



Australian Government

PUAECO010 Maintain standards of emergency service delivery

Release: 1

PUAECO010 Maintain standards of emergency service delivery

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 maintain standards of emergency service delivery. It includes ensuring service delivery coverage is maintained and ensuring service delivery standards are met.

The unit applies to senior operators, team leaders or shift supervisors in an emergency communications centre who are responsible for ensuring that service delivery standards are maintained to meet performance requirements or service level agreements.

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 Ensure service delivery coverage is maintained

PERFORMANCE CRITERIA

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

- 1.1** Identify threats and events that are likely to impact on the emergency communications centre's ability to maintain service
- 1.2** Manage emergency communications centre functions, activities and resources to ensure service delivery is

		maintained to a high level of operational readiness
	1.3	Identify service delivery requirements and gaps and distribute resources accordingly
	1.4	Ensure appropriate reserve resources are made operational to maintain service delivery
2 Ensure service delivery standards are met	2.1	Implement inter and intra organisational or agency policies and response protocols
	2.2	Apply and adhere to procedures and service delivery standards when deciding or undertaking an action
	2.3	Delegate and reallocate duties according to fluctuations in demand and organisational or agency 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 PUAECO010A Maintain standards of emergency service delivery.

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 PUAECO010 Maintain standards of emergency service delivery

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

- communicating with peers and organisational or agency management personnel
- ensuring service delivery coverage and standards are maintained
- identifying potential for loss of service delivery or threats and events that may impact resource availability
- implementing organisational policies and procedures
- interpreting warnings and forecasts and predicting impact on emergency communication centre operations and resource availability
- liaising with relevant organisations and agencies to meet service delivery requirements
- maintaining emergency communication centre's staffing levels and welfare requirements during peak times
- managing emergency communication centre's functions during peak times
- managing resources to maintain delivery service
- recording incident information

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

- considerations for the redistribution of resources
- inter and intra organisational or agency liaison and response protocols
- mobilisation of resources including capability and availability of reserves
- organisational policies and procedures
- service delivery coverage and standards including emergency communications centre staffing levels

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 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
 - access to a Computer Aided Dispatch (CAD) system
- applicable documentation including organisational policies and procedures, industry standards, regulations, codes of practice, equipment specifications, service delivery standards and agreements, operations and systems manuals.

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