



Australian Government

Assessment Requirements for PUAOPE030

Establish and manage emergency evacuation centre

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 of the requirements of the elements and performance criteria on at least one occasion and include:

- applying organisational policies, procedures, plans and protocols
- communicating and engaging effectively and appropriately with evacuation centre management team, other agencies and affected evacuees
- implementing, reviewing and monitoring an evacuation centre plan, including:
 - documenting, recording and reporting relevant evacuation centre activities
 - establishing an evacuation centre
 - implementing work health and safety (WHS)/occupational health and safety (OHS) requirements
 - managing day-to-day operations of the centre
 - managing evacuation centre closure or transition to other shelter arrangements
 - monitoring and adjusting evacuation services to meet changing conditions
- managing an evacuation centre team, support services and evacuees, including:
 - facilitating and supporting the lessons management process
 - facilitating on-the-job coaching and supervision of personnel
 - implementing briefings, debriefings and shift handover mechanisms
 - prioritising and managing escalation of issues, challenges and incidents
- using interpersonal skills, including decision making, diplomacy, tact, negotiation and conflict resolution.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- codes, legislation, principles and standards that underpin evacuation centre management, including:
 - humanitarian principles
 - WHS Act
- communication and engagement strategies when managing evacuees, including:

- local culture in the community
- pets and assistance animals
- requirements to meet dietary, physical, disability, mobility and pre-existing medical conditions
- specific age, health, socioeconomic status, cultural, gender diversity, language and religious needs
- supervision arrangements for children and youth
- evacuation centre plan, including:
 - intention and scope of evacuation centre plan
 - other relevant procedures and plans, including:
 - communications plan
 - operational plans
 - reporting requirements for managing an evacuation centre
 - reporting spontaneous evacuation centres
 - signing in/out procedures
 - supply procedures, including supply register
 - procedures for accessing the evacuation plan
 - responsibilities and authority for implementing and reviewing the plan
- evacuation centre management organisational structure
- key processes for implementation in an evacuation centre, including:
 - first aid
 - food safety
 - incident reporting procedures
 - managing donated goods
 - on-site guests, media and visitors
 - registration process
 - storage of vehicles that belong to evacuees
 - walk-through of an evacuation centre
- limitations of an evacuation centre, including:
 - providing relief services to the wider community who are not residing in the shelter
 - maintaining operations beyond reasonable timeframe
 - limited capacity to address higher care needs
 - susceptibility to hazard exposure and changing event dynamics
 - reliant on capacity and capability of agencies to respond
- personnel and volunteers involved in running and supporting an evacuation centre, including:
 - agency responsible for the shelter stage
 - evacuation management centre team
 - evacuees undertaking responsibilities within the centre
 - owners of the facility
 - range of agencies working in the centre to provide support services

- site security
- supply chain managers
- reasons for people accessing an evacuation centre as an evacuee, including:
 - appropriate relocation to mitigate risks
 - unable to access or rely on family or social networks for support
 - unable to find their own sheltering solution
- relevant state, territory and Commonwealth emergency management arrangements
- role of evacuation centre, including:
 - providing shelter for evacuees
 - shelter as part of the five-stage evacuation process.

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 equipment (PPE) currently used in industry
- applicable documentation, including organisational procedures, industry standards, national resource sharing arrangements, equipment specifications, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

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