



Australian Government

HLT31020 Certificate III in Ambulance Communications (Call-taking)

Release 1

HLT31020 Certificate III in Ambulance Communications (Call-taking)

Modification History

Not applicable.

Qualification Description

This qualification reflects the role of ambulance communications call-takers who receive calls for service in emergency communication or coordination environments in a range of ambulance service organisations and under direct or indirect supervision.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Packaging Rules

10 units must be completed:

- 6 core units
- 4 elective units, consisting of:
 - at least 2 units from the electives listed below
 - up to 2 units from the electives listed below or from any other current endorsed Training Package or accredited course.

The selection of electives must be relevant to the job outcome sought, local industry requirements and the complexity of skills appropriate to the AQF level of this qualification.

Core units

BSBMED301 Interpret and apply medical terminology appropriately

CHCDIV001 Work with diverse people

HLTOUT002 Receive and respond to requests for ambulance service

HLTOUT010 Communicate in complex situations to support health care

HLTWHS001 Participate in workplace health and safety

HLTWHS006 Manage personal stressors in the work environment

Elective units

- CHCCOM001 Provide first point of contact
- CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety
- CHCLEG001 Work legally and ethically
- CHCMHS001 Work with people with mental health issues
- HLTAAP001 Recognise healthy body systems
- HLTAID011 Provide first aid
- HLTAID014 Provide advanced first aid
- PUAECO004 Operate computer aided dispatch system

Qualification Mapping Information

This qualification supersedes and is not equivalent to HLT31015 Certificate III in Ambulance Communications (Call-taking)

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>