



Australian Government

Department of Education, Employment and Workplace Relations

PUAEMR011B Plan and implement a treatment measure

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit covers the competency required to plan and implement a treatment measure that is within the scope and capability of a single agency, organisation, or service provider.

Personnel will have access to organisational *policies and procedures* and advice from their supervisor/manager.

Application of the Unit

Application of the Unit

The application of this unit in the workplace - the environments, complexities and situations involved - will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

This text will be useful for the purposes of job descriptions, recruitment advice or job analysis; where possible, it will not be too job specific to allow other industries to import it into other Training Packages, where feasible.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite Unit/s Nil

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Develop treatment plan	1.1 Risk(s) to be treated is confirmed 1.2 Current relevance of treatment option is confirmed 1.3 Performance criteria for assessing the effectiveness of treatment implementation are established 1.4 Treatment actions, resources required, milestones, budget, reporting procedures and roles and responsibilities of project team members are identified 1.5 Communication and project management strategies are developed with stakeholders and project team 1.6 Implementation issues are identified and contingencies developed where necessary 1.7 An agreed treatment plan is documented and submitted for approval in accordance with organisational procedures
2. Implement and monitor treatment plan	2.1 Team roles and responsibilities are allocated and communication and reporting procedures are confirmed 2.2 Consultation and communication strategies, treatment activities and adequacy of resources are monitored and reported 2.3 Variations to the treatment plan are agreed with supervisor/manager and documented 2.4 Accurate records of meetings and communications with stakeholders and project team members are maintained 2.5 Treatment activities are completed efficiently
3. Review the process and treatment implementation	3.1 Effectiveness of treatment implementation is assessed using agreed performance criteria and stakeholder input 3.2 Planning processes are reviewed to identify opportunities for improvements 3.3 All project reporting requirements are completed

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- analyse effectiveness of treatment implementation
- analyse positions of stakeholders, priorities of agencies and individuals
- define and solve problems
- demonstrate effective interpersonal interactions
- interpret and follow applicable organisational policy and procedures
- listen actively
- locate and interpret community information
- manage projects
- maximise the participation of team members and input of stakeholders
- monitor and enhance team work
- resolve conflicts between participants constructively
- summarise and explain key information clearly
- value diversity of views and perceptions of risks

Required Knowledge

- culture, diversity and history of communities, environments and associated concerns, issues and sensitivities, perception of risks
- culture, structure and responsibility for treatments of key response/recovery agencies and organisations
- decision making techniques
- emergency risk management terminology, risk, PPRR concepts and principles, mitigation
- legislative and regulatory requirements, organisational policies governing authorised treatments of risks
- meeting procedures
- organisational requirements for the submission and approval of treatment plans and reporting of treatment outcomes
- planning process and the kinds of outcomes and benefits for communities
- team work principles and strategies
- tools for assessing treatment options

Evidence Guide

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- evaluate the treatment measure
- develop an effective implementation plan in cooperation with the stakeholders and gain organisational approval for it
- identify implementation issues and develop/document contingencies
- work with stakeholders to monitor treatment implementation
- maintain momentum and achieve the project outcomes within available resources
- establish, conduct and finalise a treatment project that has broad stakeholder and organisational support and produces effective treatment outcomes

Consistency in performance

Competency should be demonstrated in a range of contexts throughout the life of a treatment project, or during components of a number of projects

Context of and specific resources for assessment

Context of assessment

Competency should be assessed planning and implementing an agreed treatment measure in the workplace or in a simulated workplace environment

Specific resources for assessment

Access to:

- organisational policy/procedures
- the opportunity to conduct an actual, or simulated, implementation of a treatment measure for a given risk in an organisation or simulated organisation

Guidance information for assessment

Information that will assist or guide assessment will be written during Phase II of the Review of the PUA00 Public Safety Training Package.

Range Statement

RANGE STATEMENT

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

Policies and procedures may include	Agreements between agencies and/or organisations Emergency management arrangements specified in legislation or policies Existing disaster or emergency management plans Standard operating procedures, operational manuals
Possible treatment options may include	All aspects of emergency management practices arising from considering prevention/mitigation, preparedness, response and recovery including: • building codes • community education • community restoration, reconstruction • critical incident stress management, personal support and counselling • emergency management planning • engineering solutions • financial support • land use management • legislation and regulation • mutual aid agreements • safety standards • training and exercises • warning systems Avoidance, transfer and acceptance of risk
Performance criteria for assessing the effectiveness of treatment implementation may include	Benefits of outcomes compared with costs of treatments Benefits to individuals, enterprises, communities, the environment, governments and their agencies Improved resilience of community/organisation through improved systems Reduction of vulnerability
Resources may include	Budget Equipment, materials, facilities, systems

RANGE STATEMENT**Stakeholders may include**

Personnel
 Project planning software
 Emergency management
 Emergency services (eg. fire, police, SES, ambulance, recovery agencies)
 Event organisers (eg. concerts, car rallies, sport)
 Hospital/medical personnel and care givers
 Interest, community, professional and industry groups
 Local business people
 Local government (eg. elected representatives, shire engineers, community development officers)
 Managers of critical infrastructure (eg. telecommunications, mining, petrochemical and gas)
 Managers of high occupancy facilities (eg. shopping centres, high rise apartment/office blocks)
 Providers of utilities (power, water, radio/TV)
 School staff
 State/territory/commonwealth agencies (eg. public works, human services, health, transport, natural resources, primary industry, environmental protection)
 Tourist operators
 Venue operators

Consultation and communication strategies may include

Advertising in local media
 Broadcast facsimile and email messages, web sites
 Contacting individual organisations, professional bodies, unions and recreational/sport associations
 Distributing pamphlets
 Focus groups, workshops, surveys
 Initiating media interviews
 Letters and articles written for specific audiences
 Meetings with groups, key individuals and leaders of minority/ethnic/cultural groups
 Preparing media releases
 Presentations to a variety of community groups;

RANGE STATEMENT**Records may include**

speaking at community functions

Lists of potential costs, invoice and payment records

Log books, diaries, schedules, charts

Minutes of meetings

Project/organisational files and records

Reports to stakeholders and management

Risk management plans

Unit Sector(s)

Not applicable.

Corequisite Unit/s

Co-requisite Unit/s Nil