



Australian Government

Department of Education, Employment and Workplace Relations

PUAPOL010B Perform administrative duties

Release: 1

PUAPOL010B Perform administrative duties

Modification History

Unit Descriptor

This unit covers the competency to perform a range of administrative functions and to prepare, submit and/or assess documentation pertaining to organisational needs, licensing/regulatory requirements and the receipt, storage and recording of money/property.

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

Refer to Unit Descriptor

Pre-Requisites

Nil

Employability Skills Information

The required outcomes described in this Unit of Competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this Unit of Competency is packaged, will assist in identifying Employability Skill requirements.

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

Elements and Performance Criteria

Element	Performance Criteria
1 Manage administrative tasks correspondence and records	1.1 Administrative tasks are assessed, prioritised and executed to ensure effectiveness of operations 1.2 Correspondence and records are completed accurately and in a timely manner 1.3 Correspondence and records are maintained securely in compliance with organisational procedures 1.4 Movement of correspondence and records is accurately recorded 1.5 Correspondence and records are submitted and stored as required and in accordance with organisational guidelines
2 Maintain notes and records of duties performed	2.1 Notes/records of duties are completed and maintained in accordance with organisational requirements 2.2 Notes are current and accurately maintained
3 Complete and submit departmental reports and forms	3.1 Documentation is completed in accordance with organisational requirements 3.2 Content of forms/reports is accurate and complete, legible, understandable and in the correct formats 3.3 Documentation is submitted within the required timeframe
4 Prepare, submit and/or assess documentation for the issue of licences and/or regulatory authorisations	4.1 Document preparation procedures comply with organisational requirements 4.2 Document assessment procedures and applicant security checks carried out comply with organisational requirements 4.3 Appropriate licence authority is correctly issued and details recorded as per organisational policy and procedures

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|---|---|-----|--|
| 5 | Receive, record and store money and property | 5.1 | Receipt, recording and storage procedures comply with jurisdictional laws, policy and procedures |
| | | 5.2 | Maintenance of security of stored money/property complies with organisational policy and procedures |
| | | 5.3 | Property received is recovered from storage and disposed of in accordance with organisational policy and procedures |

Required Skills and Knowledge

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

Required Skills

accurate keyboarding

producing clear and concise written communication

accessing databases for the purposes of checking applicant details/history

accurately completing departmental forms and reports complying with organisational requirements regarding completion/currency of maintenance logs, patrol records

the application of professional judgement in the issuing of licences/regulatory authorisations

Required Knowledge

jurisdictional laws

by-laws and regulations relating to the preparation of documentation

issuing of licences/authorities and storage of property/money

the various types of departmental and licensing system documents/proformas/logs and the preparation requirements for each

Evidence Guide

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

It is essential for this unit that competence be demonstrated in accurate preparation of all documentation, licence issue and receipt, storage and recording of money/property consistent with organisational policies, procedures and guidelines

Consistency in performance

Evidence of competency will need to be gathered over time and from across a range of simulated and/or actual workplace situations

Context of and specific resources for assessment**Context of assessment**

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments

Specific resources for assessment

Access to appropriate departmental proformas, licence applications, property books and storage systems

Access to information databases to enable applicant suitability checks

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.

Administrative tasks cover the full range of tasks undertaken in support of the function's operational activities and may include

initiating telephone calls
stores requisitions and distribution
equipment maintenance
organising transport

Correspondence and records may include

formatted documents
audible and accountable documents
investigation files
internal and external memos
computer
audiotape records

Departmental reports and forms may include

incident reports
motor vehicle log books
property book and disposal schedules
interview reports
time sheets, leave forms
patrol activity reports
coroner's reports
exhibit/evidence reports/briefs
accoutrements usage reports

Preparation and assessment for licences and/or regulatory authorisations may include

shooters permits (not all jurisdictions)
firearms licences (not all jurisdictions)
drivers licences (not all jurisdictions)
over dimension haulage permits
(nor all jurisdictions)
'burning off' (not all jurisdictions)
and may include liaison with other agencies
such as Local Government, Fire Services,
Road Transport Authorities

Assessment procedures may include

checking submitted documentation for accuracy/completeness

checking applicant's criminal record

personal references

health suitability

Money and/or property received may or may not become 'evidence' in later court proceedings and may include

The disposal of money and/or property could be through return to lawful claimant, forfeiture to the Crown (under Confiscated Assets laws) or disposed of through other organisationally sanctioned means such as a public auction

Money and property could be

found and handed in to police

recovered/confiscated in the process of an investigation

recovered from accident scenes

Money and/or property received may or may not

become 'evidence' in later court proceedings

The disposal of money and/or property could be

returned to lawful claimant

forfeited to the Crown (under Confiscated Assets laws) or disposed of through other organisationally sanctioned means such as a public auction

Unit Sector(s)