



Australian Government

PUAOPE031 Facilitate lessons management process

Release: 1

PUAOPE031 Facilitate lessons management process

Modification History

Release 1. This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to facilitate the lessons management process within an emergency management context.

It involves the collection, analysis, implementation, monitoring, review and sharing of information.

This unit applies to a person who has been nominated with the responsibility to facilitate or contribute to the lessons management process.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable

Competency Field

Operations

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Define purpose, scope and outputs of lessons management activity

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1** Objectives, parameters of task and deliverables are determined and documented with relevant personnel and stakeholders
- 1.2** Resource requirements, including human and

- physical requirements, are determined
- 1.3 Organisational support, roles and responsibilities of key internal and external personnel and stakeholders are confirmed and communicated
 - 1.4 Reporting requirements are confirmed with relevant personnel and stakeholders
 - 1.5 Organisational support and individual commitment, including executive and key stakeholders internally and across organisations, are confirmed
 - 1.6 Communication plan is determined and confirmed
- 2 Develop and implement data collection plan**
- 2.1 Sources of potential data, collection methodology and timing are identified and confirmed
 - 2.2 Data collection tools and techniques, including format and recording of data, are confirmed
 - 2.3 Reporting requirements for data collection are identified and confirmed
 - 2.4 Data plan is communicated with relevant personnel and stakeholders and implemented
 - 2.5 Data collection activities are reviewed, improvements identified, and data collection plan updated (if applicable)
- 3 Apply principles of data analysis**
- 3.1 Data is collected according to plan, organisational procedures, guidelines and protocols
 - 3.2 Data is reviewed, observations confirmed, and insights are established in conjunction with subject matter experts
 - 3.3 Insights are analysed and primary causes ('root causes') are identified and validated with subject matter experts
 - 3.4 Complex and/or high-risk observations are identified and prioritised for expedited action
 - 3.5 Lessons identified are documented and implementation plans developed
 - 3.6 Stakeholders are updated on the progress of lessons identified in accordance with communications plan

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| 4 Confirm lessons identified | 4.1 Report outlining lessons identified is produced |
| | 4.2 Implementation of corrective actions is planned, shared and communicated |
| 5 Implement lessons identified plan | 5.1 Actionable lessons are identified, assigned, communicated and shared with stakeholders according to communication plan |
| | 5.2 Accountability for assigned lessons is acknowledged |
| | 5.3 Action plan is developed to support implementation, including reporting processes for monitoring, reviewing and reporting on lessons learned |
| | 5.4 Lessons identified are actively shared and promoted internally and across organisations to support cultural shift and industry and/or organisational uptake in accordance with sharing strategy |
| 6 Establish, monitor and review process | 6.1 Data is collected and analysed to support the monitoring and review of the lessons management process |
| | 6.2 Implementation report is developed and findings of lessons identified are documented according to implementation plan |
| 7 Communicate outcomes of lessons management process | 7.1 Findings are communicated to key stakeholders according to communication plan |
| | 7.2 Implemented lessons management plan is reviewed and feedback is given to contribute to future lessons management processes |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the PUA Public Safety Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This is a new unit.

Links

Companion Volume Implementation Guides are found in VETNet -

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

Assessment Requirements for PUAOPE031 Facilitate lessons management process

Modification History

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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

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