



Australian Government

HLTAMB005 Receive and respond to requests for ambulance service

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>HLT Health Training Package release 3.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Removal of pre-requisites Supersedes HLTAMBC401D.

Application

This unit describes the skills and knowledge required to receive and respond to requests for ambulance services and to transfer calls for action. Call-taking work is carried out in accordance with standard organisation operating policies and procedures.

This unit applies to individuals working in an ambulance communications centre.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand Standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Receive request for service

1.1 Answer promptly incoming requests for service

1.2 Establish details of the situation using effective communication skills, techniques and resources

1.3 Record complete details of the request accurately and in a timely and efficient manner

1.4 Respect confidentiality at all times

1.5 Assess quickly and accurately any potential danger to the caller

ELEMENT

Elements define the essential outcomes

2. Respond to request for service

3. Apply strategies to manage the call

4. Refer and finalise request

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

2.1 Determine urgency of the request using information gained from the caller requesting the service

2.2 Communicate clearly safety information appropriate to the situation and caller's needs

2.3 Provide appropriate advice to the caller

2.4 Initiate a suitable response using a prioritising tool

3.1 Use active listening skills consistently to help develop a rapport with the caller and to establish trust

3.2 Confirm with the caller that the information they have provided is accurate and complete

3.3 Adjust tone or manner to respond to the caller's individual needs

4.1 Identify and action any need to refer the request for service

4.2 Terminate the call and take follow-up action as necessary

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No Equivalent Unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for HLTAMB005 Receive and respond to requests for ambulance service

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- used problem-solving skills and demonstrated efficiency and accuracy in all aspects of receiving and dealing with requests for ambulance service for the following situations:
 - life-threatening
 - non-life-threatening
 - routine (scheduled bookings)
 - dealing with difficult or distressed callers
- demonstrated computer literacy on 3 occasions including demonstrating:
 - accuracy and proficiency in operating prioritising tools
 - keyboarding skills to enable accurate input and extraction of data
 - speed and accuracy of data entry in accordance with organisational specifications
- used oral communication and interpersonal skills, effectively on 3 occasions including:
 - asking questions to collect patient history, clinical symptoms, contributing factors and individual circumstances
 - responding calmly to multiple demands in a working environment with high operating activity
 - use initiative in responding to challenging situations and individuals
 - working with others
 - showing empathy with callers
 - working with interpreters as required
- demonstrated effective written communication skills on 3 occasions including:

- recording concise, comprehensive and legible information
- preparing written records as required.

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- organisation operating policies and procedures
- how to use communications resources to provide details of the situation or incident
- emergency and non-emergency services and their function
- working knowledge of the geographical area
- codes and abbreviations or specialist terminology used by the organisation when receiving or taking action in response to request for service
- how to follow protocols for referral and requests in order to:
 - act on received request for service
 - request assistance as required from another service such as police, fire brigade, interpreters
 - pass on the request for service, or obtain information from ambulance workers, supervisor or authorised medical advisor
 - provide immediate clinical advice to callers
- problem-solving skills for contingencies using available tools and referrals.

Assessment Conditions

Skills and knowledge must be demonstrated in a workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, resources and equipment as per local governing body including:
 - communication protocols, equipment and systems
 - prioritising tools for request for service
- modelling of industry operating conditions including assess to real people for simulations and scenarios of callers requesting ambulance service.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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