



Australian Government

Department of Education, Employment and Workplace Relations

PUAECO009A Coordinate emergency communications centre operations

Revision Number: 2

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Modification History

PUAECO009A Release 2: Layout adjusted. No changes to content.
PUAECO009A Release 1: Primary release.

Unit Descriptor

This unit covers the competency required to coordinate the day-to-day operational readiness of the emergency communications centre, to ensure sufficient resources to run the centre and to ensure the service meets organisational standards.

Application of the Unit

This unit applies to senior operators/team leaders/shift supervisors of an emergency communications centre.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Coordinate availability and deployment of resources	1.1 Allocation and deployment of resources is monitored, and adjusted to ensure they comply with organisational policies, operational procedures and incident requirements. 1.2 Emergency communications centre operators are assisted by making incident resourcing decisions prior to the arrival of resources at an incident. 1.3 Coordination and liaison with support services and other agencies is maintained to optimise incident resourcing. 1.4 External requests and notifications are managed and actioned.
2. Support emergency communications centre team	2.1 Shift activities of the team are allocated, supervised and reviewed. 2.2 Situations that arise during a shift period, including responsibility for assigned personnel, are managed. 2.3 Emergency communications centre is coordinated during routine and peak periods of operational activity. 2.4 Liaison is maintained with senior management and on-call personnel. 2.5 Rosters are maintained in accordance with level of responsibility. 2.6 Shift changes are managed to facilitate effective hand over. 2.7 Welfare and safety of personnel are monitored and appropriate action is taken as required.
3. Manage emergency communications centre facility	3.1 Physical resources required for the operations of the centre are maintained at an appropriate level. 3.2 Equipment maintenance processes and procedures are implemented. 3.3 System faults and equipment failures are analysed and remediated.
4. Collect and analyse data, and prepare reports	4.1 Accurate completion of incident records by emergency communications centre operators is monitored and action is taken to address any identified gaps. 4.2 Required statistical data is collected and maintained. 4.3 Routine and specific reports are prepared for senior operational staff and managers. 4.4 Data relative to emergency communications centre's performance is collated and reported on. 4.5 Internal and external complaints are investigated and

ELEMENT**PERFORMANCE CRITERIA**

- reported on.
- 4.6 Inquiry and other evidence is prepared for manager, senior officers and other agencies and authorities.
- 4.7 Debriefings and briefings are conducted and attended as required.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- analyse data and write reports
- identify equipment fault/s
- lead personnel
- make decisions and prioritise actions
- manage complaints
- manage self and others effectively within stressful environments
- manage time effectively
- operate and troubleshoot equipment and systems
- operate under general direction and limited supervision
- participate as a member of the management team as required
- provide continuous feedback to personnel
- retrieve and collate data from the organisation's system
- use research tools

Required Knowledge

- administrative guidelines
- all equipment used in the emergency communications centre
- areas and resources as required
- data sources
- delivery standards, benchmarks, quality assurance measures
- incident management systems, where appropriate
- industrial agreements
- maintenance arrangements
- memoranda of understanding
- operating systems
- organisational plans
- organisational policies and procedures (such as relevant legislation; operational, corporate and strategic plans; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)
- rostering methodology (manual and/or electronic)
- service level agreements
- staff occupational health, safety and welfare (OHSW)
- standard administrative procedures
- standard operating guidelines and procedures
- telecommunications networks
- work instructions

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- supervise people to meet service delivery standards
- maintain the day-to-day functions of the emergency communications centre during all periods of activity
- analyse and report on centre operations
- work within OHSW guidelines.

Consistency in performance

Competency should be demonstrated over time during emergency communications centre operations or simulated operations that include critical and non-critical situations.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed in the workplace under conditions expected in the workplace.

Specific resources for assessment

Access is required to:

- appropriate systems
- emergency communications centre
- maintenance schedules
- organisational documentation
- reports
- workplace expert/s.

Method of assessment

This unit may be assessed with the following unit:

- PUAECO010A Maintain standards of emergency service delivery.

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation

- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

<i>Resources</i> may include:	• appliances • equipment • global information system • personnel • situational report information
<i>Incident resourcing decisions</i> may include:	• downgrading incident • escalating incident • referring to incident controller or senior officer
<i>Support services and other agencies</i> may include:	• ambulance • internal divisions and support areas • other agencies • other fire services in own and other jurisdictions • state/territory emergency services • utilities
<i>External requests and notifications</i> may include:	• hazmat • ministerials • other agencies • road and traffic information • tide information • utilities • weather warnings
<i>Situations that arise</i> may include:	• administrative duties • attendance at meetings • attendance at training • change of roles/functions • staff breaks • staff illness
<i>Physical resources</i> may include:	• building maintenance • consumables • hardware • keys and security passes • office equipment • parking • stationery • uniforms

Unit Sector(s)

Not applicable.