



Australian Government

PUAECO009 Coordinate emergency communications centre operations

Release: 1

PUAECO009 Coordinate emergency communications centre operations

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 coordinate emergency communications centre operations. It includes coordinating availability and deployment of resources, supporting emergency communications centre team, managing emergency communications, collecting and analysing data and preparing reports.

The unit applies to senior operators, team leaders or shift supervisors of 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 Coordinate availability and deployment of resources

PERFORMANCE CRITERIA

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

1.1 Monitor and adjust allocation and deployment of resources to meet incident or operational requirements

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| | 1.2 | Assist emergency communications centre operators by making incident resourcing decisions prior to the arrival of resources at an incident |
| | 1.3 | Maintain coordination and liaison with support services and other agencies to optimise incident resourcing |
| | 1.4 | Manage and action external requests and notifications, in accordance with organisational procedures |
| 2 Support emergency communications centre team | 2.1 | Allocate, supervise and review shift activities of the team |
| | 2.2 | Manage situations that arise during routine and peak periods, including responsibility for assigned personnel |
| | 2.3 | Maintain liaison with senior management and on call personnel |
| | 2.4 | Maintain rosters, in accordance with level of responsibility |
| | 2.5 | Manage shift changes to facilitate effective hand over |
| | 2.6 | Monitor welfare and safety of personnel and take appropriate action, as required |
| 3 Manage emergency communications centre facility | 3.1 | Maintain physical resources and equipment required for the operations of the centre, in accordance with organisational procedures |
| | 3.2 | Implement equipment maintenance processes and procedures |
| | 3.3 | Analyse and respond to system faults and equipment failures |
| 4 Collect and analyse data, and prepare reports | 4.1 | Monitor completion of incident records by emergency communications centre operators and act to address any identified gaps |
| | 4.2 | Collect and maintain statistical data |
| | 4.3 | Collate data and prepare reports for senior operational staff and managers |
| | 4.4 | Prepare evidence for relevant authorities, organisations or agencies |

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 PUAECO009A Coordinate emergency communications centre operations.

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 PUAECO009 Coordinate emergency communications centre operations

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

- analysing data using research tools
- collating information and writing reports
- coordinating availability and deployment of resources
- implementing organisational policies and procedures
- investigating complaints and issues
- maintaining day to day functions of an emergency communications centre during periods of activity including rostering personnel
- making decisions, prioritising actions and liaising with senior personnel
- managing self and others within stressful environment by supporting emergency communications centre team
- managing time whilst working under limited supervision
- operating and troubleshooting equipment and systems
- providing continuous feedback to emergency communications centre personnel
- responding to system faults and equipment failures

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

- data sources
- equipment used in emergency communication centres
- incident management systems used in emergency communication centres
- maintenance arrangements for systems and equipment
- memorandums of understanding and service level agreements
- operating systems
- organisational administrative guidelines including delivery standards, benchmarks and quality assurance measures
- organisational policies and procedures
- resource deployment

- roster methodology
- system faults and equipment failures welfare and support procedures for emergency communications centre personnel

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 during emergency communications centre operations. 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 including
 - operations that involve emergency and non-emergency situations
- relevant and appropriate materials, equipment, tools, systems and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational policies and procedures, industry standards, regulations, codes of practice, maintenance schedules, equipment specifications, operations and systems manuals.

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