none"> • directives • legislation\multi agency agreements • mobilising procedures • operational procedures • standard operating guidelines and procedures |
| <i>Sources of information</i> may include: | <ul style="list-style-type: none"> • databases • systems • MOUs • other organisations • service level agreements • standard operational procedures |
| <i>Equipment and systems</i> may include: | <ul style="list-style-type: none"> • ancillary equipment • computer aided dispatch system • paging networks • phone networks • radio • radio networks |
| <i>Public safety agencies and relevant organisations</i> may include: | <ul style="list-style-type: none"> • ambulance • government services/authorities • non-government agencies • police • public utilities |
| <i>Establishing and recording communication with dispatched resources</i> may include: | <ul style="list-style-type: none"> • radio • telephone • text messaging |
| <i>Incident information</i> may include: | <ul style="list-style-type: none"> • casualty numbers and details • incident type • level of assistance that is required • location of incident • origin of call • relative priorities • responding resources • situation reports from incident commander/controller • time stamping of manual records |
| <i>Status of resources are monitored</i> for: | <ul style="list-style-type: none"> • incidents |

Field requests may include:

- response coverage, in accordance with organisational requirements
- appliance voice requests
- escalating resources and agencies
- facilitating logistical support
- maintenance breakdowns
- notifying appropriate authorities
- situation reports or informative messages
- specific resources and agencies
- status changes
- stop messages
- upgrade of response levels

Resource information may include:

- dispatching assets/resources/appliance
- entering equipment changes such as appliance change over
- returning assets/resources/appliances

Unit Sector(s)

Not applicable.