



Australian Government

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.

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>