

PUA60112

Advanced Diploma of Public Safety (Emergency Management)

Learner Handbook

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Course contact hours: 80 hrs of training and assessment

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1. Course Information

Introduction

Welcome to the PUA60112 Advanced Diploma of Public Safety (Emergency Management) Course. This document contains information about the qualification you are undertaking, including details of the assessment process you may engage in, the processes that you may be part of, and how we can make your interaction with FutureWest Institute more enjoyable. This document does try to be exhaustive, but it is also intended to represent a living document that will grow and expand over time. FutureWest Institute is wholly responsible for the quality of training and assessment in compliance with *Standards for RTOs 2015*. We do not engage third parties for any aspects of training and assessment. If there is anything that you feel is incorrect in this document, or that you wish to discuss, please contact James THOMSON (james@futurewest.com.au) or Ming THOMSON (ming@futurewest.com.au) and they will be able to help with any questions, concerns or queries.

What is the goal of this training?

The goal of this training is to provide you with the knowledge and skills to perform the role of an Emergency Manager. This course will focus on the core aspects of:

- facilitating an emergency risk assessment
- facilitating emergency planning processes
- determining treatment options
- managing and delivering recovery functions and services
- designing, managing and evaluating emergency management exercises
- managing and evaluating emergency management exercises
- coordinating resources for a multi-agency incident
- developing and maintaining business continuity plans
- managing media requirements at major incident, and
- liaising with organisations and working in an emergency management context.

What is the background of this course?

The PUA60112 Advanced Diploma of Public Safety (Emergency Management) qualification addresses both the planning for, and the management of major risks. Major risks may arise from the interaction of hazards (such as fire, flood, severe storm, etc) with communities and organisations. The planning and management of such risks in a multi-organisational activity is a focus throughout the course. The designing and management of exercises to prepare communities/organisations for hazards is addressed.

How will this course be taught?

The PUA60112 Advanced Diploma of Public Safety (Emergency Management) course is designed to be led by a facilitator in a classroom and interactive workshop that encourages a practical approach to the theoretical aspects of the performance criteria. It provides an intensive combination of hands-on development and demonstration of assessment practices designed to meet the specific job role requirements of emergency management.

Theory sessions will focus on the underpinning knowledge requirements and provide opportunities for students to demonstrate the application of both knowledge and skill requirements in the workplace. Delivery will include face-to-face theory sessions, group workshops, individual demonstration and role play.

The skill set is delivered over ten (10) working days with each day focusing on the specifics of each unit and how they relate to the cluster of competencies in the skill set. The successful completion of work-based post course assignments are required to reach competency.

Participants who have successfully completed this course will be eligible to receive a PUA60112 Advanced Diploma of Public Safety (Emergency Management). The units include:

CORE UNITS:

PUAEMR009B Facilitate emergency risk assessment

PUAEMR012B Determine treatment options

PUAEMR017A Manage recovery functions and services

PUAEMR030 Manage and evaluate emergency management exercises

PUAEMR031 Design emergency management exercises

PUAEMR021A Facilitate emergency planning processes

PUAOPE017A Coordinate resources for a multi-agency incident

BSBCON601B Develop and maintain business continuity plans

ELECTIVES:

PUAEMR014A Deliver recovery services

PUAEMR018A Work in an emergency management context

PUACOM009B Manage media requirements at major incident

PUACOM007B Liaise with other organisations

What will I learn at the end of this course?

Please refer to an outline of the Unit description within the Assessment section of this document. Please contact James Thomson at james@futurewest.com.au or mobile: 0421 110 573 if you require further information.

What are the pre-requisites for this course?

This course is intensive and you will be asked to complete a brief pre-entry assessment to determine your suitability to complete this training course. It is important that learners wishing to complete this course are mature aged students who have emergency management responsibilities within their workplace or volunteer role. Additionally, learners also need to be mature aged students who have completed secondary schooling and/or completed other qualifications.

For fire specific industries there are pre-requisites for each unit. FutureWest Institute does not include fire specific hazards within this course.

What is the duration of this course?

The estimated duration of this course is 80 hours or 10 working days. Week 1 and Week 2 can be complete consecutively, or week 2 can be completed on a subsequent course. Please note there are post-course assessments that will require completion and submission for assessment of competency.

How will I be assessed?

The assessments have been developed with recognition that participants do not have the time to complete extensive post course assessments. A majority of the assessments are conducted in-class. All of the assessments are open book. The workplace assessments are based on the participant's workplace and case study assessments conducted in-class. Please note for one of your post course assessments, you will need to video one of your exercises for submission and will therefore require access to a video camera or smartphone with video capacity.

Each component of the assessment strategy provides the assessor with a particular perspective on your achievement of the learning outcomes of this training program. FutureWest will complete student assessments within 21 business days of receiving them. Students have up to 12 months, from the completed date of the course, to submit all assessments required for assessing course competency. Students will be provided a reminder email 9 months post course advising them of

the due date for their assessment. FutureWest will consider extensions for extenuating circumstances. An application for an extension due to extenuating circumstances must be made prior to the course closure date (due date of assessments). Where assessments are submitted beyond the 12 months post training course date without extenuating circumstances, a fee of \$250 per assessment extension will apply, for up to 3 months only. The student must advise a Director of FutureWest within one week after the assessment due date of their intent to complete the assessments.

