



Australian Government

Assessment Requirements for PUAEMR017 Manage recovery functions and services

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

- analysing information, including historical, about disaster impacts on individuals and communities and their recovery needs
- analysing recovery needs and identifying required recovery functions and services
- applying consistent and reliable judgment including cultural sensitivity when working with translators and interpreters
- communicating information
- conducting briefings and debriefings including keeping stakeholders informed
- coordinating delivery of recovery functions and services
- designing and conducting research including
 - developing plans for delivery of recovery functions and services
 - evaluating and reporting on delivery to inform future emergency planning
 - evaluating delivery of recovery functions and services
 - needs and recovery service delivery
 - obtaining, analysing and sharing information on impact of emergency response plan
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements and risk management processes
- liaising with media
- maintaining own wellbeing whilst working
- managing tasks including lobbying, negotiating, advocating, managing conflict, empathising, using diplomacy, chairing meetings, performing public speaking and listening actively
- monitoring staff welfare
- working in multi-professional teams

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

- communication techniques
- community development principles and processes including needs and recovery service

- delivery research methodology
- data and information including
 - damage and/or impact and loss assessments
 - impact modelling
 - media reports
 - offers of assistance
 - requests for services
- diversity of community and social aspirations needs and values
- legislative and regulatory framework including local, state and territory statutory and emergency management arrangements
- legislation, regulations and emergency management arrangements including:
 - arrangements specified in legislation or regulation
 - organisational or jurisdictional emergency recovery policies or procedures
 - existing recovery plans, agreements or memoranda of understanding
- likely impacts on communities and individuals of emergencies and disasters and their recovery needs
- models of recovery operations and approaches to service delivery
- organisational budgeting and administrative processes and delegations
- organisational documentation, policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements and risk mitigation
- protocols and procedures for the release of information

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 it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate 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
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice, operational manuals and operation records including

- demographic data and community profiles
- financial and historical records
- incident reports and damage assessments
- personal accounts, daily and weekly logs and file notes
- service requests

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>