



Australian Government

Department of Education, Employment and Workplace Relations

PSPWPI603B Manage emerging issues

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers the competency to identify, assess and respond to emerging issues that may impact on workplace occupational health and safety and/or workers compensation and/or injury management and/or workplace relations. It includes identifying issues, assessing potential impact, developing a response strategy and evaluating the effectiveness of the response.

In practice, managing emerging issues may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government systems, managing change, managing diversity, managing risk.

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

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify issues	1.1 The <i>environment</i> is monitored to determine <i>emerging issues</i>. 1.2 Formal and informal <i>research</i> is conducted to identify emerging issues. 1.3 Issues are clarified and confirmed with <i>stakeholders</i> in accordance with legislation and organisational policy and procedures.
2. Assess potential impact	2.1 The scope and magnitude of the impact are estimated and recorded. 2.2 The nature and consequence of the potential impact are determined and used to develop a response strategy.
3. Develop a response strategy	3.1 <i>Response options</i> are identified and prioritised in accordance with legislation and organisational policy and procedures. 3.2 A response strategy is chosen that best addresses the impact in consultation with industry stakeholders. 3.3 Performance measures to evaluate the effectiveness of the chosen response strategy are established. 3.4 The chosen response strategy is implemented.
4. Evaluate effectiveness of the response	4.1 An <i>evaluation plan</i> is developed and documented. 4.2 The response strategy is evaluated against the predetermined performance measures. 4.3 The response strategy is modified on the basis of the evaluation if required. 4.4 The results of the evaluation are communicated to relevant stakeholders.

Required Skills and Knowledge

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

Skill requirements

Look for evidence that confirms skills in:

- conducting research and analysis
- conducting evaluations
- communicating with a range of audiences, requiring adaptation of style and language
- questioning to confirm understanding
- interpreting complex information
- preparing written reports requiring formal structure and language
- responding to diversity, including disability and gender
- using computers

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- occupational health and safety, workers compensation, injury management and/or workplace relations legislation
- evaluation procedures
- organisational policy and procedures
- industry standards
- codes of practice

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC601B Maintain and enhance confidence in public service
 - PSPGOV602B Establish and maintain strategic networks
 - PSPLEGN601B Manage compliance with legislation in the public sector
 - PSPMNGT604B Manage change
 - PSPMNGT605B Manage diversity
 - PSPMNGT608B Manage risk
 - PSPWPI601B Improve compliance through industry partnerships

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of the Employability Skills as they relate to this unit (see Employability Summaries in Qualifications Framework)
- management of emerging issues in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to workplace legislative compliance
- case studies and workplace scenarios to capture the range of situations likely to be encountered when managing emerging issues

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when managing emerging issues,

including coping with difficulties, irregularities and breakdowns in routine

- management of emerging issues in a range of (3 or more) contexts (or occasions, over time)

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- portfolios
- projects
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

Environments may include:

- industry
- workplace
- political
- social
- international
- national
- statewide
- community

Emerging issues may include:

- changes in work practices
- industry developments
- changes in work hire arrangements
- technological change
- political imperatives
- accident and incident data
- community concerns
- legislative changes
- emergency incidents
- court rulings

Research may include:

- methods
- work practices
- resources required
- statistical analysis
- industry networks
- observations
- operational experience
- information exchange
- industry reference groups

Stakeholders may include:

- community
- the organisation's board
- advisory council
- government organisations
- managers

- politicians
 - union
 - Commissioner
 - Minister
 - employers
 - employees
 - designers
 - manufacturers
 - installers
 - suppliers
 - importers
 - hirers
- Response options*** may include:
- educational activities
 - advice
 - enforcement activities
 - consultation
 - targeted compliance campaigns
 - community awareness program
 - media release/campaign
 - development and/or distribution of publications
 - recommend legislative changes
 - commissioned research
 - political
 - information technology
- Evaluation plan*** may include:
- validity and reliability of performance measures and evaluation process
 - resources
 - data collection
 - reporting mechanisms

Unit Sector(s)

Not applicable.

Competency field

Workplace Inspection.