



Australian Government

Department of Education, Employment and Workplace Relations

PUAECO010A Maintain standards of emergency service delivery

Revision Number: 2

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Modification History

PUAECO010A Release 2: Layout adjusted. No changes to content.
PUAECO010A Release 1: Primary release.

Unit Descriptor

This unit covers the competency required to maintain service delivery standards.
The unit addresses the knowledge and skills necessary to maintain emergency service delivery in a defined area.

Application of the Unit

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

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. Ensure service delivery coverage is maintained	1.1 <i>Threats and events</i> that are likely to impact on the emergency communications centre's ability to maintain <i>service delivery</i> are identified. 1.2 Emergency communications centre functions and resources are managed to ensure service delivery is maintained to a high level of operational readiness. 1.3 Coordination and supervision of <i>activities within the emergency communications centre</i> ensures a high level of operational readiness is maintained. 1.4 Service delivery requirements and gaps are identified. 1.5 Appropriate available resources are <i>redistributed</i> to address identified <i>coverage gaps</i> to maintain service delivery.
2. Ensure service delivery standards are met	2.1 Inter- and intra-agency policies and <i>response protocols</i> are implemented and adhered to. 2.2 Appropriate <i>reserve resources</i> are made operational to maintain service delivery. 2.3 All decisions and actions are in accordance with <i>organisational procedures</i> and agreed service delivery standards. 2.4 Duties are delegated and re-allocated according to fluctuations in demand and agency procedures.

Required Skills and Knowledge

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

Required Skills

- communicate effectively with peers and agency management
- identify improvements/amendments to policy, systems and procedures
- identify threats and events that will impact on resource availability
- interpret warnings and forecasts and predict the impact on the emergency communications centre operations and resource availability
- liaise with appropriate agencies to meet service delivery requirements
- maintain emergency communications centre staffing levels during times of peak workload
- maintain emergency communications centre welfare requirements during times of peak workload
- manage emergency communications centre functions during periods of peak workload
- record incident and/or event information accurately in accordance with organisational requirements

Required Knowledge

- capability and availability of reserve resources
- capability of available resources
- inter- and intra-agency contacts
- inter- and intra-agency policies and response protocols
- organisational requirements for mobilising resources

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:

- identify the potential for a loss of service delivery
- promptly identify resources to be positioned to prevent loss of delivery service
- relocate/redeploy resources to maintain service delivery
- allocate/deploy resources to minimise disruption to service delivery.

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 or in a simulated workplace environment under conditions expected in the workplace.

Specific resources for assessment

Access is required to:

- computer aided dispatch system
- live environment
- organisational-specific documents
- service delivery standards/agreements.

Method of assessment

This unit may be assessed with the following unit:

- PUAECO009A Coordinate emergency communications centre operations.

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>Threats and events</i> may include:	• industrial and civil unrest • infrastructure failures (road, rail, water, telecommunications, etc.) • large-scale incidents (such as major weather events, campaign bushfires, flooding, hydrocarbon spills, coastal erosion, drought) • major assets left unprotected (such as airports, refineries, nuclear reactor at Lucas heights) • major drill and training exercises • major events (APEC, olympic games, world youth day, grand prix) • natural disaster and weather warnings • pandemic disease • planned infrastructure outages (water, roads, bridges) • terrorist warnings • war
<i>Service delivery</i> may include:	• emergency communications centre staffing • government and legislative requirements • maintaining equipment and vehicles • maintaining people skill sets • occupational health, safety and welfare (OHSW) requirements • peak load staffing • public expectation • resource availability
<i>Activities within the emergency communications centre</i> may include:	• call taking • dispatch • emergency management • maintaining resource availability • notifications • OHSW requirements • radio operations • reporting • staffing and rostering • training
<i>Redistributing resources</i> may include:	• alternate routes • alternate staffing

- maintaining skill levels
- moving people and equipment around
- mutual aid agreements
- peak load staffing
- protecting special risks
- training
- transportation
- use of part-time and volunteer staff

Coverage gaps may include:

- crew shortages
- equipment and systems failures
- industrial and civil unrest
- inter- and intra-agency agreements not complied with
- infrastructure failures
- major assets unprotected
- major event planning
- major incident activity
- pandemic disease affecting staff/volunteer availability
- reduced resource cover
- specialist resources depleted or unavailable
- training
- volunteer availability
- war

Response protocols may include:

- alarm response protocols
- changed responses due to external influences
- climate factors
- crew changes
- cross-border responses
- embassies and consulates
- inter- and intra-agency requirements
- mutual aid agreements
- natural and manufactured disasters
- response into commonwealth and military installations
- special risks

Reserve resources may include:

- cross-border resources
- hired or leased equipment
- military
- mothballed resources
- off-duty staff
- operational support staff
- part-time and volunteer staff
- resources from other agencies
- senior officers
- training staff

Organisational procedures may include:

- awards and industrial agreements
- contracts
- inter-agency agreements
- legislation

- memoranda of understanding (MOUs)
- mutual aid agreements
- organisation's approach to environmental management and sustainability
- performance indicators
- qualifications
- rank structure

Unit Sector(s)

Not applicable.