Australian Government

Department of Education, Employment and Workplace Relations

PUAECO007A Respond to and maintain monitored alarm systems

Revision Number: 2

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Modification History

PUAECO007A Release 2:   Layout adjusted. No changes to content.
PUAECO007A Release 1:   Primary release.

Unit Descriptor

This unit covers the competency required to efficiently respond to and maintain **_monitored alarm systems_**.

Application of the Unit

This unit applies to emergency communications centre personnel.
This unit may also apply to people required to monitor various types of alarm systems and devices in the community and business environments.

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. Respond to active alarms	1.1 Alarm notification is acknowledged and confirmed as an active alarm, in accordance with organisational procedures.
	1.2 *Appropriate response to alarm activation* is undertaken, in accordance with organisational procedures.
	1.3 *Remedial action is taken* for issues identified by responding agency in accordance with organisational procedures .
2. Respond to alarm faults	2.1 *Alarm fault* is identified and acknowledged.
	2.2 Remedial action is taken in accordance with organisational procedures.
	2.3 Alarm fault information is collected and recorded in appropriate databases.
3. Complete follow up activities	3.1 *Alarm connections*, *disconnections and maintenance* are processed in accordance with organisational policies and procedures.
	3.2 *Databases* are maintained for currency and accuracy 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

- accurately record and relay information
- deal with difficult customers
- effectively communicate orally and in writing
- effectively use telephony equipment, computer systems and associated software
- operate computer aided dispatch (CAD) systems
- use communications equipment
- use language appropriate to the caller
- work in stressful situations

Required Knowledge

- alarm codes
- alarm protocols
- effective telephone techniques
- how to interrogate databases
- 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
- relevant types of alarm systems (such as fire alarm, security alarm, medical alert)
- terminology and abbreviations

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: • differentiate between active and fault alarms • operate a CAD system • work in high pressure stressful situations • effectively manage time and prioritise activities. **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 system • operations and systems manuals • organisational documentation • relevant databases • training databases, where available • training manual • workplace expert/s.
Method of assessment	This unit may be assessed with the following units: • PUAECO002A Process emergency incident calls and enquiries • PUAECO003A Operate and control radio networks • PUAECO005A Dispatch resources from within an emergency communications centre. 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.

***Monitored alarm systems* may include:**	• fire alarms • medical alerts • security alarms (monitored or not monitored) • surf life saving alerts
***Appropriate response to alarm activation* may include:**	• contacting management representatives • contacting client representatives • using CAD to generate a response
***Taking remedial action* may include notifying:**	• agencies • appropriate personnel • building owners/occupiers • network provider (monitoring companies, agencies) • utilities
***Alarm faults* may include:**	• alarm panel fault • communications centre monitoring equipment (e.g. computer hardware or software) fault • fire suppression equipment (e.g. sprinkler valve) fault • interface equipment fault • isolations • loss of signal • power failure/depletion • pump runs
***Alarm connections and disconnections* may include:**	• fixed line services • internet protocol connections • public switch telephone network (PSTN) • wireless
***Maintenance of alarm monitoring* may include:**	• follow up checks • notification of alarm faults and communications failures • review of faults
***Databases* may include:**	• manual systems • relational databases • spreadsheets/tables

Unit Sector(s)

Not applicable.