Australian Government

Department of Education, Employment and Workplace Relations

# PUA50410 Diploma of Public Safety (SES Operations Management)

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

## PUA50410 Diploma of Public Safety (SES Operations Management)

## 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 PUA50410 Diploma of Public Safety (SES Operations Management)**

Employability Skills are part of a unit of competency.

Employability Skills statements from a selection of units of competency from the PUA50410 Diploma of Public Safety (SES Operations Management) 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.<br><br>**Employability Skill** | **Employability Skills Statement** |
|---|---|
| **Communication** | • articulate and model effective communication techniques to the workforce<br>• communicate and document in a clear and concise manner and in appropriate language, individual's rights and obligations under industrial awards/agreements and legislation<br>• develop strategies for effective internal and external dissemination of information to meet the organisation's requirements<br>• listen<br>• manage media liaison to maximise public awareness and to ensure warnings are effectively promulgated<br>• prepare operational reports to organisational standards<br>• provide advice and support sensitive to the individual's needs to people in the performance of their duties |

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| | • supply relevant and succinct information to media when operational responsibilities are under control and when organisational representative is available to talk to the media<br>• understand language and literacy levels of personnel |
| **Teamwork** | • accurately and clearly explain relevant provisions of occupational health and safety legislation and codes of practice to the work group<br>• apply knowledge of conflict resolution strategies and techniques<br>• coach<br>• consider special communication needs in developing strategies to avoid discrimination in the workplace<br>• develop networks and relationships and liaise effectively<br>• establish and agree upon goals for people and teams to optimise achievement in work tasks<br>• establish formal and informal networks<br>• establish key performance measures for individuals/work groups<br>• monitor performance of individuals and teams/groups against key performance indicators<br>• resolve conflict<br>• supervise operations centre staff work to ensure it meets relevant occupational health and safety, and other regulatory requirements<br>• use training, education and development plans as part of individual/team performance plans |
| **Problem solving** | • accurately identify occupational health and safety training needs, specifying gaps between occupational health and safety competencies required and those held by workgroup members<br>• analyse operational information to modify and update plans and prioritise tasks in accordance with operational plans and policies<br>• analyse risk<br>• apply knowledge of negotiation strategies and techniques<br>• build relationships<br>• deal with issues raised through consultation and resolve them promptly or refer them to the appropriate personnel for resolution in accordance with workplace procedures for resolution<br>• establish problem solving/issue resolution procedures within legislative requirements and organisation's guidelines<br>• identify inadequacies in existing risk control measures in accordance with the hierarchy of control and report them to designated personnel<br>• identify inadequacies in resource allocation for implementation of risk control measures and report to designated personnel<br>• maintain and review pathways to ensure personnel are informed |

| | of relevant information |
|---|---|
| **Initiative and enterprise** | • analyse, evaluate and revise communication strategies, where necessary, to make sure they are effective<br>• participate in planning for emergency response, including the setting up of appropriate control, command and coordination structures<br>• promote the organisation, its services and personnel at every opportunity<br>• recognise and encourage initiative and innovation<br>• use consultative methods to achieve operational targets<br>• use decision making processes which are understood and respected |
| **Planning and organising** | • conduct hearings, interviews and meetings within the principles of industrial democracy and participative, consultative processes<br>• determine/review human resource needs within the anticipated operational needs and allocated budget<br>• ensure that rostering includes any industrial requirements and will meet the welfare and efficiency needs of personnel, including adequate rest and meal breaks and appropriate shift times<br>• establish pathways of communication to meet requirements of organisation and workforce<br>• identify sources of risk and elements at risk<br>• implement and monitor organisational procedures for consultation over occupational health and safety issues to ensure that all members of the work group have the opportunity to contribute<br>• obtain and identify operational information and hazards to permit accurate assessment of the problem<br>• provide information to all areas of the organisation to facilitate implementation of the strategy |
| **Self-management** | • apply general duty of care<br>• apply knowledge of occupational health and safety<br>• apply leadership style appropriate to the situation<br>• deal with conflict promptly and appropriately<br>• demonstrate consistency between instructions and action in self and others<br>• display personal and professional integrity in working relationships<br>• empathise with victims and operational personnel<br>• ensure that personal presentation is as neat as possible considering the operational circumstances<br>• give guidance to personnel about adapting communication strategies to suit a range of contexts |

