

Course Name	Manage routine scene and promote public safety
Course code	HLTAMBSC401A
Contact details	Allens Training Phone 1300 559 064 or www.allenstraining.com.au
In Partial completion of	This course is taken from the Health Training package HLT07 and is in partial completion of <input checked="" type="checkbox"/> HLT21107 Certificate Iv in Health (Ambulance)
Description of this unit against the qualification	For a full understanding of the qualification, please go to the link for further information http://www.allenstraining.com.au and click on the courses tab found on the top left hand side of the web page
Descriptor	This unit involves the routine management of a non-emergency situation to ensure safety at the scene and provision of information to support public awareness and addressing of public safety issues
What is covered in the course	<ol style="list-style-type: none"> 1. Attend non-emergency <i>scene</i> 2. Take appropriate measures to ensure safety at the <i>scene</i> 3. Represent and promote public safety issues
Employability Skills	The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements
Pre-requisites	There are no pre-requisites or co-requisites for this competency unit
Course duration	10 hours
How will I be assessed	A written assessment plus project and workplace reports required to be awarded the unit competency
Policy & procedures	A copy is available on our web site
Where is the Training Package	The Training package is attached to this document starting on page 2

HLTAMBSC401A

Manage routine scene and promote public safety

Descriptor

This unit involves the routine management of a non-emergency situation to ensure safety at the scene and provision of information to support public awareness and addressing of public safety issues

Employability Skills

The required outcomes described in this unit of competency contain applicable facets of Employability Skills

The Employability Skills Summary of the qualification in which this unit of competency is packaged will assist in identifying Employability Skill requirements

Application

Application of skills described in this competency unit refers to maintaining an ambulance presence in routine situations which are not anticipated to be life threatening, such as sporting events or concerts

ELEMENT

Elements define the essential outcomes of a unit of competency.

1. Attend non-emergency *scene*

PERFORMANCE CRITERIA

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

- 1.1 Position ambulance vehicle to facilitate access and departure while keeping safe all personnel and the vehicle
- 1.2 Identify *hazards*, real or potential, where there are risks to participants or bystanders
- 1.3 Identify and maintain lines of communication with others according to organisation policy and procedures
- 1.4 Observe correct communication procedures in accordance with organisation policy and procedures

ELEMENT

Elements define the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

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|---|---|
| 2. Take appropriate measures to ensure safety at the <i>scene</i> | 2.1 Position ambulance vehicle to protect self, partner and client(s) |
| | 2.2 Wear personal protective clothing in accordance with operating procedures |
| | 2.3 Utilise Ambulance resources and improvise as required to secure the <i>scene</i> |
| | 2.4 Undertake appropriate roles as prescribed by Acts, regulations, organisation policy and procedure |
| | 2.5 Minimise risk by enlisting <i>hazard</i> reduction agents to enable provision of treatment in hazard-free (or hazard-reduced) environment |
| | 2.6 Ensure action is in accordance with standard local ambulance operation procedure |
| 3. Represent and promote public safety issues | 3.1 Represent the organisation's position on particular issues in a way that acknowledges community concerns and promotes community awareness |
| | 3.2 Use opportunities to explain and promote the organisation's activities and to enhance the organisation's public image |
| | 3.3 Respond to community requests for information or participation to line with organisation policies and procedures |
| | 3.4 Refer non-routine requests for information to an appropriate person |
| | 3.5 Advise the community of a range of prevention and mitigation techniques |
| | 3.6 Inform and skill community members to implement prevention and mitigation activities |
| | 3.7 Assist the community to initiate, develop and conduct prevention and mitigation techniques addressing their own particular needs |

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:

- Relevant policies and procedures relating to routine scene management, including:
 - organisation policies and procedures
 - *allied service* procedures
 - state policies and procedures
- A working knowledge of command, control and coordination responsibilities
- Relevant national standards such as:
 - Australian Emergency Manual Safe and Healthy Mass Gatherings – Emergency Management Australia – Canberra – 1999
 - Emergency Risk Management and Process – Emergency Management Australia
 - Australia/New Zealand Risk Management Standard
- Use of communications equipment and systems
- Relevant hazards and potential hazards and their effect
- A range of presentation strategies and techniques
- Organisation policy relevant to provision of advice
- Legislative responsibilities relevant to provision of information
- Organisation's position on current issues
- Relevant recording procedures
- Communicating with wide variety of people
- Listening to questions
- Interpreting comments
- Evaluating activities

REQUIRED SKILLS AND KNOWLEDGE

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

Essential skills:

Ability to:

- Follow an effective event plan for managing a routine non-emergency which provides for:
 - effective communications
 - rapid response
 - rapid and safe access and egress
 - safety of personnel
- Effectively use stress management skills
- Use problem solving skills including:
 - using available resources innovatively
 - analysing information
 - making decisions that ensure the routine management of a non-emergency
- Use oral communication skills (language competence) required to fulfil job roles as specified by the organisation, including:
 - asking questions
 - active listening
 - liaising with personnel from *other services*
 - asking for clarification from client or other persons at the scene
 - negotiating solutions
 - acknowledging and responding to a range of views
 - listening to questions
 - interpreting comments
- Use written communication skills (literacy competence) required to fulfil job roles as specified by organisation, including:
 - reading and understanding incident reports and case management materials
 - preparing handover reports for staff from associated *services* and/or receiving agencies
- Use interpersonal skills, including:
 - working with others
 - relating to persons from differing cultural, social and religious backgrounds
- Use a range of presentation strategies and techniques to provide information to the public and communicate with wide variety of people
- Evaluate activities

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. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Scene may include, but is not limited to events such as:

- Concerts
- Exhibitions
- Sporting events

Hazards are dangers or risks that may affect or influence ambulance care and may include, but are not limited to:

- Lighting
- Surfaces
- Atmospheric conditions
- Climatic conditions
- Vehicles
- Structures
- Bystanders
- Human judgement and influence

Emergency and allied services may include, but are not limited to:

- Ambulance Command
- Incident Control
- Police
- Fire
- SES
- Voluntary emergency personnel
- Electricity and water service

Information may include:

- How to participate
- Publicity material
- Contact information
- Prevention and mitigation strategies

Community may include:

- Local community
- Business community including a range of ages and persons from culturally and linguistically diverse backgrounds
- People with a disability

RANGE STATEMENT

Opportunities to promote may include:

- Answering general enquiries
- Presentations at community group gatherings
- Special interest forums
- Other organisation forums
- Community events and festivals
- Participating in conferences
- Representing organisation on associations and committees
- School visits

Special promotions may include:

- Career promotions
- Local shows
- Marches and ceremonies
- Organisation specific weeks and regular state/national events
- Shopping mall promotions

Appropriate person may include:

- More senior personnel
- Personnel with specific expertise
- Community liaison officer
- Other organisation
- Bilingual

Response may include:

- Referral
- Provide action
- Details of where to access further information

Prevention and mitigation techniques may include:

- Dances
 - School/community group visitations/presentations
 - Open days
 - Specific cooperative arrangements with community groups
 - Business owners
 - Shopping centres/malls, etc
- ... and should focus on
- Local community issues and the fostering of closer linkages/partnership with policy

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 this competency unit:

- Evidence must include observation of performance in the workplace or in a simulated work situation
- Where, for reasons of safety, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible.
- Evidence must include demonstration over a period of time to ensure consistency of performance.

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities