



Australian Government

Department of Education, Employment and Workplace Relations

PUATEA004C Work effectively in a public safety organisation

Release: 1

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Modification History

Unit Descriptor

This unit covers the competency needed to manage own work and work effectively with other personnel in the organisation. It does not include competency to work in a team as covered in PUATEA001B.

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

Pre-Requisites

PUAFIR201B Prevent injury (Fire specific)

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 own work	1.1 Instructions are understood, acknowledged and implemented 1.2 Factors affecting work requirements are identified, impact assessed and appropriate action taken to ensure work requirements are met 1.3 Work load is assessed and priorities set within allocated timeframes 1.4 Own work is monitored to ensure compliance with organisation's requirements 1.5 Need for additional support is communicated clearly to the appropriate person 1.6 Tasks are completed and results achieved with minimum supervision
2 Develop and maintain own expertise	2.1 Workplace information is accessed and clarification sought where necessary 2.2 Required licences and certificates are current 2.3 Training and development needs relevant to the area of work are identified in conjunction with the supervisor and followed up with relevant personnel 2.4 Programs are participated in to ensure level of expertise meets organisation's requirements
3 Maintain work effectiveness	3.1 Level of well being necessary to perform work effectively is recognised and concerns about inability to perform allocated work to organisation's standards discussed with relevant personnel 3.2 Signs of personal stress are recognised and managed and appropriate action is taken to ensure continued work effectiveness 3.3 Peer support is sought when required

- 4 **Promote cooperation**
 - 4.1 Responsibilities and duties are undertaken in a positive manner to promote cooperation and good relationships
 - 4.2 Communication with others is conducted in a courteous manner appropriate to the purpose, situation and relationship with the receiver
 - 4.3 Problems and conflict are recognised and resolved through agreed and accepted processes
 - 4.4 Contribution of individuals of different age, gender and social and cultural backgrounds is recognised and accessed
- 5 **Contribute to improving workplace and quality of outcomes**
 - 5.1 **Workplace issues** are raised and contributed to with **appropriate personnel** in accordance with workplace procedures
 - 5.2 Work related meetings and **workplace committees** are attended/contributed to in line with level of responsibility
 - 5.3 Appropriate personnel and resources are accessed and provided with suggestions for improvements in work practices and procedures
 - 5.4 Impact of **external change** on the organisation and implications of **change in the workplace** on own job are recognised
 - 5.5 Agreed changes to improve work outcomes are implemented
- 6 **Maintain and represent organisational standards**
 - 6.1 **Conduct** is at all times in accordance with organisation's policies, procedures and standards
 - 6.2 Designated dress codes are observed appropriate for the occasion

Required Skills and Knowledge

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

Required Skills

accessing and interpreting workplace information
communicating concerns about own fitness/stress
communicating with people of different ages
cultures
genders
language backgrounds
participating in meetings/speaking in a group
positions in the organisation

Required Knowledge

available training and development
basic principles of participating in meetings
career progression options
conflict resolution strategies
cultural diversity principles
dress codes
equal opportunity responsibilities
factors which can affect work performance
implications of change in the workplace on own job
implications of external change on the organisation
information on any licensing and certification requirements for driving vehicles and
providing emergency care
organisation's policies
organisation's standards relating to harassment and anti- discrimination
organisational structure
potential effects of not meeting commitments
procedures and standards relating to conduct
responsibilities of specific personnel
stress recognition
structure and function of workplace committees
variety of communication strategies

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 application of organisation's policies, procedures and standards in work performance

Consistency in performance

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

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

On the job or in a simulated work environment

Specific resources for assessment

No special requirements

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.

Public safety organisations may include	police fire emergency services defence and natural, cultural resource management personnel aquatic rescue
Factors affecting work requirements may include	time weather contingencies other work demands personnel available to assist sea conditions wind and tide conditions
Appropriate person for additional support may include	supervisor team leader team member
Workplace information may include	brochures notices procedures policies leaflets signs information on notice boards magazines professional publications videos internet
Licences and certificates may include	appropriate classes of driving licence equipment licences first aid certificates emergency care certificates
Training and development needs may include	new technology retraining for licensing and certification requirements personal development training

stress management

Level of well being required is may include	contained in organisational policy
Appropriate action for stress may include	seek counselling report to supervisor or team leader seek medical advice seek peer support
Workplace issues may include	new policies and changes occupational health and safety conflict with other personnel perceived harassment or discriminatory behaviour perceptions of equity excessive workloads resource allocation
Appropriate personnel for workplace issues may include	team leader supervisor consultative committee representative occupational health and safety representative union delegate peers
Workplace committees may include	occupational health and safety committees consultative committees social committees special event committees project teams
Contribution to meetings and committees may include	suggestions questions comments
External change may include	at an international national or state/territory level and invoke changes in society political changes changes to legislation community expectations changes to organisation's policy and procedures
Change in the workplace may include	implementation of new work practices and services organisational restructures introduction of new technology including new communication systems

Conduct may include

introduction of new personnel
complying with reasonable and lawful instructions
contributing to work objectives
complying with safe work practices
treating peers
clients
associates and members of the general community with due respect and courtesy
acting legally, honestly and ethically
complying with disciplinary procedures
complying with dress code

Documented procedures may include

standing orders
practice manuals
operational manuals
workplace notices

Unit Sector(s)