



Australian Government

Department of Education, Employment and Workplace Relations

PUA42710 Certificate IV in Public Safety (Emergency Communications Centre Operations)

Release: 1

PUA42710 Certificate IV in Public Safety (Emergency Communications Centre Operations)

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Pathways into the qualification

Candidates may enter the qualification through a number of entry points demonstrating potential to undertake vocational education and training at this qualification level, such as:

- after achieving the PUA33010 Certificate III in Public Safety (Emergency Communications Centre Operations)
- after achieving the PUA30510 Certificate III in Public Safety (SES Operations)
- after achieving the PUA30601 Certificate III in Public Safety (Firefighting and Emergency Operations)
- after achieving the PUA30701 Certificate III in Public Safety (Firefighting Operations)
- after achieving the PUA31310 Certificate III in Public Safety (Aquatic Search and Rescue)
- with extensive vocational experience in emergency communications centre operations roles.

Pathways from the qualification

After achieving the PUA42710 Certificate IV in Public Safety (Emergency Communications Centre Operations), candidates may undertake a range of qualifications relevant to their role.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for PUA42710 Certificate IV in Public Safety (Emergency Communications Centre Operations)

Employability Skills are part of a unit of competency.

Employability Skills statements from a selection of units of competency from the PUA42710 Certificate IV in Public Safety (Emergency Communications Centre Operations) have been reproduced in the table below.

This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units. Employability Skill	Employability Skills Statement
Communication	• communicate effectively with peers and agency management • liaise with appropriate agencies to meet service delivery requirements • record incident and or event information accurately in accordance with organisational requirements
Teamwork	• allocate, supervise and review shift activities of the team • maintain effective coordination and liaison with support services and other agencies to optimise incident resourcing • maintain liaison with senior management and on-call personnel
Problem solving	• analyse and remediate system faults and equipment failures • identify improvements/amendments to policy, systems and procedures • review activity against the policies, practices and training to

	identify any discrepancies
Initiative and enterprise	• identify threats and events that are likely to impact on the emergency communications centre's ability to maintain service delivery • monitor welfare and safety of personnel and take appropriate action as required • select an appropriate location for the brief/debrief
Planning and organising	• maintain emergency communications centre staffing levels during times of peak workload • maintain rosters, in accordance with level of responsibility • maintain physical resources required for the operations of the centre at an appropriate level
Self-management	• manage time effectively • operate under general direction and limited supervision • participate as a member of the management team as required
Learning	• learn about the principles of leadership • learn about the principles of supervision • learn about self management issues such as time management, workplace administration requirements
Technology	• manage information systems • retrieve and collate data from the organisation's system

Packaging Rules

Qualification Requirement: 14 units

All 11 core units plus 3 elective units

Where a pre-requisite unit is attached to an elective unit it is identified by this symbol ⊥.

The pre-requisite units attached to any of the elective units must be undertaken and are additional to the number of elective units required for the qualification.

The 3 elective units may be taken from the elective units listed below and may include 2 units taken from the same qualification level or a higher level within this Training Package, any other endorsed Training Package or from an accredited course.

Code	Core Units
PUAECO009A	Coordinate emergency communications centre operations
PUAECO010A	Maintain standards of emergency service delivery
PUACOM001C	Communicate in the workplace
PUACOM003B	Manage information
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOPE015A	Conduct briefings and debriefings
PUATEA001B	Work in a team
PUATEA002B	Work autonomously
PUATEA003B	Lead, manage and develop teams
BSBCON401A	Work effectively in a business continuity context
TAADEL301C	Provide training through instruction and demonstration of work skills

Code	Elective Units
BSBOHS405B	Contribute to the implementation of emergency procedures
OR	
BSBOHS407A	Monitor safe workplaces
PUAECO011A	Support logistics in the field
PUACOM012B	Liaise with media at a local level
PUAMAN005B	Manage projects

Code	Core Units
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TAAASS301B	Contribute to assessment
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OR

*The following three TAAASS units only count for one unit:

TAAASS401C	Plan and organise assessment
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TAAASS402C	Assess competence
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TAAASS404B	Participate in assessment validation
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NOTES

BSB units have been imported from the BSB07 Business Services Training Package. TAA units have been imported from the TAA04 Training and Assessment Training Package.

Information about customising PUA00 Public Safety Training Package qualifications is on page [12](#).