2. Student Information

Contact details

FutureWest Institute's contact details are:

RTO Name	FutureWest Institute
ABN	56 532 541 613
ACN	601 712 065
Postal Address	PO BOX 176 FLOREAT WA 6014
Web Address/URL	www.futurewest.com.au
Contact Persons:	James THOMSON Director – Training & Development james@futurewest.com.au 0421 110 573
	Ming THOMSON Director – Business Development ming@futurewest.com.au 0401 679 988

Different Types of Courses

FutureWest Institute offers courses that fall in to two further categories: Accredited and Non-Accredited. The differences are:

Accredited Courses

- Lead to a nationally recognised qualification

- Are delivered under the VET (vocational Education and Training) principles
- Have an assessment of some form that requires you to complete a project after the conclusion of the course

Non-Accredited
Courses

- Do not lead to a qualification outcome
- Do not have an assessment to complete after the conclusion of the course

If you are unsure whether your course is accredited, there are a number of ways to tell:

- If your course is accredited, this will be accompanied by a Nationally Recognised Training logo (as above)
- The FutureWest Institute website will state that the course you are attending is accredited
- The Information Brochure will state whether the course you are attending is accredited
- You will usually only receive this document if you are undertaking an Accredited course.
- On Accredited courses, you will receive the assessment, or be given very clear directions about it, at the very start of the course.

If you have any further questions, please don't hesitate to ask and we will be able to find an answer for you immediately.

Language, Literacy and Numeracy

FutureWest Institute endeavours to support all suitable students to complete this course.

Most courses delivered by FutureWest Institute are based upon a foundation of sound reading and writing skills. For many reason, course participants sometimes worry that they may not have that foundation of reading and writing skills, and they worry about whether they can complete the course. We would like to assure you that we have many techniques and tools we can use to ensure that you will be able to complete the course no matter what your skill levels. Please advise prior to course enrolment if you require additional learning supports or requirements so we are able to assess and accommodate your needs.

Assessments

For Accredited training courses, you will be required to complete assessments for each unit of competency you are undertaking. Attached to this document are details of the assessment procedure for the course you are undertaking. When you complete the assessments you will be informed as to whether you were assessed as Competent or Not-Yet Competent. If you were assessed as Competent, you have met all requirements of the Assessment and will be awarded that unit of competency towards the qualification. If by chance your assessment is Not-Yet-Competent, there are some important points to note:

- You can repeat the assessment. Many people taking assessments use a number of attempts at the assessment to become comfortable with assessments and to feel used to the way assessments are run. There is no additional charge for repeating assessments, and we look forward to helping you in any way we can to meet the assessment requirements. Please note, however, you can only submit your assessment up to 3 times per unit of competency. After this time, a \$250 re-assessment fee will be charged.
- The assessment decision is appealable. It is possible that you may feel your assessment was not conducted rigorously, or there was an issue that may make you feel that a different assessment decision should have been made. If that is the case, please use the appeals mechanism we have in place to have the decision examined. The person to contact regarding an assessment decision is:

James Thomson
james@futurewest.com.au
0421 110 573

Every assessment you successfully complete will be recorded on your final certificate and testamur. Upon successful completion of your qualification, you will be issued with a certificate that details the unit of competencies completed.

Each component of the assessment strategy provides the assessor with a particular perspective on your achievement of the learning outcomes of this training program. FutureWest Institute will complete student assessments within 21 business days of receiving them. Students have up to 12 months, from the completed date of the course, to submit all assessments required for assessing course competency. Students will be provided a reminder email 9 months post course advising them of the due date for their assessment. FutureWest Institute will consider extensions for extenuating circumstances.

Due to package pre-requisite rules, prior to being assessed and deemed competent in the unit PUAEMR012B Determine Treatment Options the student must complete and be deemed competent in the unit PUAEMR009B Facilitate Emergency Risk Assessment.

Complaints and Grievances

FutureWest Institute hopes that your time with us is enjoyable and beneficial. If you do have a complaint though, please let us know and we will do everything we can to resolve the issues (please refer to the Policy on Complaints and Appeals). Complaints can be made in a number of ways:

- Verbal complains can be made to your trainer, or any staff member at FutureWest Institute. All contact details are contained at the start of this document.
- Written complains can also be made to any staff member at FutureWest Institute. All contact details are contained at the start of this document.
- Confidential complaints can be made to James THOMSON james@futurewest.com.au or phone 0421 110 573

Please note that complaints do not have to be in writing, but if you do wish to put them into writing, any written format is fine, you do not have to use a special form. If you make a complaint a member of staff will contact you within 48 hours to address it. You also have the option of contacting the National Training Complaints Hotline on 13 38 73 and the national regulator Australian Skills Quality Authority (ASQA) on their website www.asqa.gov.au.

In the unlikely event FutureWest Institute as an RTO closes or ceases to deliver any part of the training product that you are enrolled in, we will endeavour to identify suitable alternative RTOs to transfer your training across so you can continue the completion of your training course.

Access and Equity

FutureWest Institute aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. You can have timely access to:

- training, assessment and support services that meet your individual needs, and
- current and accurate records of your participation and progress.

