



Australian Government

PUAFIR601B Develop and administer agency policy, procedures and practices

Revision Number: 2

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Modification History

Release	TP Version	Comments
2	PUA12 V2	Content reviewed Application of the Unit added Performance Criteria revised to ensure consistent use of the passive tense Method of assessment added
1	PUA00 V8.1	Primary release on TGA

Unit Descriptor

This unit covers the competency required to administer agency policy, procedures and practices to support the achievement of organisational and operational objectives. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

This unit applies to personnel required to lead a team to develop policy and supporting procedures to meet an identified organisational need. Policy developed requires integration into the organisation's strategic and business planning.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

PUAFIR504B Assist with the formulation and implementation of plans and policies

Employability Skills Information

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 Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify and develop policies, procedures and practices	1.1 Need for new policies, procedures and practices are identified in consultation with stakeholders. 1.2 Consultative processes are used to exchange information to assist in problem solving and decision-making in line with organisational requirements. 1.3 Cooperation and input to the decision-making process is obtained from all appropriate stakeholders.
2. Manage the implementation of policy, procedures and practices	2.1 Organisational policies, practices and procedures are efficiently and effectively implemented and adhered to. 2.2 General administration procedures are maintained to ensure organisational objectives are met. 2.3 Effective and efficient flow of information within the organisation is facilitated. 2.4 Information systems are developed to meet the information needs of the organisation. 2.5 Information is gathered, stored, secured and confidentiality is maintained in meeting the operational and strategic needs of the organisation. 2.6 Copyright provisions are observed for all information.
3. Review policy, procedures and practices	3.1 Policy, procedures and practices are continually reviewed to ensure that information is current, accurate and clear, and meets the requirements of the organisation. 3.2 Decisions and actions taken are accurately recorded in accordance with organisational policy, procedures and practices.

Required Skills and Knowledge

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

Required Skills

- demonstrated skills in verbal and written communications, presentations and submissions
- liaison/interpersonal skills

- review methods
- negotiation and analytical skills

Required Knowledge

- administrative procedures
- agency policies, procedures and practices
- communication methodologies

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

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

Assessment must confirm the ability to:

- develop, implement and review a range of policies and procedures

Consistency in performance

Competency should be demonstrated over time in a range of actual or simulated workplace environments.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed on-the-job and by exercises/case studies in a simulated workplace environment.

Specific resources for assessment

There are no specific resource requirements for this unit.

Method of assessment

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an agency-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions

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.

<i>Stakeholders</i> may include:	• community groups • consultants • customers • executive management • industry, national and international associations • local, state and federal governments • other emergency management and non-government organisations • technical advisers • work groups and individuals internal to the agency
<i>Organisational policies, practices and procedures</i> may include:	• agency agreements • agency performance standards • agency practices and guidelines • corporate, strategic and operational plans • industrial agreements • ministerial/government directives • new reforms • orders and directives • procedures or guidelines • quality standards • relevant legislation
<i>Flow of information</i> may include:	• annual reports • business plans • chief executive officer reports • financial reports • notes and memos • personal letters or memos • personnel instructions/directives • publications • service standards • standing orders • technical journals • video, television, electronic information transfer
<i>Information systems</i> may include	• assets and stock registers • computer databases • files • notes and memos

	• personnel files • technical data banks • training and assessment records
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Unit Sector(s)

Not applicable.