



Australian Government

Assessment Requirements for PUAOPE031 Facilitate lessons management process

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 principles and processes to analyse observations and other data
- applying principles of data collection
- developing insights from observations and data collected
- developing, testing and implementing observation and data collection tools
- following organisational procedures, guidelines and protocols
- identifying, documenting and preparing implementation plans for lessons learned
- implementing and monitoring recommendations from a lesson identified plan
- monitoring and reviewing processes are enacted to ensure implementation
- planning and conducting data collection activities
- submitting lessons identified for approval and implementation in line with organisational requirements
- validating and theming insights.

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:

- approaches to managing components of lessons management process
- benefits and challenges of lessons management process
- distinction between lessons learned and lessons identified
- data collection opportunities:
- key stakeholders in the lessons management process, including:
 - internal and external
 - executives
- methodologies for collecting and analysing data
- principles and frameworks for lessons management, including:
 - capability and planning
 - communication and engagement

- culture of learning
- governance
- methodology
- processes, procedures and protocols, including:
 - dealing with sensitive issues and information
 - privacy and confidentiality
- processes, techniques and methodology for engaging and communicating with key stakeholders, including:
 - communication channels
 - communications plan
 - sharing strategy
- validation techniques.

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>