

Emergency Medical Dispatcher Course

This course develops the skills and knowledge to receive emergency calls, dispatch ambulance resources and coordinate patient transport.

Successful applicants will be employed full time by the Queensland Ambulance Service (QAS) in the position of a *Student Emergency Medical Dispatcher (EMD)*.

Successful applicants are required to undertake study of the *HLT31020 Certificate III in Ambulance Communications (Call-taking)* qualification followed by the *HLT41020 Certificate IV in Ambulance Communications (Dispatch)* qualification as a condition of their employment. Applicants will have study support provided by QAS Educational staff.

To be successful in this course, applicants must:

- be able to use digital technology and software applications required systems such as the Computer Aided Dispatch (CAD) system and GPS system
- have a minimum typing speed of 40 words per minute with 95 percent accuracy
- have a good level of language, literacy, and numeracy skills, to be able to read and follow call-taking procedures, complete workplace documentation, and undertake complex communications with patients, family and colleagues.

Pre-requisite:

Successful applicants must already hold the *HLTAID011 Provide first aid* certification.

Qualification:

Upon acceptance into this course, applicants are enrolled in the: *HLT31020 Certificate III in Ambulance Communications (Call-taking)* qualification.

At enrolment, the opportunity to apply for recognition is offered where credit can be gained for related previous study or qualifications.

After completing the Certificate III qualification, learners are enrolled in the: *HLT41020 Certificate IV in Ambulance Communications (Dispatch)* qualification with direct credit for 10 units of competency from the *HLT31020 Certificate III in Ambulance Communications (Call-taking)* qualification.

Course delivery & assessment:

The course completes 14 units of competency and two qualifications. It has been structured into three learning blocks – Induction, Call-taking and Dispatch which are completed in sequence with flexible timeframes for the completion of learning and assessment.

Throughout the course, as units of competency are completed, the ability to operate a CAD system, receive and respond to requests for an ambulance and allocate ambulance resources is developed.

The course uses delivery modes of face-to-face learning with educators, simulated scenarios, online learning, and workplace-integrated learning on supervised shifts.

Course assessment is via online quizzes, written work and observations of practical knowledge and skills in the workplace or simulated workplace.

Information on student responsibilities, appealing an assessment decision, or making a complaint is available in the *QAS RTO Student Handbook for Employees*.

The QAS RTO monitors the quality of the course's training and assessment and any resulting certification that is issued to ensure they meet the *Standards for RTOs 2015*.

Course location:

While learners are based in an Operational Centre during the course, all learners attend an initial seven-week Induction at the QAS Education Centre.

Timeframes:

This is a full-time flexible 12 to 18 months course and has three sequential learning blocks:

- Induction: 7 weeks at the Education Centre
- Call-taking: 4-10 months in an Operations Centre
- Dispatch: 3-6 months in an Operations Centre.

Costs:

There are no course costs to the learners in this course. All materials and equipment required will be provided to the successful applicants.

Find out more:

For more information please email:
QAS.Recruitment@ambulance.qld.gov.au



Version 1.0 Feb 2025



Course Curriculum

HLT31020 Certificate III in Ambulance Communications (Call-taking)

HLTAID011	Provide first aid (* Employment pre-requisite)
HLTWHS001	Participate in workplace health and safety
HLTOUT002	Receive and respond to requests for ambulance service
HLTOUT010	Communicate in complex situations to support health care
BSBMED301	Interpret and apply medical terminology appropriately
PUAECO002	Process emergency incident calls and enquiries
PUAECO004	Operate computer aided dispatch system
CHCMHS001	Work with people with mental health issues
CHCDIV001	Work with diverse people
HLTWHS006	Manage personal stressors in the work environment

HLT41020 Certificate IV in Ambulance Communications (Dispatch)

		Credit Transfer from HLT31020
BSBMED301	Interpret and apply medical terminology appropriately	✓
CHCDIV001	Work with diverse people	✓
CHCLEG001	Work legally and ethically	
CHCMHS001	Work with people with mental health issues	✓
HLTAAP001	Recognise healthy body systems	
HLTAID011	Provide first aid	✓
HLTOUT002	Receive and respond to requests for ambulance service	✓
HLTOUT003	Assign and coordinate ambulance service resources	
HLTOUT010	Communicate complex situations to support health care	✓
HLTWHS001	Participate in workplace health and safety	✓
HLTWHS006	Manage personal stressors in the work environment	✓
PUAECO002	Process emergency incident calls and enquiries	✓
PUAECO003	Operate and control radio networks	
PUAECO004	Operate computer aided dispatch system	✓