Occupational health and safety

All of our courses include information on occupational health and safety relevant to your training. If you have any questions about safety please ask any member of FutureWest Institute staff and they will be happy to help. We have first-aid kits available if needed.

Anti-discrimination

In many circumstances, including employment, it is against the law to discriminate against people on the grounds of:

- sex (including sexual harassment or pregnancy);
- race (including colour, ethnicity, ethno-religious identity, national identity or background);
- marital status;
- carers' responsibilities;
- homosexuality (male or female, actual or presumed);
- age;
- disability; or
- transgender.

It is against the law to incite vilification on the grounds of race, HIV/AIDS, transgender or homosexuality. If you feel any form of discrimination has occurred please speak to any member of FutureWest Institute and we will resolve the issue immediately in a way you are comfortable with. If the issue is not resolved you can also seek advice from the Equal Opportunity Commission of

Western Australia on (08) 9216 3900 or 1800 198 149 for country callers. Emails can be sent to eoc@eoc.wa.gov.au

Privacy and Confidentiality

As a student we would like to assure you that the personal information you, or anyone else, provide is protected under the Privacy and Personal Information Protection Act 1998. As a Registered Training Organisation, FutureWest Institute is also required to collect data (refer to Student Enrolment Form on your training course) under the Data Provision Requirements 2012 made under the National Vocational Education and Training Regulator Act 2011.

Whenever we collect information about you, the purpose of collecting personal information, who receives this information and where it is held will be explained and made clear to you. We will also ensure your ongoing rights to access this information about yourself and make corrections. We will also protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be that necessary for the purposes of your course, learning and study records. The study records that we retain will be limited to contact details for you, and the details of courses and assessments you undertook while with us, and the results of those assessments, including qualification or competency outcomes.

Please note on occasions during some in-class training courses that photos may be taken and used by FutureWest Institute for their website/Facebook/LinkedIn marketing page and should you wish to not be included, please contact us on ming@futurewest.com.au

Mutual Recognition

Under the policy of Mutual recognition if you have any previous qualification we will happily work with you to provide you with recognition of those qualifications.

Recognition of Prior Learning

If you have skills that you believe meet the requirements of the assessments for a unit of competency, or even multiple units, we would enjoy working with you to determine which units you can gain through that Recognition of Prior Learning Process. The process usually involves an interview with a trainer and assessor from FutureWest, and then the examination of evidence against the requirements of the units of competency and qualification. You will be provided a RPL kit that must be completed. Please approach any member of FutureWest Institute to start the RPL Process.

Medical/Disability Issues

If you have any medical or disability issues that you feel the course facilitators should be aware of, please ensure you advise FutureWest Institute as soon as possible. This will enable us to more properly cater for your special needs.

Access to Student Records

If you have completed a prior course with FutureWest Institute or once you have completed this course you can access your records by contacting Ming Thomson on 0401 679 988 or email ming@futurewest.com.au

Contact

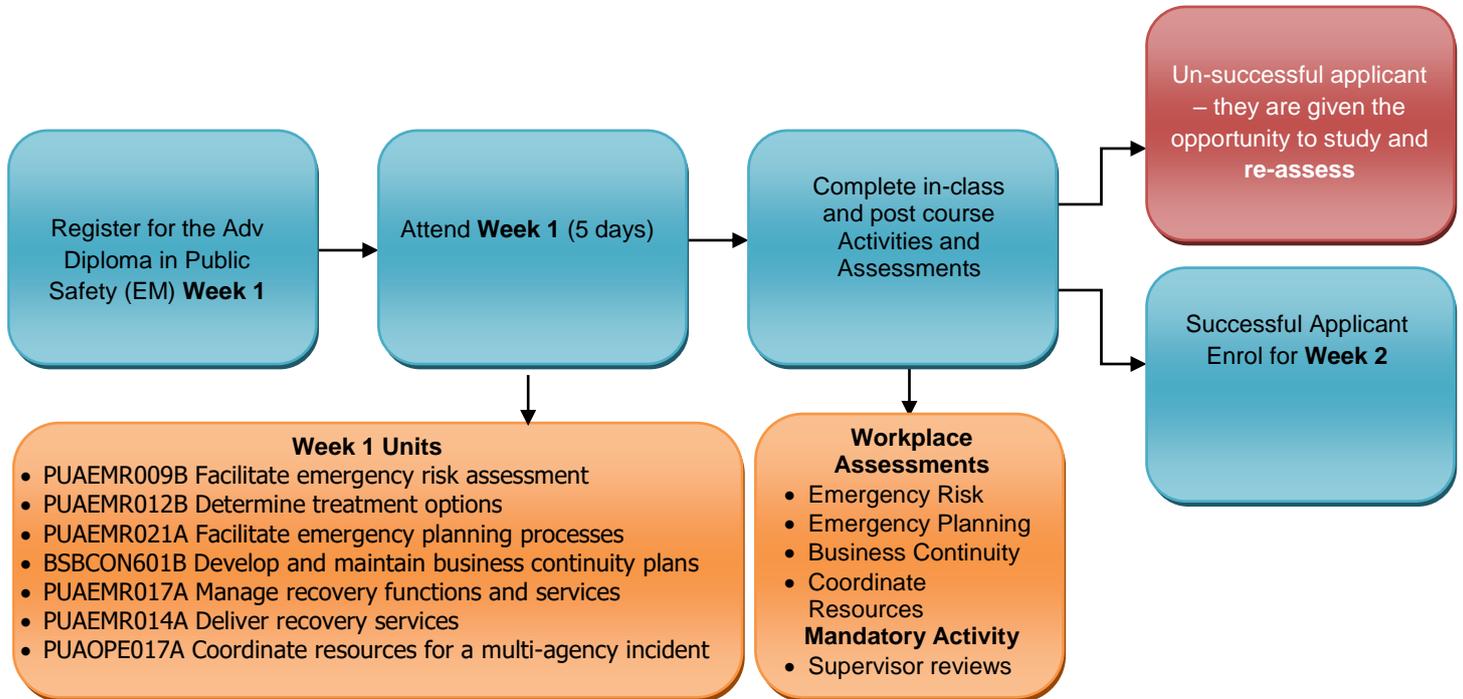
If there is anything that may prevent you from progressing through the course, for example, numeracy and literacy level, disability or learning difficulties etc, please contact us and we will make every effort to assist you.

