



Australian Government

Department of Education, Employment and Workplace Relations

HLTAMBC403C Coordinate resources

Release: 1

HLTAMBC403C Coordinate resources

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the skills and knowledge required to supervise organisation resources to ensure availability of vehicles and personnel

Application of the Unit

Application

This unit applies to coordination of ambulance services

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite unit

This unit must be assessed after successful achievement of pre-requisite:

- HLTAMBC401C Receive a request for service

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Co-ordinate vehicle and personnel resources

- 1.1 Undertake resource allocation in accordance with local ambulance standard operation procedure
- 1.2 At all times monitor *known factors* that may impact on service demand
- 1.3 Ensure the location and commitment of *ambulance service resources* are known at all times

ELEMENT**PERFORMANCE CRITERIA****2. Liaise with ambulance communications personnel**

- 2.1 At all times ensure personnel are given clear information
- 2.2 Communicate factors affecting resource availability to personnel
- 2.3 Identify factors affecting resource availability by seeking information from other ambulance communications personnel
- 2.4 Document information according to local ambulance standard operation procedure
- 2.5 Implement "on scene" communication chain of command

3. Liaise with other related organisations and emergency services

- 3.1 Identify the need for involvement of *other service(s)* in a timely manner
- 3.2 Determine other service involvement in line with the case need
- 3.3 Ensure other service is contacted, adequately briefed, and appropriate assistance requested

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Local standard ambulance operation procedure
- Use of communications equipment and systems
- Available resources and their application
- Other emergency and non-emergency services and their function

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Deal with a variety of situations/incidents, including:
 - urgent
 - non-urgent
 - routine
 - special
- Deal with:
 - incidents when the involvement of other related emergency and non-emergency services is needed
 - incidents involving prolonged entrapment
 - incidents when assessment must be made as to the most appropriate receiving facility
 - incidents involving multi-casualties ie large numbers associated with bus, rail, multi-vehicle accidents
 - incidents when alternative receiving facilities need to be found
 - incidents requiring multi-agency response
- Assess and analyse potentially multiple emergency and non-emergency situations requiring solutions immediately

REQUIRED SKILLS AND KNOWLEDGE

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Demonstrate computer literacy, keyboarding skills
- Use problem solving skills including:
 - using available resources
 - analysing information
 - making decisions that ensure efficient and effective coordination of resources
- Use oral communication skills required to fulfil job roles as specified by the organisation, including:
 - asking questions
 - active listening
 - asking for clarification of information from other personnel
 - negotiating solutions
 - acknowledging and responding to a range of views
- Use interpersonal skills, including:
 - working with others
 - relating well with other team members and personnel from other emergency services
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
 - reading and understanding resource requirements
 - recording data accurately and maintaining records

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of performance in the work environment is preferable
However, where workplace observation is insufficient to demonstrate competence, simulations and/or case studies may be used as supporting evidence
- Evidence of workplace performance over time must be obtained to inform a judgement of competence
- Assessment must include evidence of competence in dealing with all situations outlined in Essential Skills section of this competency unit

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Related units:

The unit should be assessed in conjunction with the following related competency unit:

- HLTAMBC402C Assign ambulance service resources

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Known factors may include, but are not limited to:

- Organised events (sporting and social)
- Demonstrations
- Marches
- Holidays and festive occasions

Ambulance service resources may include, but are not limited to:

- Road
- Aviation
- Maritime

Other emergency services may include, but are not limited to:

- Fire
- Police
- SES
- Voluntary organisations
- Utilities
- Community services

Unit Sector(s)

Not Applicable