



Australian Government

PUAOPE032 Manage human factors in response and recovery

Release: 1

PUAOPE032 Manage human factors in response and recovery

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 knowledge and skills required to manage human factors during emergency response and recovery operations. This requires recognising the impact of human capabilities and limitations on operational safety and performance, and the interface between humans and their work systems.

It includes managing personal performance, optimising team performance, optimising outcomes for affected communities, and communicating effectively within a response and recovery environment.

This unit addresses non-technical skill requirements (cognitive, social and personal resources) related to safe and effective response and recovery operational management. This unit is intended for emergency response and recovery managers overseeing and coordinating operations or advising on consequence management.

For this unit, human factors are defined as the scientific discipline that is concerned with the application of information about human characteristics, capacities and limitations to the design of tasks, equipment and work environments.

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

Pre-requisite Unit

Not applicable

Competency Field

Public Safety

Unit Sector

Operations

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

1 Manage personal performance

- 1.1** Personal condition is managed to ensure safe and effective performance
- 1.2** Personal performance when conducting response and recovery operations is monitored against relevant conditions, standards, procedures and requirements
- 1.3** Degradation of physiological and psychological condition is recognised, and appropriate strategies are implemented to foster safe and effective outcomes
- 1.4** Sources of stress are identified and managed to maintain a safe and effective operating environment
- 1.5** Limitations to personal performance are communicated within the crew/team to maintain a safe and effective operating environment

2 Optimise team performance

- 2.1** A working environment conducive to optimal human performance, and appropriate for response and recovery teams and roles, is created and maintained
- 2.2** Human factors contributing to errors, mistakes and violations in the working environment are identified and managed
- 2.3** Human factors awareness and techniques are applied to optimise response and recovery operations
- 2.4** Worst, best and expected case scenarios are anticipated
- 2.5** Operating models are monitored and challenged to deal with any deviations from real world conditions
- 2.6** Human compensatory and lessons management processes are exploited to encourage iterative improvement

3 Optimise outcomes for affected communities

- 3.1** Human terrain analysis is conducted to enable accurate appreciation of community needs during response and recovery
- 3.2** Equipment, technology and supplies are provided to address likely human needs during response and recovery

- 3.3 Regulations, rules and procedures are applied with due regard to the conditions and the psychological safety of those involved or affected
 - 3.4 Communities are actively engaged during response and recovery to generate self-reliance and resilience
 - 3.5 Devolved decision making is used to optimise the management of frontline personnel within an overall intent
- 4 **Communicate effectively**
 - 4.1 Effective listening and questioning skills are applied
 - 4.2 Information received is clarified/confirmed, interpreted and accurately communicated or reported, with due observation of ethics and protocols required in the response and recovery environment
 - 4.3 Communication is undertaken across culturally diverse, familiar and unfamiliar individuals, teams and crews
 - 4.4 Communications are designed to support the physical and psychological safety of all involved or affected.
 - 4.5 Communications are appropriately matched to the level of language appreciated by the receivers
 - 4.6 Appropriate protocols and procedures are followed when using communications systems
 - 4.7 Responses are sought and provided to others in a timely manner

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

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 PUAOPE032 Manage human factors in response and recovery

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:

- 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.

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