



Australian Government

PUAECO005 Dispatch resources from within an emergency communications centre

Release: 1

PUAECO005 Dispatch resources from within an emergency communications centre

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 dispatch resources from within an emergency communications centre. It includes determining an appropriate response, dispatching resources, and providing ongoing support to operations.

The unit applies to individuals working in an emergency communications centre required to dispatch emergency response resources to emergency incidents and other events.

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 Determine appropriate response

PERFORMANCE CRITERIA

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

1.1 Information required to determine an appropriate response to an incident is identified, in accordance with organisational policies and procedures

1.2 Sources of information are accessed and relevant

information is retrieved, in accordance with organisational procedures

1.3 Availability of resources is determined

1.4 Organisational response procedures are applied to ensure appropriate resources are matched to incident

1.5 Requests for assistance are prioritised, in accordance with organisational protocols and legislation

2 Dispatch resources

2.1 Equipment and systems are used to locate, allocate and dispatch resources, in accordance with organisational procedures

2.2 Resource dispatch announcements are made accurately in an organised, concise and complete manner using clear and appropriate language, in accordance with organisational procedures

2.3 Public safety agencies and organisations are notified, in accordance with operational procedures

2.4 Communication with dispatched resources is established and recorded

2.5 Additional information is disseminated to responding resources and personnel

2.6 Resource dispatch follow up procedures are implemented, in accordance with organisational procedures

2.7 Administrative duties and support tasks are completed promptly, in accordance with organisational policies and procedures

2.8 Incident information is recorded, maintained and updated, in accordance with organisational procedures and requirements

2.9 Backup or business continuity systems are used, as required, in accordance with organisational policies and procedures

3 Provide ongoing support to operations

3.1 Status of resources are monitored, in accordance with organisational requirements

3.2 Public safety agencies and organisations are notified, in accordance with operational procedures

- 3.3** Field requests are monitored, prioritised and actioned, in accordance with organisational procedures
- 3.4** Additional resources are allocated, as required
- 3.5** Resource information is maintained and updated, in accordance with organisational procedures
- 3.6** Communication with personnel in the field is maintained and recorded, in accordance with organisational 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 PUAECO005A Dispatch resources from within an emergency communications centre.

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 PUAECO005 Dispatch resources from within an emergency communications centre

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

- accessing information and dispatching resources including additional resources
- actioning, maintaining and recording field requests
- communicating and liaising with colleagues and stakeholders
- determining response to incident
- disseminating information and making decisions to prioritise requests for assistance
- following organisational policies and procedures
- implementing follow up procedures
- liaising with other organisations and agencies
- maintaining communication with emergency resources or organisations/agencies using approved communication protocols
- monitoring status of resources
- operating a range of equipment and systems including backup and business redundancy systems
- performing administrative duties and support tasks
- receiving, recording and relaying information
- using clear and concise language

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 and business continuity arrangements
- communication techniques when responding to an incident
- equipment and systems used to locate, allocate and dispatch resources
- follow up procedures
- functions of other authorities, regulators and public safety agencies or organisations
- incident information to be recorded and updated from incident commander or controller and time stamping of manual records, if maintained
- legislation, industry standards and regulations

- organisational documentation, policies, procedures, protocols and guidelines including directives and multi-organisational or agency agreements and mobilisation and operational procedures and guidelines
- resources required

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 across a range of different types of emergencies and level of activity. 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
 - databases and telephony and backup and Computer Aided Dispatch (CAD) 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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