Australian Government

PUACOM006 Plan and conduct a public awareness program

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 develop awareness in the local community about public safety and an understanding of an organisation's services, facilities and activities. It includes planning and conducting public awareness and information presentations; visiting facilities or specific locations of interest; evaluating and/or reviewing presentations and demonstration activities; storing resources and completing records.

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

PUACOM005 Foster a positive organisational image in the community

Competency Field

Community Safety

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 Plan public awareness and information presentation	1.1 Details of audience requirements are confirmed to ensure the presentation meets client expectations
	1.2 Objectives of the presentation and respective roles of those involved are determined in consultation with relevant personnel
	1.3 Presentation is structured to meet the needs of the audience, anticipated questions and subject matter to be presented
	1.4 Subject matter is clarified to confirm information is current and accurate
	1.5 Equipment, aids and resources for the audience are identified and organised
2 Conduct public awareness and information presentation	2.1 Information is accurate, culturally appropriate and is presented clearly and logically
	2.2 Aids and equipment are used to help the audience understand the information being presented
	2.3 Presentations are conducted using recognised principles of group learning appropriate to audience characteristics
	2.4 Feedback from audience and observers is used to assist in assessment of performance and program content
	2.5 Publications suitable to audience and sources of additional information are provided
	2.6 Questions asked are answered and supplemented with relevant information
	2.7 Queries outside area of responsibility or expertise are referred to relevant area and/or personnel
3 Conduct visits to facilities and specific locations of interest	3.1 Facilities, locations and/or equipment are prepared, prior to demonstration or tour to promote a positive public image, to meet organisational standards and Work, Health and Safety/Occupational Health and Safety

(WHS/OHS) guidelines

	3.2	Information given is accurate and provides comprehensive coverage of the facility, its location and equipment being discussed and/or demonstrated
4 Store resources and complete records	**4.1**	Equipment and resources are stored, in accordance with organisational procedures
	4.2	Records of presentations and/or demonstrations are completed, in accordance with organisational procedures and requirements
5 Evaluate and review presentations and demonstrations	**5.1**	Improvements to own delivery of presentations are sought and recorded
	5.2	Recommendations for improvement to presentations and/or demonstrations and associated resources are made to relevant personnel

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 PUACOM006B Plan and conduct a public awareness program.

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