



Australian Government

HLT41020 Certificate IV in Ambulance Communications (Dispatch)

Release: 4

HLT41020 Certificate IV in Ambulance Communications (Dispatch)

Modification History

Release	Comments
Release 4	Release 4. Supersedes and is equivalent to HLT41020 Certificate IV in Ambulance Communications (Dispatch) release 3. Minor change to update Infection Control unit of competency.
Release 3	Release 3. Supersedes and is equivalent to HLT41020 Certificate IV in Ambulance Communications (Dispatch) release 2. Minor change to update Infection Control unit of competency.
Release 2	Release 2. HLT41020 Certificate IV in Ambulance Communications (Dispatch) supersedes and is equivalent to Release 1. HLT41020 Certificate IV in Ambulance Communications (Dispatch). Minor changes. Core bank corrected: Superseded code PUAECO003A Operate and control radio networks replaced with current code PUAECO003 Operate and control radio networks.
Release 1	Release 1. HLT41020 Certificate IV in Ambulance Communications (Dispatch) supersedes and is not equivalent to HLT41015 Certificate IV in Ambulance Communications (Dispatch).

Qualification Description

This qualification reflects workers who have responsibility for dispatch and call-taking in an ambulance communication or coordination environment. The qualification applies to people working in emergency support and ambulance dispatch and communications. Such individuals are expected to work independently, take responsibility for their own outputs and act on information from a range of sources.

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

Packaging Rules

14 units must be completed:

- 9 core units
- 5 elective units, consisting of:
 - at least 3 unit from the electives listed below,

- up to 2 elective 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
HLTOUT003	Assign and coordinate ambulance service resources
HLTOUT010	Communicate in complex situations to support health care
HLTWHS001	Participate in workplace health and safety
HLTWHS006	Manage personal stressors in the work environment
PUAECO003	Operate and control radio networks
PUAECO004	Operate computer aided dispatch system

Elective units

CHCCOM001	Provide first point of contact
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG001	Work legally and ethically
HLTAAP001	Recognise healthy body systems
HLTAID011	Provide first aid
HLTAID014	Provide advanced first aid
HLTINF006	Apply basic principles and practices of infection prevention and control
HLTWHS003	Maintain work health and safety
PUAECO002	Process emergency incident calls and enquiries

Qualification Mapping Information

Supersedes and is not equivalent to HLT41015 Certificate IV in Ambulance Communications (Dispatch).

Links

Companion Volume implementation guides are found in VETNet -

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