



Australian Government

PUAECO001 Operate telephony systems

Release: 1

PUAECO001 Operate telephony systems

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to operate telephony systems. It includes using and identifying faults in telephony systems.

The unit applies to individuals working within an emergency communications centre.

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

Pre-requisite Unit

Not applicable.

Competency Field

Emergency communications

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Use telephony system

PERFORMANCE CRITERIA

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

- 1.1** Telephony system is accessed and set up, in accordance with organisational procedures
- 1.2** Telephony system is operated, in accordance with organisational instructions
- 1.3** Telephony lines are accessed, in accordance with organisational procedures

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| | 1.4 | Calls are answered, in accordance with organisational procedures and answering protocols |
| | 1.5 | Telephony system functions are used, in accordance with organisational procedures to ensure caller status is maintained |
| | 1.6 | Telephony systems, caller line identification, mobile line identification and interfaces including call playback technology are accessed to locate and record information, in accordance with organisational procedures |
| | 1.7 | Calls are terminated, in accordance with organisational procedures |
| 2 Identify faults in telephony system | 2.1 | Telephony system testing is conducted, in accordance with organisational instructions, policies and procedures |
| | 2.2 | Telephony system faults are identified and appropriate action is taken, in accordance with organisational procedures |
| | 2.3 | Backup telephone system and business continuity arrangements are followed when primary telephony systems fail |

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAECO001A Operate telephony systems.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAECO001 Operate telephony systems

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- recording and relaying information accurately
- communicating orally and in writing
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- identifying telephony system faults and undertaking testing of system
- implementing organisational instructions
- using telephony equipment and systems including setting up, backup, accessing lines, system functions and terminating calls
- using telephony systems in time critical environments

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- fault identification and reporting and/or actioning requirements
- functions including conference calls, quick dial, hold, transfers, terminating calls and direct lines
- operations prioritisation
- organisational documentation, policies, procedures and protocols including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) practices and guidelines
- organisational instructions
- telephone communication techniques
- telephony backup arrangements and business continuity systems
- telephony equipment and its use including setup
- types of incoming and outgoing calls

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include

requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations that includes emergency and non-emergency situations, particularly in a stress environment involving emergency communications. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
 - backup systems and telephony systems
- applicable documentation including organisational policies and procedures, industry standards, regulations, codes of practice, equipment specifications, operations and systems manuals.

Links

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