



Australian Government

PUAEMR014 Deliver recovery services

Release: 2

PUAEMR014 Deliver recovery services

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/deletion 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 deliver administrative, technical and/or professional services in a recovery service. This is provided by individuals working within a recovery framework of existing emergency management legislation, regulations, plans and arrangements. It includes clarifying service delivery requirements, implementing an action plan for service delivery and delivering recovery services.

The range of services provided will vary markedly with the scale and type of emergency and will address aspects of recovery in the social, built, economic and natural environments. Please note that the unit is not applicable to individuals performing management roles in the delivery of a recovery service.

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

Pre-requisite Unit

Not applicable.

Competency Field

Emergency Management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Clarify service delivery requirements

- 1.1** Nature of role is established within overall emergency recovery strategy and service delivery model
- 1.2** Scope, limits and priorities for recovery services are clarified with entities
- 1.3** Range of information to be collected during recovery service delivery is confirmed
- 1.4** Communication is established with recovery services manager and other providers to ensure integration of delivery and collection of information

2 Implement action plan for service delivery

- 2.1** Service delivery action plan is communicated to relevant entities
- 2.2** Service delivery implications of potential short, medium and long term recovery issues are considered
- 2.3** Contingencies to address likely recovery issues are communicated with entities
- 2.4** Service delivery action plan is implemented in consultation with relevant entities

3 Deliver recovery services

- 3.1** Team members are briefed and assigned tasks and roles consistent with their capability and capacity
- 3.2** Services are delivered in accordance with the recovery framework
- 3.3** Services are delivered in cooperation with other service providers to ensure seamless delivery
- 3.4** Requests for services outside assigned scope are referred to appropriate service providers
- 3.5** Established protocols and administration systems are used to track jobs and expenditure
- 3.6** Confidentiality of information is maintained in accordance with organisational procedures
- 3.7** Quality and progress of service delivery is monitored and adjusted within agreed scope
- 3.8** Information about community needs, service level activity and suggested improvements to delivery is

collected and reported to the recovery services manager

3.9 Team members are debriefed

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 PUAEMR014A Deliver recovery services.

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 PUAEMR014 Deliver recovery services

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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

- assigning tasks and roles consistent with capability and capacity
- collecting accurate information about community needs and services
- communicating with recovery managers, other service providers and the community
- conducting data collection, evaluation and needs analysis
- delivering recovery services safely and efficiently
- demonstrating decision making in recovery services
- following organisational policies and procedures
- identifying risks and hazards for recovery services
- implementing an action plan for recovery service delivery
- participating in briefings and debriefings with team members
- recognising recovery needs and monitoring and reporting on service delivery within agreed scope
- understanding and confirming recovery service delivery requirements
- using interpersonal skills including diplomacy, tact, negotiation and conflict resolution
- working as a team member.

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

- approaches and strategies for community development
- common impacts of emergencies on communities and individuals
- community contexts
- delegations and administrative processes within recovery service organisations
- disaster recovery funding arrangements

- event specific recommendations to recovery service delivery
- fundamentals of recovery operations
- issues relating to recovery services delivery including transition to business as usual
- jurisdictional recovery assistance programs relevant to recovery service role
- legislative and regulatory framework and local, state and territory emergency management arrangements
- organisational documentation, policies and procedures
- strategies for briefings and debriefings
- types of service providers and delivery.

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 including
- applicable documentation including organisational procedures, standards, equipment specifications, regulations, codes of practice and operational manuals.

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