



Australian Government

PUAECO004 Operate computer aided dispatch system

Release: 1

PUAECO004 Operate computer aided dispatch system

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 and identify faults in the organisation's computer aided dispatch system. It includes operating a Computer Aided Dispatch (CAD) system and identifying faults in the CAD.

The unit applies to emergency communications centre personnel who use a variety of computer aided dispatch systems.

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 Operate computer aided dispatch system

PERFORMANCE CRITERIA

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

- 1.1** Computer Aided Dispatch (CAD) system, log on and shift change protocols are implemented, in accordance with organisational procedures
- 1.2** CAD and other interfaces and associated equipment are set up, in accordance with organisational instructions

and is navigated for optimum operation

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| 1.3 | CAD is interrogated to retrieve required information |
| 1.4 | Data is accurately recorded, in accordance with organisational procedures |
| 1.5 | Relevant data and/or information is continually monitored, maintained and updated, in accordance with organisational protocols |
| 1.6 | Entries are checked for accuracy and corrective action is taken, in accordance with organisational procedures and system capacity |
| 1.7 | Incident completion processes are implemented in CAD, in accordance with organisational procedures |
| 1.8 | Equipment is used safely, in accordance with organisational procedures and instructions |
| 2 Identify faults in computer aided dispatch system | |
| 2.1 | Technical faults in CAD are identified and appropriate action is taken, in accordance with organisational procedures |
| 2.2 | Backup systems are utilised when primary system fails |
| 2.3 | Deficiencies or opportunities for improvement are reported, in accordance with organisational policies and procedures |

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 PUAECO004A Operate computer aided dispatch system.

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 PUAECO004 Operate computer aided dispatch system

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

- 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.

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