

21728VIC Certificate II in Emergency Communications

Core Competency Units

PUATEAA004B
Work Effectively in a Public Safety Organisation



PUACOM001B
Communicate in the Workplace



PUATEA001A
Work in a Team



PUAOHS001B
Follow Defined Occupational Health and Safety Policies and Procedures



BSBCM208A
Deliver a Service to Customers



THHGGA01B
Communicate on the Telephone



VBPU990
Operate a Computer Aided Dispatch System



VBPU991
Manage Workstation Resources

Stream Competency Units (select one)



VBPU992
Process Agency Calls
(Regional Fire Services)



VBPU993
Process Agency Calls
(Metropolitan Fire Services)



VBPU994
Process Agency Calls
(Metropolitan Ambulance Service)



VBPU995
Process Agency Calls
(Metropolitan Victoria Police/
State Emergency Service)