



Australian Government

PSPBDR020 Manage operations

Release: 1

PSPBDR020 Manage operations

Modification History

Supersedes and is equivalent to PSPBDR015 Manage operations.

Application

This unit describes the performance outcomes, skills and knowledge required to lead, manage and command operations within a compliance or law enforcement operational environment.

This unit applies to those who manage operational forces in a compliance or law enforcement environment. They work autonomously, directing others in all aspects of operational patrol design and outcomes.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Border protection

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Identify the need for an operation.

PERFORMANCE CRITERIA

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

- 1.1. Identify the nature of the problem from available information.
- 1.2. Gather all relevant information.
- 1.3. Analyse risks against regional risk treatment plans and work area plans.
- 1.4. Prioritise the risk.
- 1.5. Make a broad commitment to the allocation of resources.

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| 2. Prepare and plan for the operation chief's role in the operation. | 2.1. Identify and clarify operational tasks with stakeholders.
2.2. Issue warning order to operation commander(s).
2.3. Gather all relevant information, including from a planned reconnaissance.
2.4. Plan the operation using operational command principles and the appreciation process.
2.5. Agree to concept and obtain stakeholder endorsement. |
| 3. Communicate the concept of operation to operation commander(s). | 3.1. Produce written concept in operational command format.
3.2. Provide advice and guidance to operational forces and group commander(s). |
| 4. Supervise operations. | 4.1. Authorise and provide operational resources for operation.
4.2. Maintain overarching command and control throughout operation.
4.3. Monitor situation and resources to ensure attainment of the mission.
4.4. Support the operation by redeploying resources in response to situational and resource changes. |
| 5. Contribute to post operation processes. | 5.1. Contribute to the operational debrief.
5.2. Raise recommendations for discussion regarding implementation.
5.3. Distribute recommendations to appropriate areas in the regions and central office. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

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|--------------------|--|
| Reading skills to: | <ul style="list-style-type: none">• read and interpret legislation, regulations and guidelines. |
| Writing skills to: | <ul style="list-style-type: none">• document information in accordance with organisational formats and requirements. |

- Oral communication skills to:
- communicate and liaise with diverse audiences including the media.
- Problem-solving skills to:
- reassign resources based on a situation report
 - undertake analysis and decision-making using sound judgment
 - apply negotiation and conflict resolution methods within a compliance or law enforcement operational environment.
- Initiative and enterprise skills to:
- apply leadership and command in the context of commanding an operation
 - provide advice, guidance and recommendations to others about operations.
- Teamwork skills to:
- apply negotiation and conflict resolution methods
 - lead and support operational team members.

Unit Mapping Information

Supersedes and is equivalent to PSPBDR015 Manage operations.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

Assessment Requirements for PSPBDR020 Manage operations

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Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- apply leadership and command in the context of commanding at least one operation and:
 - conduct research in the context of leading operational forces
 - determine a response to diverse circumstances resulting from situational and resource changes
 - justify chosen response to any given situation against legislation, regulations, guidelines, policies and procedures.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- enabling and allied legislation
- full range of regulatory powers enforceable by officers
- operational command policy, methodology and principles
- legislation, regulations, policy, procedures and guidelines,
- standing operating procedures and protocols
- treatment options relevant to the tasks undertaken
- workplace and industry environment
- workplace technology and equipment
- inter-agency agreements, memoranda of understanding and relationships
- work health and safety and environment policies and guidelines
- risk assessment techniques
- communication systems relevant to the workplace including communications network and radio protocols
- organisational and jurisdictional values and ethics and codes of conduct
- confidentiality, privacy and security issues
- reporting requirements.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, guidelines, policies and procedures relating to managing operations
- standing operating procedures and protocols
- relevant resources and equipment required of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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