



Australian Government

PUATEA004 Work effectively in a public safety organisation

Release: 1

PUATEA004 Work effectively in a public safety organisation

Modification History

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

Application

This unit of competency involves the skills and knowledge required to manage own work and work with other personnel in public safety organisations.

The unit applies to personnel who work in public safety organisations and who are responsible for managing their own work priorities and who also work with others.

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

Pre-requisite Unit

Not applicable

Competency Field

Team work

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Manage own work

PERFORMANCE CRITERIA

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

- 1.1** Instructions are identified, acknowledged and implemented, in accordance with organisational procedures
- 1.2** Factors affecting work requirements are identified, their impact is assessed and action is taken to ensure work requirements are met

- 1.3** Work load is assessed and priorities are set within allocated timeframes
 - 1.4** Own work is monitored to ensure compliance with organisational procedures and requirements
 - 1.5** Need for additional support is communicated clearly to appropriate personnel, in accordance with organisational procedures
 - 1.6** Tasks are completed and results are achieved with minimum supervision
 - 1.7** Workplace conduct is in accordance with organisational policies, procedures and standards
- 2 Develop and maintain own expertise**
 - 2.1** Workplace information is accessed and clarification is sought, as required
 - 2.2** Currency of required licences and certificates for work is maintained
 - 2.3** Training and development needs relevant to area of work are identified in conjunction with the supervisor and is followed up with relevant personnel
 - 2.4** Training and development programs are participated in to ensure level of expertise meets organisational requirements
- 3 Maintain work effectiveness**
 - 3.1** Organisational policies and procedures relating to work performance are applied and issues with own wellbeing or performance are discussed with supervisor or relevant personnel
 - 3.2** Signs of personal stress are recognised and appropriately managed and action is taken to ensure continued effectiveness
 - 3.3** Peer support is sought in maintaining work requirements
- 4 Promote cooperation**
 - 4.1** Responsibilities and duties are performed in a positive manner to promote cooperation and good working relationships
 - 4.2** Communication with others is conducted in a courteous manner appropriate to the purpose, situation and relationship with the receiver

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| | 4.3 | Problems and conflicts are recognised and resolved through agreed and accepted organisational processes and procedures |
| | 4.4 | Contributions of individuals of different age, gender, social and cultural backgrounds are recognised and utilised |
| 5 | Contribute to improving workplace and quality of outcomes | |
| | 5.1 | Workplace issues are raised with appropriate personnel and contributions are made to resolving issues, in accordance with organisational procedures |
| | 5.2 | Work related meetings and committees are attended or contributed to in line with level of responsibility |
| | 5.3 | Suggestions for improvements in work practices and procedures are made to the supervisor or relevant personnel |
| | 5.4 | Agreed changes to improve work outcomes are implemented, in accordance with organisational procedures |

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 PUATEA004D Work effectively in a public safety organisation.

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>