



Australian Government

HLTAMB006 Assign and coordinate ambulance service resources

Release: 1

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Modification History

Not applicable.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. Merged HLTAMBC402C/HLTAMBC403C Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Removal of pre-requisites

Application

This unit describes the skills and knowledge required to allocate a coordinated response to requests for ambulance service resources to ensure availability and effectiveness of vehicles and worker.

This unit applies to individuals working in an ambulance communications centre. Workers have knowledge of communication equipment, systems and protocols for coordination of ambulance services in accordance with organisation operating policies and procedures.

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. Allocate ambulance service resources

- 1.1 Match available resources to incidents for service capability and known factors that may impact on service demand
- 1.2 Identify appropriate response to an emergency situation or incident, and to a non-emergency routine case
- 1.3 Identify and record location and commitment of service resources at all times

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

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

2. Dispatch resources

2.1 Provide clear, timely and accurate situation briefing to assigned worker

2.2 Use communication equipment and systems to locate and dispatch resources within set timeframes

3. Monitor progress of assigned resources

3.1 Confirm arrival of assigned worker at the scene of incident or situation or at the receiving facility

3.2 Establish capacity of assigned worker to deal with the situation or incident at earliest opportunity

3.3 Monitor availability of worker and vehicles for re-assignment

3.4 Monitor and follow up on resources and service coordination including any supplementary resources

4. Coordinate resources and liaise with ambulance worker

4.1 Undertake and coordinate resource allocation within set timeframes

4.2 Identify and communicate factors affecting resource availability to assigned worker

4.3 Implement 'on scene' communication chain of command

4.4 Determine the need for other service involvement

4.5 Ensure other service is contacted and adequately briefed and that appropriate assistance is requested when dealing with multi-agency incidents

5. Maintain records of ambulance service coordination activity

5.1 Record accurately information pertaining to dispatch records of ambulance resources

5.2 Document activation of supplementary resources and external agencies

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 HLTAMB006 Assign and coordinate ambulance service resources

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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:

- demonstrated computer literacy on 3 occasions including:
 - using communication equipment and systems
 - assigning and coordinating resources
 - ensuring appropriate communication with staff
 - using keyboarding skills to enable accurate data input and extraction
 - entering data with speed and accuracy when updating and maintaining records
- coordinated and managed ambulance resources for the following 5 situations:
 - urgent
 - non-urgent
 - routine – scheduled bookings
 - incidents when the involvement of other emergency and/or non-emergency services is needed
 - incident involving multiple casualties
- used problem solving skills for the above 5 situations including:
 - using available resources
 - analysing information and making decisions that ensure the most efficient and effective use of resources.

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:

- local standard emergency operation procedures and organisational communication protocols
- working knowledge of the geographical area
- ambulance service resources available for assignment
- critical incident stress debriefing (CISD) team and peer support
- communications equipment and systems use in line with communication protocols
- available resources and their application:
 - road
 - aviation
 - maritime
- other emergency services and their function:
 - Fire
 - Police
 - State Emergency Services (SES)
- other non- emergency services and their function:
 - voluntary organisations
 - utilities
 - community services departments
- known factors requiring emergency services including organised events such as demonstrations, marches and sporting, music, social and holiday events
- how to maintain records of ambulance service coordination activities and other supplementary resources used for an incident or situation
- management of major incidents according to organisation protocols and procedures.

Assessment Conditions

Skills must have been demonstrated in the 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
 - agency dispatch protocols and procedures.

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

Links

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