I sincerely hope that you will enjoy participating in this course and wish you every success. If you have any questions please do not hesitate to contact:

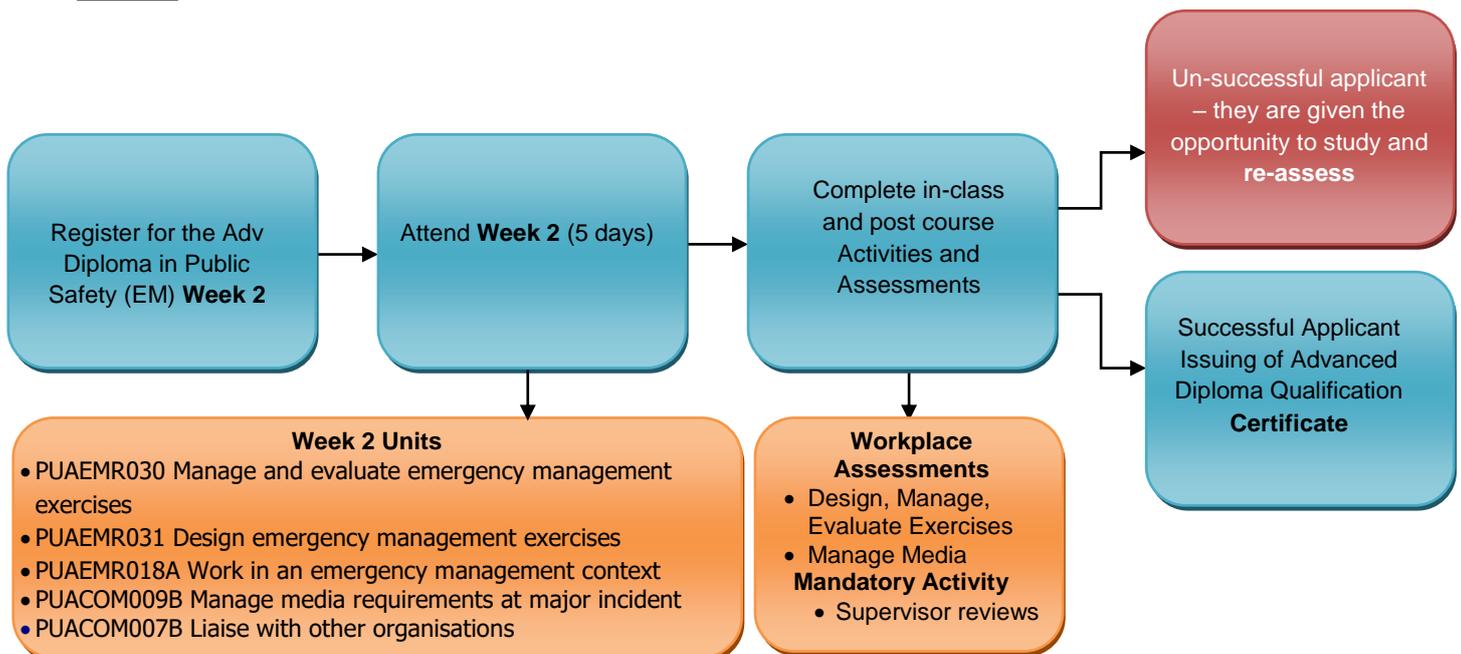
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James Thomson
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3. PUA60112 Advanced Diploma of Public Safety (Emergency Management) Course Structure

Week 1



Week 2



4. Qualification Units Information

Week 1: PUA60112 Advanced Diploma of Public Information (Emergency Management) units:

PUAEMR009B Facilitate emergency risk assessment

Unit Descriptor

This unit describes the outcomes required to facilitate development of an agreed list of prioritised risks using an emergency risk management process developed in close cooperation with the community and consistent with the Australian Standard AS/NZS ISO 31000:2009.

Application of the Unit

This unit applies to workers who undertake emergency risk assessment with a community or part of a community. Such assessments are conducted at local, regional or state level by local governments, emergency management committees, public safety agencies, major event managers or other organisations that need to understand emergency risk to a community.

This unit is relevant to individuals whose role is to act as the project manager or facilitator for working groups used to conduct an emergency risk assessment.

