



Australian Government

Department of Education, Employment and Workplace Relations

PUA20510 Certificate II in Public Safety (SES Operations)

Release: 1

PUA20510 Certificate II in Public Safety (SES Operations)

Modification History

Not applicable.

Description

Not applicable.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for PUA20510 Certificate II in Public Safety (SES Operations)

Employability Skills are part of a unit of competency.

Employability Skills statements from a selection of units of competency from the PUA20510 Certificate II in Public Safety (SES Operations) have been reproduced in the table below.

This table provides an example of Employability Skills for the qualification because Employability Skills within a qualification will vary depending on the qualification packaging options.

Public Safety qualifications have core units (which must be achieved) and elective units (where there is a choice of units which must be achieved) so different Employability Skills Summaries are possible within the one qualification, depending on the package of core units and chosen elective units. Employability Skill	Employability Skills Statement
Communication	<ul style="list-style-type: none"> • evaluate information for currency and correctness, and provide advice to the operations manager • maintain a reminder system to support the operations manager • maintain incident files in accordance with organisation's policies and procedures • obtain and analyse initial operational and task information to determine likely nature of response • record operational information legibly using organisation standard documentation and apply initial priorities • seek operational information from relevant persons or organisations according to organisation's policy and procedures • update information displays as required by organisation's standard operating procedures • use active listening skills and questioning techniques to clarify issues

	<ul style="list-style-type: none"> • use language in all communications that is clear concise and appropriate to client, assignment and organisation's requirements
Teamwork	<ul style="list-style-type: none"> • disseminate information to organisations, teams and individuals as required in accordance with organisation's policy and procedures • hand over to incoming shift in a clear manner that includes relevant information • take part in group discussions and informal meetings • use participative arrangements, which may include occupational health and safety committees team or workgroup meetings
Problem solving	<ul style="list-style-type: none"> • apply ability to read and interpret maps • apply fault finding techniques • employ alternative communication strategies • provide emergency care pending the arrival of appropriately qualified personnel • recognise and resolve problems and conflict • recognise hazards in the work area, rectify them where possible and report to designated personnel according to workplace procedures
Initiative and enterprise	<ul style="list-style-type: none"> • raise occupational health and safety issues with designated personnel in accordance with workplace procedures and relevant occupational health and safety legislation • use improvised techniques due to limited access to equipment
Planning and organising	<ul style="list-style-type: none"> • activate operations centre staff in accordance with unit standard operating procedures • clean operations centre, restocking consumables and servicing equipment as needed to allow rapid reactivation when required • inform other organisations that the operations centre has been activated in accordance with standard operating procedures • open and prepare operations centre by activating communications systems, and access appropriate plans and directories in accordance with unit standing operating procedures • prepare briefing areas
Self-management	<ul style="list-style-type: none"> • identify training and development needs relevant to the area of work • maintain conduct at all times in accordance with organisation's policies, procedures and standards • maintain work effectiveness • observe designated dress codes • participate in programs to ensure level of expertise meets organisation's requirements • recognise and manage signs of personal stress

	<ul style="list-style-type: none">• recognise and report signs and symptoms of operational stress• recognise level of well being necessary to perform work effectively
Learning	<ul style="list-style-type: none">• ensure required licences and certificates are current• identify training and development needs relevant to the area of work in conjunction with the supervisor and follow up with relevant personnel• learn about communications systems used in the organisation's operations centres and the requirements for drafting situation reports, operation orders• learn about local operations centre activation procedures• learn about nature of local hazards and methods of combating these, and about local information management systems• learn about standing operating procedures, local and state emergency management plans, relevant legislation and regulations• participate in programs to ensure level of expertise meets organisation's requirements
Technology	<ul style="list-style-type: none">• access and interpret workplace information• activate and always test communication systems• prepare statistical summaries• transmit and receive communications• use fax, telephone and radio systems, internet or intranet communications, other equipment or methods (such as couriers) as specified or relevant• use information technology effectively

Packaging Rules

Qualification Requirement: 7 units

All 6 core units plus 1 elective unit from the list below

Where a pre-requisite unit is attached to an elective unit it is identified by this symbol ⊐.

The pre-requisite units attached to any of the elective units must be undertaken and are additional to the number of elective units required for the qualification.

Pathways into the qualification and pathways from the qualification

Within the SES sector, pathways into and from qualifications are based on organisational requirements and capabilities, as well as the requirement to meet unit of competency pre-requisites.

Code	Core Units
PUACOM001C	Communicate in the workplace
PUAOHS001C	Follow defined occupational health and safety policies and procedures
PUAOPE013A	Operate communications systems and equipment
PUASES012A	Work as a team member in an emergency operations centre
PUATEA001B	Work in a team
PUATEA004D	Work effectively in a public safety organisation

Code	Elective Units
HLTFA201A	Provide basic emergency life support
PUACOM002B	Provide services to clients
PUAEQU001B	Prepare, maintain and test response equipment
PUALAW001B	Protect and preserve incident scene
PUASAR022A	Participate in a rescue operation
	⊐ PUAEME001B Provide emergency care
	OR
	⊐ HLTFA201A Provide basic emergency life support

NOTES

HLT unit has been imported from the HLT07 Health Training Package.

Information about customising PUA00 Public Safety Training Package qualifications is on page 12.