



Australian Government

Department of Education, Employment and Workplace Relations

PUATEA004D Work effectively in a public safety organisation

Revision Number: 2

PUATEA004D Work effectively in a public safety organisation

Modification History

Release	TP version	Comments
2	PUA12 V1	Layout adjusted. Range Statement edited.
1	UA00 V8.1	First release in TGA.

Unit Descriptor

This unit covers the competency required to manage own work and to work effectively with other personnel in a *public safety organisation*.

This unit does not include competency to work in a team as covered in PUATEA001B Work in a team.

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

Application of the Unit

This unit applies to a person who works in a public safety organisation and who is responsible for managing their own work priorities and working with others.

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
1. Manage own work	<p>1.1 Instructions are understood, acknowledged and implemented.</p> <p>1.2 <i>Factors affecting work requirements</i> are identified, their impact is assessed and action is taken to ensure work requirements are met.</p> <p>1.3 Work load is assessed and priorities are set within allocated timeframes.</p> <p>1.4 Own work is monitored to ensure compliance with organisational requirements.</p> <p>1.5 Need for additional support is communicated clearly to <i>appropriate person</i>.</p> <p>1.6 Tasks are completed and results are achieved with minimum supervision.</p> <p>1.7 <i>Conduct</i> is at all times in accordance with organisational policies, procedures and standards.</p>
2. Develop and maintain own expertise	<p>2.1 <i>Workplace information</i> is accessed and clarification is sought where necessary.</p> <p>2.2 Currency of required licences and certificates is maintained.</p> <p>2.3 <i>Training and development</i> needs relevant to area of work are identified in conjunction with supervisor and are followed up with relevant personnel.</p> <p>2.4 Programs are participated in to ensure level of expertise meets organisational requirements.</p>
3. Maintain work effectiveness	<p>3.1 Organisational policies and procedures relating to work performance are understood and issues with own wellbeing or performance are discussed with supervisor.</p> <p>3.2 Signs of personal stress are recognised and managed and <i>action</i> is taken to ensure continued work effectiveness.</p> <p>3.3 Peer support is sought when required.</p>
4. Promote cooperation	<p>4.1 Responsibilities and duties are undertaken in a positive manner to promote cooperation and good relationships.</p> <p>4.2 Communication with others is conducted in a courteous manner appropriate to the purpose, situation and relationship with the receiver.</p> <p>4.3 Problems and conflict are recognised and resolved through agreed and accepted processes.</p> <p>4.4 Contribution of individuals of different age, gender and social and cultural backgrounds are recognised and accessed.</p>

ELEMENT**PERFORMANCE CRITERIA****5. Contribute to improving workplace and quality of outcomes**

- 5.1 *Workplace issues* are *raised with appropriate personnel* and contribution is made to resolve issues in accordance with workplace procedures.
- 5.2 Work related meetings and *workplace committees* are attended/*contributed* to in line with level of responsibility.
- 5.3 Suggestions for improvements in work practices and procedures are made.
- 5.4 Agreed changes to improve work outcomes are implemented.

Required Skills and Knowledge

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

Required Skills

- access and interpret workplace information
- communicate concerns about own fitness/stress
- communicate with people of different ages, cultures, gender, language backgrounds
- participate in meetings/speak in a group

Required Knowledge

- available training and development
- basic principles of participating in meetings
- career progression options
- conflict resolution strategies
- cultural diversity principles
- dress codes
- equal opportunity responsibilities
- factors which can affect work performance
- implications of change in the workplace on own job (such as introduction of new/amended legislation; introduction of new personnel; introduction of new technology including new communication systems; implementation of new work practices and services; organisational restructures)
- implications of external change on the organisation (such as at an international, national or state/territory level and invoke changes in society, changes to legislation, changes to organisational policies and procedures; community expectations; political changes)
- information on any licensing and certification requirements for driving vehicles and providing emergency care
- organisational policies and procedures (such as legislation relevant to the operation/incident/response; legislation relevant to the organisation; operational, corporate and strategic plans; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)
- organisational standards relating to harassment and anti-discrimination
- organisational structure
- positions in the organisation
- potential effects of not meeting commitments
- procedures and standards relating to conduct
- responsibilities of specific personnel
- stress recognition
- structure and function of workplace committees
- variety of communication strategies

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:

- apply organisational policies, procedures and standards in own work performance

Consistency in performance

Competency should be demonstrated over of time in a range of actual or simulated workplace environments.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed on the job or in a simulated work 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 industry-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.

Public safety organisations may include:

- aquatic rescue
- defence
- emergency services
- fire
- natural, cultural resource management personnel
- police

Factors affecting work requirements may include:

- contingencies
- impact of emergencies/incidents
- other work demands
- personnel available to assist
- sea conditions
- time
- weather
- wind and tide conditions

Appropriate person may include:

- team leader
- team member
- supervisor

Conduct may include:

- acting legally, honestly and ethically
- complying with dress code
- complying with organisational code of conduct
- complying with reasonable and lawful instructions
- complying with safe work practices
- complying with standard operating procedures
- contributing to work objectives
- disciplinary procedures
- treating peers, clients, associates and members of the general community with due respect and courtesy

Workplace information may include:

- brochures
- information on noticeboards
- internet/intranet
- leaflets
- magazines
- memos, circulars
- multimedia
- notices
- policies
- procedures

Training and development needs may include:

- professional publications
- risk/job safety analysis
- signs
- career development/progression
- new technology
- personal development training
- retraining for licensing and certification requirements
- stress management

Taking appropriate action for stress may include:

- reporting to supervisor or team leader
- seeking counselling
- seeking medical advice
- seeking peer support

Workplace issues may include:

- change and change management
- conflict of interest
- conflict with other personnel
- conflict with public/others
- excessive workloads
- new policies and changes
- occupational health, safety and welfare
- perceived harassment or discriminatory behaviour
- perceptions of equity
- resource allocation

Raising workplace issues with appropriate personnel may include:

- consultative committee representative
- manager
- occupational health and safety representative
- peers
- supervisor
- team leader
- union delegate

Workplace committees may include:

- consultative committees
- occupational health and safety committees
- project teams
- social committees
- special event committees

Contributing to workplace committees may include:

- comments
- feedback
- questions
- reports
- suggestions

Unit Sector(s)

Not applicable.