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| | • maintain a positive image of the organisation when liaising with the media<br>• retain professionalism under duress |
| **Learning** | • arrange to fulfil identified occupational health and safety training needs in both on and off-the-job training programs in consultation with relevant parties<br>• coach and mentor to contribute effectively to the training, education and development of personnel in an environment of change<br>• learn about leadership theory and principles<br>• learn about management principles and practice<br>• learn about relevant state or territory equal employment opportunity and occupational health and safety policies<br>• learn about techniques for improving communication and listening skills<br>• learn about training and education principles |
| **Technology** | • implement message and information management systems<br>• maintain systems to provide accurate operational records<br>• operate satellite phones<br>• use electronic media for communication strategies<br>• use internet or intranet links<br>• use technology to aggregate information from the area's occupational health and safety records to identify hazards and monitor risk control procedures within work area according to organisational procedures and within scope of responsibilities |

# Packaging Rules

**Qualification Requirement**: **12 units**
**All 8 core units plus 4 elective units**
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.
The 4 elective units may be taken from the elective units listed below and may include 2 units taken from this Training Package, any other endorsed Training Package or any state/territory accredited qualification where the unit is in a qualification at the same level or a higher level.
**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 |
| --- | --- |
| PUACOM004B | Manage organisational communication strategies |
| PUACOM007B | Liaise with other organisations |
| PUACOM012B | Liaise with media at a local level |
| PUACOM013B | Administer a local public safety group |
| PUAEMR001B | Establish context and develop risk evaluation criteria |
| PUAMAN003B | Manage human resources |
| PUAOHS003B | Implement and monitor the organisation's occupational health and safety policies, procedures and programs |
| PUASES011A | Manage emergency operations |

| Code | Elective Units |
| --- | --- |
| PUAAMS008B | Manage search and rescue operations |
| PUACOM009B | Manage media requirements at major incident |
| PUACOM011B | Develop community awareness network |
| PUAEMR002B | Identify, analyse and evaluate risk<br><br>⌞ PUAEMR001B Establish context and develop risk evaluation criteria |
| PUAEMR004B | Manage treatment strategy implementation<br><br>⌞ PUAEMR003B Determine treatment strategies |

| Code | Core Units |
|------|-----------|
| PUAEMR005B | Design and manage activities which exercise elements of emergency management |
| PUALAW002B | Conduct initial investigation at incident scene |
| PUALAW003B | Give evidence in a judicial or quasi-judicial setting |
| PUAMAN005B | Manage projects |
| PUAMAN006B | Manage and facilitate change |
| PUAOPE012A | Control a Level 1 incident |
| PUAOPE016A | Manage a multi-team sector |
| PUAOPE017A | Coordinate resources for a multi-agency incident |
| PUAOPE019A | Control a Level 3 incident |
| PUAPRO001B | Promote a learning environment in the workplace |

For the purposes of gaining a qualification the following units count as one unit*:

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| TAAASS401C * | Plan and organise assessment |
| TAAASS301B * | Contribute to assessment |
| OR | |
| TAAASS402C * | Assess competence |
| TAAASS404B * | Participate in assessment validation |
| TAADEL301C | Provide training through instruction and demonstration of work skills |
| TAADEL401B | Plan and organise group-based delivery |
| TAADEL402B | Facilitate group-based learning |
| OR | |
| TAADEL405B | Coordinate and facilitate distance based learning |
| TAADES402B | Design and develop learning programs |
| TAATAS401B | Maintain information requirements of training and/or assessment organisations |

| Code | Core Units |
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**NOTES**

TAA units have been imported from the TAA04 Training and Assessment Training Package.

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

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