



Australian Government

PUARCV001 Provide psychological first aid

Release: 1

PUARCV001 Provide psychological first aid

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 provide emotional and physical support, as well as practical assistance, to address the immediate needs of an individual who is in distress.

It includes preparing to engage in psychological first aid, identifying distress reactions after a significant event, determining who needs support and providing that support, maintaining self-care and concluding the support.

The unit is a psychosocial support activity intended for the purposes of providing initial human contact to support individuals in distress. This unit is not about diagnosing an individual's distress, or about professional counselling or therapy.

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

Pre-requisite Unit

Not applicable.

Competency Field

Recovery.

Unit Sector

Public safety.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare to engage in psychological first aid

PERFORMANCE CRITERIA

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

1.1 Crisis event information is accessed and reviewed in preparation for support engagement

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| | 1.2 | Personal physical and mental ability to assist is considered before engaging in providing psychological first aid |
| | 1.3 | Potential safety and security aspects are identified and addressed before engaging with individuals impacted by an event |
| | 1.4 | Roles and responsibilities of the agencies involved in disaster response and community recovery are identified and confirmed |
| | 1.5 | Appropriate information on available services and supports are identified and provided to individuals impacted by an event |
| 2 | Identify potential distress reactions in a crisis event | |
| | 2.1 | Self-care and the care of others is identified and discussed with team members as necessary |
| | 2.2 | A range of potential reactions from affected individuals are identified |
| | 2.3 | Adverse psychosocial reactions associated with traumatic events are identified |
| | 2.4 | Support and assistance required to address potential distress reactions are identified |
| | 2.5 | Individuals are referred to additional or specialised support services in a timely way |
| 3 | Determine who needs support | |
| | 3.1 | Appropriate self-introduction is made, including helper's name and organisation represented |
| | 3.2 | Initial contact, rapport building and stabilisation techniques are used to determine support needs |
| | 3.3 | Needs of those experiencing psychological trauma are identified, assessed and prioritised |
| 4 | Provide support to individuals impacted by a significant event | |
| | 4.1 | Communication techniques are used in a non-threatening, non-intrusive way that respects the individuality of the person in distress |
| | 4.2 | Active listening techniques are used to communicate effectively with individuals who need support |
| | 4.3 | Courtesy, consideration and sensitivity are applied at |

		all times
	4.4	Safety and security of self and clients is maintained
	4.5	Connectedness with community and agencies is supported to ensure solutions are found to address immediate needs and problems
	4.6	Basic client needs and access to the resources needed to cope with their situation are provided
	4.7	Positive language is used and a strengths-based approach is adopted
	4.8	Accurate and useful information is provided in a timely and appropriate way
	4.9	Cultural needs of the individual are identified and support is provided in an appropriate manner by appropriate individuals
5	Maintain self-care	
	5.1	Awareness of the importance of self-care when helping others is recognised
	5.2	Self-awareness and self-care are consistently maintained
	5.3	Risk factors to wellbeing, including personal limitations, are recognised and addressed
	5.4	Own strengths and weaknesses are acknowledged and support from others is accessed as required
6	Conclude the support	
	6.1	Professional boundaries are identified and adhered to
	6.2	Services are delivered in a way that ensures equity and sustainability
	6.3	Privacy and confidentiality are maintained according to organisation policies and procedures
	6.4	People whose needs exceed own role and organisational resources are referred to another service

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. No equivalent 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 PUARCV001 Provide psychological first aid

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:

- analysing and evaluating information
- communicating effectively with people impacted by the event
- determining and implementing response and support to meet needs of those seeking support
- locating, interpreting and providing information that addresses requests for support
- maintaining privacy and confidentiality
- managing expectations when providing services to people
- referring people to appropriate services
- seeking assistance and support from others when necessary to provide support
- using interpersonal communication skills
- working with organisational information collection techniques and methods
- working with individuals from diverse cultural backgrounds and ensuring they are respected and communicated with sensitivity.

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:

- active listening
- causes of distress
- confidentiality as it applied to psychological first aid
- determinants of responses
- distress responses
- distressing events
- diverse cultural backgrounds
- elements of psychosocial support, including:
 - ensuring safety
 - instilling hope
 - promoting calm
 - promoting connectedness

- promoting self-efficacy and group efficacy
- ethical, legal frameworks, professional boundaries and standards
- factors that influence an individual's responses to a crisis event
- grief, loss and trauma in psychological first aid
- how people respond
- interpersonal skills in crisis situations
- mental health and psychosocial support service interventions
- organisational professional standards
- principles of effective communication
- psychoeducation in own behaviour and feelings and those of other people
- psychological first aid across different kinds of crises
- psychological first aid principles
- psychological support services
- range of potential reactions individuals can display in response to a crisis event
- roles and responsibilities of agencies involved in disaster response and community recovery
- self-care techniques
- situational awareness.

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 workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational 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
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used in industry.

Links

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