



Australian Government

Assessment Requirements for PUACOM005 Foster a positive organisational image in the community

Release: 1

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Modification History

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

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- advising and involving the community in public safety activities
- communicating with diverse people and groups
- evaluating community activities
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- interpreting comments and feedback
- listening to community questions and responding
- promoting organisational messages in the community
- representing the organisation in the community positively
- risk mitigation and prevention techniques

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- appropriate personnel to contribute to community events
- characteristics of communities
- evaluation of community activities
- opportunities to promote including special promotions
- organisational documentation, policies and procedures including procedures for Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements, the provision of advice, recording comments and completing follow up actions
- organisation's position on current issues
- presentation strategies and techniques
- privacy principles
- risk mitigation and prevention techniques
- types of information to present to the community

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
 - organisational promotional information and materials
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

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>