



Australian Government

Assessment Requirements for PUAECO004 Operate computer aided dispatch system

Release: 1

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Modification History

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

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

- acting to identify technical faults including referring to appropriate personnel, if required
- assessing and prioritising information
- identifying and reporting technical faults in Computer Aided Dispatch (CAD)
- implementing backup arrangements
- monitoring, maintaining and updating data and/or information
- operating CAD during peak activity
- recording and relaying data and information accurately
- retrieving information
- setting up, operating and adapting to different programs and/or databases

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

- backup arrangements
- codes, terminology and abbreviations
- computer operations and functions
- corrective action procedures
- fault identification and report or action requirements
- organisational documentation, policies and procedures
- organisational instructions
- shift change and break protocols
- specific program and database operations
- techniques to identify computer aided dispatch system technical faults and report requirements

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.

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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.

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

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, Computer Aided Dispatch (CAD) work station and databases
- applicable documentation including organisational policies and procedures, industry standards, regulations, codes of practice, equipment specifications, operations and systems manuals.

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>