



Australian Government

Assessment Requirements for PUAMAN003 Manage human resources

Release: 2

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Modification History

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

Editorial adjustments and clarification of text in Assessment Conditions.

Release 1.0 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

- achieving agreed results
- applying interpersonal skills
- applying organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- demonstrating consistency between instructions and action in self and others
- developing and facilitating performance
- developing and reviewing performance management plans for individual staff members
- developing arrangements for issue resolution and grievance procedures
- displaying personal and professional integrity in working relationships
- establishing key performance measures for individuals, teams and/or work groups
- establishing training and development opportunities
- facilitating training, education and development of personnel
- identifying and where appropriate using stress management facilities and services
- implementing communication techniques including negotiation and resolution
- leading and motivating people
- managing disciplinary matters
- monitoring performance of individuals, teams and/or groups against key performance indicators
- undertaking human resource planning
- using consultative methods to achieve operational targets
- using management techniques and processes
- utilising decision making processes.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the

requirements of the elements, performance criteria and range of conditions and includes knowledge of

- analysis of human resource development needs
- awards, conditions of service and bargaining agreements
- conflict resolution strategies
- disciplinary actions and grievance procedures
- equal opportunity and equal employment opportunity legislation
- industrial relation legislation and regulations
- leadership and management theory and principles
- management practices
- methods and techniques for training and education
- organisational documentation, policies and guidelines including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- performance measures including selection, transfer and promotion
- principles and process for conducting a training need analysis
- provision of opportunities for training, education and development
- stakeholders.

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 relevant exercises, case studies and/or simulations
- 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 and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvetnet.gov.au%2FPages%2FTrainingDocs.aspx%3Fq%3D3eca5672-6d5a-410b-8942-810d0ba05bbf&data=04%7C01%7Cvanessa.pirsl%40aistnds.org.au%7Cf78c645d3d704c61c1f708d8b77a7a08%7Cf9d028a1cd9e46ec9b9678a9d248ee5f%7C0%7C0%7C637461083970681657%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6IjEkaWwiLCJXVCI6Mn0%3D%7C1000&sdata=u2yl6rwIJDYY%2FVwM0yTaaUy%2FxtaL7aflRttvOKXUzQ%3D&reserved=0>

Companion Volume Implementation Guides are found in VETNet -

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