



Australian Government

PUATEA004 Work effectively in a public safety organisation

Release: 1

PUATEA004 Work effectively in a public safety organisation

Modification History

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

Application

This unit of competency involves the skills and knowledge required to manage own work and work with other personnel in public safety organisations.

The unit applies to personnel who work in public safety organisations and who are responsible for managing their own work priorities and who also work with others.

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

Pre-requisite Unit

Not applicable

Competency Field

Team work

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Manage own work

PERFORMANCE CRITERIA

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

- 1.1** Instructions are identified, acknowledged and implemented, in accordance with organisational procedures
- 1.2** Factors affecting work requirements are identified, their impact is assessed and action is taken to ensure work requirements are met

- 1.3 Work load is assessed and priorities are set within allocated timeframes
 - 1.4 Own work is monitored to ensure compliance with organisational procedures and requirements
 - 1.5 Need for additional support is communicated clearly to appropriate personnel, in accordance with organisational procedures
 - 1.6 Tasks are completed and results are achieved with minimum supervision
 - 1.7 Workplace conduct is in accordance with organisational policies, procedures and standards
- 2 Develop and maintain own expertise**
 - 2.1 Workplace information is accessed and clarification is sought, as required
 - 2.2 Currency of required licences and certificates for work is maintained
 - 2.3 Training and development needs relevant to area of work are identified in conjunction with the supervisor and is followed up with relevant personnel
 - 2.4 Training and development programs are participated in to ensure level of expertise meets organisational requirements
- 3 Maintain work effectiveness**
 - 3.1 Organisational policies and procedures relating to work performance are applied and issues with own wellbeing or performance are discussed with supervisor or relevant personnel
 - 3.2 Signs of personal stress are recognised and appropriately managed and action is taken to ensure continued effectiveness
 - 3.3 Peer support is sought in maintaining work requirements
- 4 Promote cooperation**
 - 4.1 Responsibilities and duties are performed in a positive manner to promote cooperation and good working relationships
 - 4.2 Communication with others is conducted in a courteous manner appropriate to the purpose, situation and relationship with the receiver

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| | 4.3 | Problems and conflicts are recognised and resolved through agreed and accepted organisational processes and procedures |
| | 4.4 | Contributions of individuals of different age, gender, social and cultural backgrounds are recognised and utilised |
| 5 | Contribute to improving workplace and quality of outcomes | |
| | 5.1 | Workplace issues are raised with appropriate personnel and contributions are made to resolving issues, in accordance with organisational procedures |
| | 5.2 | Work related meetings and committees are attended or contributed to in line with level of responsibility |
| | 5.3 | Suggestions for improvements in work practices and procedures are made to the supervisor or relevant personnel |
| | 5.4 | Agreed changes to improve work outcomes are implemented, in accordance with organisational procedures |

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUATEA004D Work effectively in a public safety organisation.

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>

Assessment Requirements for PUATEA004 Work effectively in a public safety organisation

Modification History

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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.

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