



Australian Government

PUACOM005 Foster a positive organisational image in the community

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to enable two-way communication with the community and to promote a positive public image. It includes promoting and representing the organisation in the community and advising and involving the community in public safety activities.

The unit is applicable to personnel who are required to take an active community engagement and educational role.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

The fire sector is those sections of government departments, statutory authorities or organisations that have responsibility under jurisdictional arrangements for the delivery of firefighting and fire management services.

It is essential that the prerequisite units listed below are obtained prior to the issuance of this unit to individuals within the fire sector or the units contributing to the attainment of a fire qualification.

PUATEA004 Work effectively in a public safety organisation

Competency Field

Communication

Unit Sector

Public Safety

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Promote organisation in community

1.1 Community requests for information or participation are responded to, in accordance with organisational policies and procedures

1.2 Opportunities to explain and promote organisational activities are acted on to promote community recognition and support

1.3 Non-routine requests for information are referred to appropriate personnel

2 Represent organisation in community

2.1 Organisation's position on issues is disseminated to acknowledge community concerns and promote community awareness

2.2 Communication and presentations to the public are used to enhance the organisation's public image

3 Advise and involve community in public safety activities

3.1 Community is advised of prevention and mitigation techniques

3.2 Community members are informed on how to implement prevention and mitigation activities

3.3 Community is assisted to initiate, develop and conduct prevention and mitigation techniques to address their specific needs

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUACOM005B Foster a positive organisational image in

the community.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>