PUAEMR012B Determine treatment options

Unit Descriptor

This unit covers the competency required to determine a range of treatment options to treat emergency risks.

Application of the Unit

This unit applies to people who are part of a working group that develops treatment options during an emergency risk assessment with a community or part of a community. Such assessments are conducted at local, regional or state level by local governments, emergency management committees, public safety agencies, major event managers or other organisations that need to understand emergency risk to a community.

The emergency risk management process used will be developed in close cooperation with the community and consistent with the National Emergency Risk Assessment Guidelines and AS/NZS ISO 31000:2009 *Risk management—Principles and guidelines*.

Week 1: PUA60112 Advanced Diploma of Public Information (Emergency Management) units:

PUAEMR021A Facilitate emergency planning processes

Unit Descriptor

This unit describes the outcomes required to collaboratively facilitate development of new, or revision of existing emergency plans in a multi-agency and community context. Such plans may focus on one or more aspects of emergency management, i.e. prevention, preparedness, response and/or recovery.

Application of the Unit

This unit applies to people responsible for developing emergency management plans within or by local government, emergency service or government agencies and departments, event organisers, utilities, critical infrastructure or high occupancy buildings, and service providers. The unit focuses on planning which requires input from a number of different organisations and the community.

BSBCON601B Develop and maintain business continuity plans

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to work within the business continuity framework to develop and implement business continuity plans in order for an organisation to manage risk and ensure business resilience when faced with a disruptive event.

Application of the Unit

This unit is for individuals working in positions of authority who are approved to implement change across the division, business area, program area or project area. This unit addresses the knowledge and processes necessary to develop and maintain business continuity requirements.

Business continuity awareness and planning help the organisation to identify barriers and/or interruptions, and to determine how the organisation will achieve critical business objectives (even at diminished capacity) until full functionality is restored. The focus is on risk and vulnerability assessment, business impact assessments, and business continuity and communication plans.

Week 1: PUA60112 Advanced Diploma of Public Information (Emergency Management) units:

PUAEMR017A Manage recovery functions and services

Unit Descriptor

This unit describes the outcomes required to manage a range of recovery functions and services such as financial assistance, personal support programs, health services, rebuilding programs and business continuity. It necessarily involves recovery planning (post emergency) and coordinating service delivery together with the monitoring and review of its effectiveness.

Application of the Unit

This unit applies to individuals who might be members of a recovery committee, or directly supporting such members. People involved in managing recovery functions may include state/territory and municipal recovery coordinators and their deputies; liaison officers and managers; centre and assistance program managers; and representatives from government and non government service providers, welfare agencies, allied professionals and community and business leaders.

PUAEMR014A Deliver recovery services

Unit Descriptor

This unit covers the outcomes required to deliver administrative, technical, and/or professional services in a recovery context by professionals and volunteers working within a framework of existing emergency management legislation, regulations, plans and arrangements.

Application of the Unit

The range of services provided will vary markedly with the scale and type of emergency and will address aspects of recovery in the social, built, economic and natural environments.

Week 1: PUA60112 Advanced Diploma of Public Information (Emergency Management) units:

PUAOPE017A Coordinate resources for a multi-agency incident

Unit Descriptor

This unit covers the competency required to bring together organisations and other resources to support an incident.

Incidents that require such resource coordination are typically Level 3 incidents, which are characterised by degrees of complexity that may require the establishment of divisions for effective management of the situation. These incidents will usually involve delegation of all functions. This unit also covers the systematic acquisition and application of organisational, human and equipment resources in an incident.

Application of the Unit

This unit applies to people who perform the role of emergency coordination at a Level 3 incident. The authorisation to perform this role is subject to emergency state/territory emergency management arrangements.

Week 2: PUA60112 Advanced Diploma of Public Information (Emergency Management) units:

PUAEMR030 Manage and evaluate emergency management exercises

Unit Descriptor

This unit describes the outcomes required to manage and evaluate activities which exercise elements of emergency management arrangements.

Application of the Unit

This unit applies to people who are responsible for implementing and evaluating pre-designed emergency management exercises. Emergency management exercises may be used in any context where there is a requirement to plan for, or manage an emergency. The exercise scale can range from a small activity in a volunteer emergency response unit to a major evacuation exercise for an industrial plant. The skills in this unit can be applied to any context in which an emergency management exercise is appropriate.

Week 2: PUA60112 Advanced Diploma of Public Information (Emergency Management) units:

PUAEMR031 Design emergency management exercises

Unit Descriptor

This unit describes the outcomes required to design, develop or modify activities that exercise elements of emergency management arrangements. Emergency management exercises are used to test emergency plans, practise responding to an emergency, develop and/or practise emergency management skills, build motivation for emergency management personnel, and/or measure an organisation's ability to manage an emergency.

Application of the Unit

This unit applies to workers with the responsibility for designing emergency management exercises. It does not cover the skills and knowledge for implementing those designs.

Emergency management exercises can be used in any context where there is a requirement to plan for, or manage an emergency. The exercise scale can range from a small activity in a volunteer emergency response unit to a major evacuation exercise for an industrial plant. The design skills in this unit can be applied to any context in which an emergency management exercise is appropriate.

PUAEMR018A Work in an emergency management context

Unit Descriptor

This unit describes the outcomes required to apply emergency management concepts and principles, and jurisdictional emergency management arrangements to organisational policies, procedures, planning and decision making.

