



Australian Government

PUACOM007 Liaise with other organisations

Release: 2

PUACOM007 Liaise with other organisations

Modification History

Release 2.0 This is the second release of this unit of competency in the PUA Public Safety Training Package.

Clarification of text, addition of Performance Criteria and minor changes to Knowledge and Performance Evidence.

Release 1.0 This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to develop networks and relationships and to liaise with other organisations. It includes establishing networks and relationships and communicating and interacting with other organisations.

The unit applies to personnel who formally liaise on behalf of their own organisation with other organisations to increase response effectiveness and community safety. It should be noted that this unit does not address all of the functions of an incident management liaison officer.

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

Pre-requisite Unit

The fire sector is those sections of government departments, statutory authorities or organisations that have responsibility under jurisdictional arrangements for the delivery of firefighting and fire management services.

It is essential that the prerequisite units listed below are obtained prior to the issuance of this unit to individuals within the fire sector or the units contributing to the attainment of a fire qualification.

PUACOM005 Foster a positive organisational image in the community

Competency Field

Community Safety

Unit Sector

Public Safety

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Establish networks and relationships

PERFORMANCE CRITERIA

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

1.1 Formal and informal network opportunities are identified that will support ongoing and future liaisons and collaboration

1.2 Relationships are developed which provide identifiable benefits to the organisation from shared expertise, information and resources

1.3 Meetings and forums that support mutual cooperation are participated in

1.4 Consultation with affected and interested parties is undertaken to support organisational goals and objectives

2 Communicate and interact with other organisations

2.1 Information is provided to other organisations in a clear, concise and comprehensive manner

2.2 Communication with other organisations is conducted in accordance with organisational policies and procedures

2.3 Information gathered from other organisations is used for improvement of services and to avoid duplication of effort

2.4 Meeting outcomes are documented and disseminated

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUACOM007B Liaise with other organisations.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUACOM007 Liaise with other organisations

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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

- communicating, liaising and interacting with other organisations
- documenting and disseminating meeting outcomes
- following organisational policies and procedures
- networking and developing relationships
- participating in meetings and forums
- providing accurate and clear information.

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

- confidentiality requirements and privacy principles
- goals and objectives of own organisation and other organisations, agencies and sectors
- interorganisational cooperation and collaboration techniques
- key roles and responsibilities in own and other organisations
- organisational documentation, policies and procedures
- protocols and procedures for meetings.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the

time of assessment.

Assessment must occur in operational situations or in simulated operational training situations that reflect workplace conditions.

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.

Resources for assessment must include access to

- a range of exercises and/or case studies
- appropriate materials and equipment currently used in industry
- applicable documentation including organisational procedures, standards, equipment specifications, regulations, codes of practice and operational manuals.

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