



Australian Government

Assessment Requirements for PUAOPE032 Manage human factors in response and recovery

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:

- accurately appreciating community needs through human terrain analysis
- anticipating expected, worst-case and best-case scenarios
- applying human factors and awareness techniques, including effective listening skills and questioning techniques
- applying regulations, rules and procedures with due regard to the conditions and the psychological safety of those involved or affected
- clarifying, confirming, interpreting and reporting information accurately, while observing relevant ethics and protocols
- communicating any personal limitations to relevant team members when needed
- completing a personal condition check
- creating and maintaining a working environment conducive to optimal performance and appropriate for response and recovery team structures and roles
- designing communications to support the physical and psychological safety of all involved or affected
- identifying and controlling factors contributing to errors
- improving human performance through feedback and lessons management processes
- managing sources of stress in the work environment
- monitoring and adjusting personal performance against relevant conditions, standards, procedures and requirements
- monitoring and challenging operating models
- observing appropriate protocols and procedures relating to communications
- recognising physiological and psychological degradation in themselves, and in members of their team, and taking appropriate action
- seeking and providing communications responses in a timely way
- using devolved decision making, within overall management intent and reasonable expectations
- using equipment, technology and supplies to address likely human needs.

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:

- addressing human needs in the community
- applying human factors techniques in the response and recovery environment
- appropriate structures and roles in response and recovery teams
- basic human physiology and psychology
- ethics, protocols and procedures in emergency communications and records
- factors contributing to human error and its management
- human compensatory processes
- human factors in community engagement
- human terrain analysis for emergencies
- lessons learned processes
- operating models and their limitations
- principles of devolved decision making by frontline personnel within an overall intent
- principles of human communication; listening and questioning techniques
- principles of optimising human performance and managing errors
- principles of psychological safety
- protocols for seeking and providing communications responses
- recognition and control of physiological and psychological stresses and degradation
- the use of expected worst-case and best-case scenarios.

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, 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 exercises and/or case studies
- appropriate materials and equipment currently used in industry, including applicable documentation such as organisational procedures, standards, equipment specifications, regulations, codes of practice and operational manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

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