Application of the Unit

This unit applies to people who are undertaking, or are preparing to work in, an emergency management role within their organisation and/or local community and require a broad understanding of the jurisdiction's emergency management framework in order to undertake their work responsibilities.

PUACOM009B Manage media requirements at major incident

Unit Descriptor

This unit covers the development of a media strategy and the management of the media and provision of information for a major incident.

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.

Week 2: PUA60112 Advanced Diploma of Public Information (Emergency Management) units:

PUACOM007B Liaise with other organisations

Unit Descriptor

This unit covers the competency to develop networks and relationships and liaise effectively with other organisations.

Application of the Unit

This unit applies to workers who have a role that includes formally liaising with other organisations in order to increase response effectiveness and community safety. While all workers should engage in networking opportunities with like-minded organisations in order to increase the effective of response in incidents, this unit is focussed at a more strategic liaisons, from local public safety group level to organisation wide.

5. Course Schedule

WEEK 1 Course Schedule

Week 1: DAY 1

Session	Session Title	Duration
1	Coordinate Resources for a Multi-agency Response	1 hr 30
	MORNING TEA	20 mins
2	Coordinate Resources for a Multi-agency Response	1 hr 10 mins
	LUNCH	40 mins
3	Coordinate Resources for a Multi-agency Response	1 hr 20 mins
	AFTERNOON TEA	20 mins
4	Coordinate Resources for a Multi-agency Response	1 hr
5	Facilitate Emergency Risk Determine Treatment Options	1 hr 40 mins
	END OF DAY ONE	

Week 1: DAY 2

Session	Session Title	Duration
6	Facilitate Emergency Risk Determine Treatment Options	2 hr 20mins
	MORNING TEA	20 mins
7	Facilitate Emergency Risk Assessment Determine Treatment Options	1 hr 40 mins
	LUNCH	40 mins
8	Facilitate Emergency Risk Assessment Determine Treatment Options	1 hr 25 mins
	AFTERNOON TEA	20 mins
9	Facilitate Emergency Risk Assessment Determine Treatment Options	1 hr 30 mins
	END OF DAY TWO	

Week 1: DAY 3

Session	Session Title	Duration
10	Facilitate Emergency Planning Processes	2 hr 20mins
	MORNING TEA	20 mins
11	Facilitate Emergency Planning Processes	1 hr 40 mins
	LUNCH	40 mins
12	Facilitate Emergency Planning Processes	1 hr 25 mins
	AFTERNOON TEA	20 mins
13	Develop and Maintain Business Continuity Plans	1 hr 30 mins
	END OF DAY THREE	

Week 1: DAY 4

Session	Session Title	Duration
14	Manage Recovery Functions and Services	2 hr 20mins
	MORNING TEA	20 mins
15	Manage Recovery Functions and Services	1 hr 40 mins
	LUNCH	40 mins
16	Deliver Recovery Services	1 hr 25 mins
	AFTERNOON TEA	20 mins
17	Deliver Recovery Services	1 hr 30 mins
	END OF DAY FOUR	

Week 1: DAY 5

Session	Session Title	Duration
18	Manage media requirements at major incident	2 hr 20mins
	MORNING TEA	20 mins
19	Manage media requirements at major incident. Dep Ex Controller to prepare Observation Assessment	1 hr 40 mins
	LUNCH	40 mins
20	Observation Assessment	3 hrs
21	Course closing (admin)	20 mins
	END OF DAY FIVE	

WEEK 2 Course Schedule

Week 2: DAY 1

Session	Session Title	Duration
1	Design Emergency Management Exercises	2 hrs 30 min
	MORNING TEA	20 mins
2	Design Emergency Management Exercises	1 hr 10 mins
	LUNCH	40 mins
3	Design Emergency Management Exercises	1 hr 20 mins
	AFTERNOON TEA	20 mins
4	Design Emergency Management Exercises	1 hr
	END OF DAY ONE	

Week 2: DAY 2

Session	Session Title	Duration
5	Design Emergency Management Exercises	2 hr 20mins
	MORNING TEA	20 mins
6	Design Emergency Management Exercises	1 hr 40 mins
	LUNCH	40 mins
7	Design Emergency Management Exercises	1 hr 25 mins
	AFTERNOON TEA	20 mins
8	Design Emergency Management Exercises	1 hr 30 mins
	END OF DAY TWO	

Week 2: DAY 3

Session	Session Title	Duration
9	Design Emergency Management Exercises	2 hr 20mins
	MORNING TEA	20 mins
10	Manage and Evaluate Emergency Management Exercises	1 hr 40 mins
	LUNCH	40 mins
11	Manage and Evaluate Emergency Management Exercises	1 hr 25 mins
	AFTERNOON TEA	20 mins
12	Manage and Evaluate Emergency Management Exercises	1 hr 30 mins
	END OF DAY THREE	

Week 2: DAY 4

Session	Session Title	Duration
13	Manage and Evaluate Emergency Management Exercises	2 hr 20mins
	MORNING TEA	20 mins
14	Manage and Evaluate Emergency Management Exercises	1 hr 40 mins
	LUNCH	40 mins
15	Manage and Evaluate Emergency Management Exercises	1 hr 25 mins
	AFTERNOON TEA	20 mins
16	Media and Coordinate Resources Revision	1 hr 30 mins
	END OF DAY FOUR	

Week 2: DAY 5

Session	Session Title	Duration
17	Week 2 Observation Assessment and Post Exercise report	8 hr 30mins
18	Course closing (admin)	30 mins
	END OF DAY FIVE	

6. Assessment Description

1a. Observation Assessment (ECC/ IMT)

The Observation Assessment is a practical assessment in the format of a hypothetical exercise. The course has an observation assessment in Week 1 and Week 2.

