



Australian Government

Assessment Requirements for PUATEA004 Work effectively in a public safety organisation

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

- accessing and interpreting organisational or workplace information and instructions
- communicating with persons of different ages, cultures, genders, and language backgrounds including speaking to groups
- completing documentation
- contributing to improving organisational or workplace quality of outcomes
- developing and maintaining own expertise whilst maintaining effectiveness
- identifying and communicating concerns about own fitness and/or stress
- identifying training and development opportunities
- implementing organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- managing and monitoring own work whilst applying organisational standards to performance
- participating in meetings and committees including promoting cooperation and using conflict and negotiation resolution processes

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

- appropriate training and development programmes
- communication methods and strategies
- conflict resolution and negotiation strategies
- factors that impact work conditions
- factors which can affect performance including
 - contingencies
 - impact of emergencies or incidents
 - personnel available to assist
 - timeframes
 - work demands

- implications of change in the organisation or workplace on own job including
 - new or amended legislation
 - new organisational restructures
 - new personnel
 - new technology including new communication systems implementation of new work practices and services
- implications of external change on the organisation including
 - changes from international, national or state and territory level
 - changes to legislation
 - changes to organisational policies and procedures
 - community expectations
 - political changes
- organisational documentation, policies and procedures including
 - environmental management and sustainability
 - legislation relevant to organisation and the operation or incident response
 - operational, corporate and strategic plans
 - performance standards
 - quality standards
 - roles and responsibilities
 - Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- potential effects of not meeting work activity or task commitments
- principles of participating and managing meetings
- signs and symptoms of stress
- structure and function of organisational or workplace committees

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 must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate 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
- relevant and appropriate materials, equipment, tools and personal protective clothing and

equipment currently used in industry

- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operational 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>