



Australian Government

Assessment Requirements for PUAOPE003 Manage the public information function at an incident

Release: 1

Assessment Requirements for PUAOPE003 Manage the public information function at an incident

Modification History

Release 1. This is the first release of this unit of competency in the 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

- allocating and monitoring resources
- analysing incident information from a variety of sources
- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) guidelines and practices
- collating and preparing timely, relevant and consistent information to be disseminated to a range of stakeholders to meet their individual information requirements
- collecting community feedback
- communicating and working effectively as a member of an incident management teams to resolve the incident
- conducting briefing and debriefings
- determining public information strategies and methods of communication
- developing a public information plan to meet internal requirements and external needs of the community, media and stakeholders and the incident
- identifying risks and constraints
- implementing organisational policies and procedures
- liaising with communities at an incident
- managing a public information section at an incident including information warnings unit, media unit, community liaison and appointing media liaison officers
- managing the implementation of a public information plan
- organising and conducting community meetings to assist local groups to prepare themselves and to manage their risks
- working with community groups and recovery and relief organisations

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

- Australasian Inter-service Incident Management System (AIIMS) structure and principles
- collection methods and analysis of feedback

- communication strategies for communities both affected and likely to be affected by an incident
- confidentiality, privacy, libel and discrimination requirements
- constraints for disseminating public information including cultural, economic, environmental, physical, political, social and temporal
- current practices for media liaison with internal and external stakeholders
- different media requirements including newspapers, magazines, radio, television, internet and social media
- organisational documentation, policies and procedures
- post incident reviews and reports
- processes and requirements for planning and resourcing for managing a public information section
- processes for conducting briefings and debriefings
- public information plan requirements
- public information section including community liaison unit, information and warnings unit and media unit
- risks and constraints when disseminating public information
- role of media in disseminating information to stakeholders
- stakeholders and target audiences
- structure of a public information section including sub-units
- techniques for analysis and dissemination plan of public information
- types of warnings and methods
- types of warnings to affected communities and stakeholders including telephone based alerts and warnings, standard emergency warning signals, warnings via media outlets and/or networks and warnings via social media

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

- 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>