Week 1 Observation Assessment assesses key performance criteria/ knowledge and skills for the following units:

- PUAEMR017A Manage recovery functions and services
- PUAEMR014A Deliver recovery services
- PUAEMR018A Work in an emergency management context
- PUAEMR012B Determine treatment options
- PUAEMR021A Facilitate emergency planning processes
- PUAOPE017A Coordinate resources for a multi-agency incident

Participants will be assessed when performing within an Emergency Coordination Centre (ECC) focusing on the managing and delivering recovery services.

Week 2 Observation Assessment assesses key performance criteria/ knowledge and skills for the following units:

- PUACOM007B Liaise with other organisations
- PUAOPE017A Coordinate resources for a multi-agency incident
- PUAEMR018A Work in an emergency management context
- PUACOM009B Manage Media requirements at major incident
- PUAEMR012B Determine treatment options
- PUAEMR021A Facilitate emergency planning processes

Participants will be assessed when performing within an Incident Management Team (IMT) focusing on *Coordinate resources for a multi-agency incident* and *Manage media requirements at a major incident*.

Scenarios will be provided by Exercise Facilitators. The exercise phases and the tasks provided to participants are focused on providing the participant the opportunity to satisfactorily perform the unit(s) criteria. These assessment tasks are linked to criteria, knowledge, skills and critical aspects within the units.

During the exercise(s) the students will be assessed as a team member and an individual within an ECC (Week 1) and IMT (Week 2).

The assessment will run for approximately 3 hours (Week 1), 3.5 hours (Week 2). This will be modified by the facilitators depending on assessment needs.

At the conclusion of the exercise the Assessors will debrief each participant individually and the members of each syndicate.

1b. Observation Assessment (Exercise Management)

The exercise management assessment assesses the individual's knowledge and skills to manage and evaluate exercises. The participants will utilise the exercise that they earlier designed. The participants will form the role of Exercise Facilitators/Controllers; members of the class will act as their exercise participants.

These assessment tasks are linked to criteria, knowledge, skills and critical aspects within the units:

- PUAEMR031 Design emergency management exercises
- PUAEMR030 Manage and evaluate emergency management exercises
- PUAEMR012B Determine treatment options
- PUAEMR021A Facilitate emergency planning processes

The duration of the exercises is approximately 3 hours.

At the conclusion of the exercise the Assessors will debrief each participant individually and the members of each syndicate.

Briefing to Class

You will be observed by an assessor. Your assessor will follow your team throughout the exercise using the Answer Sheet Templates to record your performance. If the assessor has not observed you demonstrating knowledge of unit criteria, you will be given an opportunity to discuss this with your assessor by way of a question/answer session during day 5.

2. Workplace Assignment

The purpose of the workplace assignments is to provide the participant with the opportunity to demonstrate the depth of their understanding of the course content by applying the principles and concepts covered in the training and relating these principles and concepts within the workplace. The assignments are all based within the participant's workplace or personal interests (sport/community volunteer) and consist of 10 to 20 questions. The structure of each assignment is based on the case-study assessments completed in-class.

The workplace assignments involve:

- Design Manage & Evaluate Exercises Workplace Assessment
- Emergency Risk Workplace Assessment
- Emergency Planning Workplace Assessment
- Business Continuity Planning Workplace Assessment
- Manage Media Workplace Assessment
- Coordinate Resources Workplace Assessment

To ensure fairness in the assessment process and to assist in the administration of the assessment, a date will be set as a deadline for the submission of completed assignments. Any extension of the deadline will require the submission of a formal request explaining the reasons for the request for extension and should be negotiated between yourself and the assessor.

In preparing the written assignment, learners are informed that the assessor will consider the following when assessing assignments:-

- **Completion of Tasks:** How well has the student covered the tasks or points required in the assignment?
- **Application of Concepts and Principles:** How well has the student understood and applied Incident Management concepts and principles in their analysis of issues?
- **Structure and Organisation:** How well has the student organised and presented information and ideas? Is there a logical sequence to the content? Are ideas easy to follow?
- **Language:** Is the students' language clear, logical and straightforward? Is Incident Management terminology used appropriately?

3. Case Study Assessment

The case study assessments are based on fictitious workplaces (airport, mine, port); they are completed in-class. At the beginning of the course, the participants are requested to select one of these fictitious workplaces. Each of the case study assessments will focus on the selected workplace. The case study assessments include:-

- Emergency Risk Case Study Assessment
- Emergency Planning Case Study Assessment
- Design Manage & Evaluate Exercises Case Study Assessment
- Deliver & Manage Recovery Services Case Study Assessment

Participants are provided briefings to set the scene; the information contained in the briefings must be used as a guide when answering the questions. Participants are instructed to answer the Questions in relation to the perspective of the role.

