



Australian Government

PUAOPE031 Facilitate lessons management process

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 facilitate the lessons management process within an emergency management context.

It involves the collection, analysis, implementation, monitoring, review and sharing of information.

This unit applies to a person who has been nominated with the responsibility to facilitate or contribute to the lessons management process.

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

Pre-requisite Unit

Not applicable

Competency Field

Operations

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Define purpose, scope and outputs of lessons management activity

PERFORMANCE CRITERIA

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

1.1 Objectives, parameters of task and deliverables are determined and documented with relevant personnel and stakeholders

1.2 Resource requirements, including human and

- physical requirements, are determined
- 1.3 Organisational support, roles and responsibilities of key internal and external personnel and stakeholders are confirmed and communicated
 - 1.4 Reporting requirements are confirmed with relevant personnel and stakeholders
 - 1.5 Organisational support and individual commitment, including executive and key stakeholders internally and across organisations, are confirmed
 - 1.6 Communication plan is determined and confirmed
- 2 Develop and implement data collection plan**
- 2.1 Sources of potential data, collection methodology and timing are identified and confirmed
 - 2.2 Data collection tools and techniques, including format and recording of data, are confirmed
 - 2.3 Reporting requirements for data collection are identified and confirmed
 - 2.4 Data plan is communicated with relevant personnel and stakeholders and implemented
 - 2.5 Data collection activities are reviewed, improvements identified, and data collection plan updated (if applicable)
- 3 Apply principles of data analysis**
- 3.1 Data is collected according to plan, organisational procedures, guidelines and protocols
 - 3.2 Data is reviewed, observations confirmed, and insights are established in conjunction with subject matter experts
 - 3.3 Insights are analysed and primary causes ('root causes') are identified and validated with subject matter experts
 - 3.4 Complex and/or high-risk observations are identified and prioritised for expedited action
 - 3.5 Lessons identified are documented and implementation plans developed
 - 3.6 Stakeholders are updated on the progress of lessons identified in accordance with communications plan

4 Confirm lessons identified	4.1	Report outlining lessons identified is produced
	4.2	Implementation of corrective actions is planned, shared and communicated
5 Implement lessons identified plan	5.1	Actionable lessons are identified, assigned, communicated and shared with stakeholders according to communication plan
	5.2	Accountability for assigned lessons is acknowledged
	5.3	Action plan is developed to support implementation, including reporting processes for monitoring, reviewing and reporting on lessons learned
	5.4	Lessons identified are actively shared and promoted internally and across organisations to support cultural shift and industry and/or organisational uptake in accordance with sharing strategy
6 Establish, monitor and review process	6.1	Data is collected and analysed to support the monitoring and review of the lessons management process
	6.2	Implementation report is developed and findings of lessons identified are documented according to implementation plan
7 Communicate outcomes of lessons management process	7.1	Findings are communicated to key stakeholders according to communication plan
	7.2	Implemented lessons management plan is reviewed and feedback is given to contribute to future lessons management processes

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 PUA Public Safety Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>