



**Australian Government**

# **PUAFIR504B Assist with formulation and implementation of plans and policies**

**Release 3**

# PUAFIR504B Assist with formulation and implementation of plans and policies

## Modification History

Release	TP Version	Comments
2	PUA12 V2	Application of the Unit added Unit revised to reflect current work requirements Method of assessment added
1	PUA00 V8.1	Primary release on TGA

## Unit Descriptor

This unit covers the competency required to consult on, develop, implement and evaluate a policy or plan for an organisation.

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

## Application of the Unit

This unit applies to personnel required to contribute both individually and as part of a work team to the formulation and implementation of workplace policies and plans.

## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

Not applicable.

## Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1. Monitor the administration of organisational policy, procedures and practices</b>	1.1 Requirements stipulated in organisational policy, procedures and practices are adhered to. 1.2 Policy, procedures and practices that cannot be efficiently administered, are identified and recommendations for changes are made.
<b>2. Identify and consider stakeholder concerns</b>	2.1 Individuals and groups within the community who have a vested interest in the operation of the organisation are identified and consulted. 2.2 Relationships, trust and mutual understanding are formed between the organisation and these individuals and groups. 2.3 Organisation is represented in the best possible manner to <i>external organisations</i> , ensuring policies are correctly interpreted and applied. 2.4 Meetings with <i>stakeholders</i> are conducted on a regular basis.
<b>3. Facilitate policy change within the organisation</b>	3.1 Policy change is facilitated as an opportunity for improving individual and organisational effectiveness. 3.2 Staff are encouraged to participate in and comment on proposed changes to policies. 3.3 Formal submissions on policy and operational issues are drafted. 3.4 <i>Submissions</i> are concisely written, following correct procedures.
<b>4. Contribute to the strategic and operational planning process</b>	4.1 Effective contributions are made to organisational forward planning initiatives. 4.2 Corporate mission goals and organisational objectives are reflected in contributions. 4.3 Contributions are focused on activities in the workplace and the community.
<b>5. Assist in the preparation and implementation of organisational business plans</b>	5.1 Plans are prepared which incorporate the views of others, where appropriate, and contribute to the overall performance of the organisation. 5.2 Organisational business plans are tightly linked to corporate strategic plans. 5.3 Organisational corporate objectives and plans are implemented through the activities and projects of the organisation with consideration of legislation, employment awards and agreements, and organisational policy and procedure.

## Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

### Required Skills

- assist in the development of a policy document for a work group
- assist in the evaluation of the development and implementation of a policy
- assist in the implementation of a policy with a work group
- follow consultative processes
- implement strategies to deal with resistance to policy development
- monitor existing policy, processes and practices

### Required Knowledge

- concepts of policy and policy development
- consultative processes for policy development
- continuous quality improvement programs
- methods for evaluating policy
- methods for implementing policy
- operational plans such as action plans, disaster management plans, hazard assessment plans, pre-incident plans, resource allocations, response priority
- organisational climate and implementing policy development
- organisational objectives
- policy and organisational philosophy/climate
- reasons for resistance to policy development
- role of employees in policy development
- role of management in policy development
- strategies for dealing with resistance
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## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Assessment must confirm the ability to:

- assist in the development, implementation and evaluation of a plan or policy for a work group.

### **Consistency in performance**

Competency should be demonstrated over time and in a range of contexts; the evaluation of the development and implementation may require a number of months.

### **Context of and specific resources for assessment**

#### **Context of assessment**

Competency should be assessed on-the-job and by exercises/case studies in a simulated workplace environment.

#### **Specific resources for assessment**

There are no specific resource requirements for this unit.

### **Method of assessment**

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an agency-approved simulated work environment. Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions

## Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

<b><i>External organisations</i></b> may include:	<ul style="list-style-type: none"> <li>• associated industries</li> <li>• community groups</li> <li>• government departments and organisations</li> <li>• other agencies</li> </ul>
<b><i>Stakeholders</i></b> may include:	<ul style="list-style-type: none"> <li>• community groups</li> <li>• emergency service organisations</li> <li>• employers</li> <li>• equipment suppliers</li> <li>• general public</li> <li>• insurance industry</li> <li>• organisational personnel</li> <li>• state/territory and local government</li> <li>• unions</li> </ul>
<b><i>Submissions</i></b> may include:	<ul style="list-style-type: none"> <li>• reports on hazard identification and reduction</li> <li>• requests and recommendations of plant/equipment/resource allocation</li> <li>• revision of policy</li> </ul>

## Unit Sector(s)

Not applicable.