In preparing the written assignment, learners are informed that the assessor will consider the following when assessing assignments:-

- **Completion of Tasks:** How well has the student covered the tasks or points required in the assignment?
- **Application of Concepts and Principles:** How well has the student understood and applied Incident Management concepts and principles in their analysis of issues?
- **Structure and Organisation:** How well has the student organised and presented information and ideas? Is there a logical sequence to the content? Are ideas easy to follow?
- **Language:** Is the students' language clear, logical and straightforward? Is Incident Management terminology used appropriately?

7. Mandatory Activity – Supervisor Review (Third Party Report)

As part of the completion of the training course, a mandatory activity must be conducted by the learner. This is in the form of a Supervisor Review. The completion of the third party-reports is an opportunity for the student to discuss their post course assignment with their supervisor(s). The Third Party Reports are not formal assessments used to assess competency, however it is a component that must be completed.

It is recognised by Industry that organisations use customised emergency management processes and procedures; therefore it is incumbent on students to be aware of their organisation's emergency plans, policies and procedures. In partnership with their supervisor, the review document is completed. The purpose of the supervisor review is to ensure the knowledge gained during the course is understood from an agency perspective. It is incumbent on the student to be aware and be able to perform the review items. If the student is unaware of particular review items, this information must be gained from the Supervisor and/or other Emergency Management exponents within their organisation.

The supervisor is instructed to tick the box within the **Yes** column if they believe the student can perform the task or tick the box within the **No** column if they believe the student cannot perform the task. Observing the student can assist to ascertain whether or not they can perform the task; however this is not always possible and therefore the supervisor has the option of questioning the student to assist in providing evidence of their knowledge concerning the task.

Once the supervisor review has been completed and received by FutureWest Institute, a FutureWest Institute Instructor will conduct an audit to confirm the identity of the Supervisor and ascertain that the review was completed correctly as per the supervisor instructions.

The Supervisor Review includes-:

- Emergency Risk Workplace Supervisor Review
- Emergency Planning Workplace Supervisor Review
- Business Continuity Planning Workplace Supervisor Review
- Design Manage & Evaluate Exercises Supervisor Review

PUA60112 ADVANCED DIPLOMA OF PUBLIC SAFETY (EMERGENCY MANAGEMENT)

Assessment – Learner Resource

8. Assessment Guide

Purpose of this Guide

The purpose of the Assessment Guide is to provide you with information on the strategies which will be used to assess your achievement of the learning outcomes of the PUA60112 Advanced Diploma of Public Safety (Emergency Management) course. The suggested strategies are designed to assist the assessor in collecting evidence and to:-

- Give you feedback on the level of your understanding of the principles of Emergency Management.
- Assist you to identify development needs, if required
- Provide feedback to the assessor regarding the assessment process and the assessment tools used

Each student has up to 3 attempts at completing each assessment. Additional support after each attempt will be provided. This additional support may include, but not limited to email support, phone discussion with the facilitator or FutureWest Director Learning & Development, or further training.

Assessment Process

The process of collecting evidence and making judgements on whether a competency or learning outcomes have been achieved must adhere to the principles and quality standards specified under the Australian Qualifications Framework (AQF).

Principles of Assessment

Assessment for the PUA60112 Advanced Diploma of Public Safety (Emergency Management) course must be consistent with *Clauses 1.8-1.12* of the *Standards for Registered Training Organisations 2015*, which refer to the principles of assessment being 'assessment processes shall be valid, reliable, flexible and fair' as well as the rules of evidence. These principles must be applied in the development of assessment tools and in the conduct of assessment for this course as follows:-

- | | |
|-------------------|--|
| Valid - | The assessment tool actually assesses what it claims to assess and what it has been designed to assess |
| Reliable - | The assessment process can reliably and consistently be reproduced |
| Flexible - | Assessors are capable of taking a flexible approach to the gathering and assessment of evidence |
| Fair - | Process and procedures are in place to assist in making the assessment process equitable and inclusive |

Rules of Evidence

- Validity** The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
- Sufficiency** The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
- Authenticity** The assessor is assured that the evidence presented for assessment is the learner's own work.
- Currency** The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Quality assessment processes should also include:-

- Active involvement of participants in the assessment process
- Specific targeting of the evidence that participants are required to demonstrate or provide
- Defined procedures for how assessment decisions are made
- Constructive advice and feedback to participants of the outcomes of assessment

Assessor Qualifications

The following trainer requirements have been prescribed in the Standards for Registered Training Organisations 2015 under Clause 1.13:

In addition to the requirements specified in Clause 1.14 and Clause 1.15, the RTO's training and assessment is delivered only by persons who have:

- a. vocational competencies at least to the level being delivered or assessed,
- b. current industry skills directly relevant to the training/assessment being provided, and
- c. current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainers and/or assessor to conduct the assessment.

Role of the Student

Participants are encouraged to:-

- Attend all sessions in the training (unless a RPL submission has been accepted)
- Lead or participate actively in group discussions and presentations during the training
- Record appropriate notes and answers to questions in the Activity Workbook
- Complete all assessment tasks and submit them by the deadlines prescribed
- Provide feedback to the facilitators and course organisers to help improve the design and delivery of the training