



Australian Government

Assessment Requirements for PUASES011 Manage emergency operations

Release: 1

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Modification History

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

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- assessing local community demographic factors such as age and language
- communicating clearly with colleagues and stakeholders
- conducting clear, structured briefings and debriefings with lesson learned reports distributed and acted on
- creating an operational plan and adapting it as circumstances change
- delegating tasks and roles appropriately
- establishing an improvised operations centre
- forecasting resource requirements
- identifying operational areas of concern and subdividing as needed
- leading operations centre staff and team leaders
- making decisions using problem solving techniques
- making operational decisions
- managing an operations centre
- managing communications within and between teams and organisations
- managing operations centre staffing including rostering, allocation of tasks, shift handovers, rest and break periods, conflict resolution, managing information and recognising stress in self
- managing post operation activities
- participating in planning for an emergency response including setting up appropriate control, command and coordination structures
- preparing for operations
- providing leadership whilst working in a team
- providing regular and timely situation reports
- recognising need for and taking personal rest periods
- supervising operational information

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- alerts and warning systems
- communication equipment
- emergency management arrangements including activation of operations centres
- hazards
- impact of emergencies on the community and environment
- information management and communication systems
- level and complexity of activities of operations centres including criteria for allocating tasks, assessments of tasks, resources available and response team competency and authority to act
- operational information requirements
- operational plans and reports
- organisational documentation
- organisational policies and procedures including legislation, operational, corporate and strategic plans, personnel roles and responsibilities and media liaison
- principles and practices of conflict resolution, operational and response management, risk management and leadership management processes and procedures for briefings and debriefings
- resource capabilities and access to them
- roster requirements, rest periods and processes for shift handovers
- signs and symptoms of operational stress
- Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) legislated requirements

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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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.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations including incidents, scenarios and tasks

- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
 - established operations centre or resources to construct an improvised operations centre
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

Links

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>