



**Australian Government**

# **Assessment Requirements for PUARCV001 Provide psychological first aid**

**Release: 1**

# Assessment Requirements for PUARCV001 Provide psychological first aid

## Modification History

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

## Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- analysing and evaluating information
- communicating effectively with people impacted by the event
- determining and implementing response and support to meet needs of those seeking support
- locating, interpreting and providing information that addresses requests for support
- maintaining privacy and confidentiality
- managing expectations when providing services to people
- referring people to appropriate services
- seeking assistance and support from others when necessary to provide support
- using interpersonal communication skills
- working with organisational information collection techniques and methods
- working with individuals from diverse cultural backgrounds and ensuring they are respected and communicated with sensitivity.

## Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- active listening
- causes of distress
- confidentiality as it applied to psychological first aid
- determinants of responses
- distress responses
- distressing events
- diverse cultural backgrounds
- elements of psychosocial support, including:
  - ensuring safety
  - instilling hope
  - promoting calm

- promoting connectedness
- promoting self-efficacy and group efficacy
- ethical, legal frameworks, professional boundaries and standards
- factors that influence an individual's responses to a crisis event
- grief, loss and trauma in psychological first aid
- how people respond
- interpersonal skills in crisis situations
- mental health and psychosocial support service interventions
- organisational professional standards
- principles of effective communication
- psychoeducation in own behaviour and feelings and those of other people
- psychological first aid across different kinds of crises
- psychological first aid principles
- psychological support services
- range of potential reactions individuals can display in response to a crisis event
- roles and responsibilities of agencies involved in disaster response and community recovery
- self-care techniques
- situational awareness.

## Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry.

## Links

Companion Volume Implementation Guides are found in VETNet -

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

