



Australian Government

Assessment Requirements for HLTOUT002

Receive and respond to requests for ambulance service

Release: 2

Assessment Requirements for HLTOUT002 Receive and respond to requests for ambulance service

Modification History

Release	Comments
Release 2	Release 2. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to Release 1. HLTOUT002 Receive and respond to requests for ambulance service. Minor changes. Mapping Info Table Notes added for superseded unit HLTAMB005 Receive and respond to requests for ambulance service.
Release 1	Release 1. HLTOUT002 Receive and respond to requests for ambulance service supersedes and is equivalent to HLTAMB005 Receive and respond to requests for ambulance service.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role.

There must be evidence that the candidate has, on three occasions problem solved and used available tools and referrals involving:

- receiving and dealing with requests for ambulance service efficiently and accurately in accordance with organisational policies and procedures for the following situations:
 - life-threatening
 - non-life-threatening
 - routine or scheduled bookings
 - difficult or distressed callers
- using digital technology including:
 - using operating system tools accurately and proficiently
 - using a keyboard to accurately input and extract data
 - meeting organisational requirements for speed and accuracy of data entry
- using oral communication, interpersonal skills, and communications resources effectively including:
 - asking questions to collect patient history, clinical symptoms, contributing factors and individual circumstances in accordance with organisational policies and procedures
 - responding calmly to multiple demands in a working environment with high operating activity

- using initiative in responding to challenging situations and individuals in a professional manner
- working well in a team environment
- showing empathy with callers
- initiating and working with interpreters as required to meet patient needs
- documenting information including:
 - recording concise comprehensive and legible information
 - preparing written records
- responding to situational contingencies using available tools and referrals.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational policies and procedures for operations
- communications resources
- 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
- service protocols for referral and requests in order to:
 - act on received request for service
 - request assistance as required from another service including police, fire brigade or interpreters
 - pass on the request for service, or obtain information from ambulance workers, supervisor or authorised medical advisor
 - provide immediate clinical advice to callers.

Assessment Conditions

Skills must be demonstrated in a workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

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

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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