

# PUA60119

## Advanced Diploma of Public Safety (Emergency Management)

### Learner Handbook

FutureWest Institute

Registered Training Organisation (RTO): 41184

0421 110 573

0401 679 988

[www.futurewest.com.au](http://www.futurewest.com.au)

**Course contact hours: 80 hrs of in-class training and assessment**

<b>Type</b>	Learner Handbook		<b>Revision Date</b>	<b>1<sup>st</sup> Release</b>	<b>Amended</b>
<b>Version</b>	1.0		30/06/2016	04/06/2015	5/8/2019
<b>Subject</b>	PUA60119 Advanced Diploma of Public Safety (Emergency Management) Learner Handbook	<b>Location</b>	C:\Users\Thomson\Box Sync\Marketing\Learner Handbooks\PUA60119 Learner Handbook\PUA60119 Adv Dip Learner Handbookv1.doc		
This document was current at the time of email/printing.			<b>Last Printed</b> 06/08/2019 15:42		

## CONTENTS

1. Course Information .....	4
Introduction .....	4
What is the goal of this training? .....	4
What is the background of this course? .....	4
How will this course be taught? .....	5
What will I learn at the end of this course? .....	6
What are the pre-requisites for this course? .....	6
What is the duration of this course? .....	6
How will I be assessed? .....	6
2. Student Information .....	7
Contact details .....	7
Different Types of Courses .....	8
Language, Literacy and Numeracy .....	8
Assessments .....	9
Complaints and Grievances .....	10
Access and Equity .....	10
Occupational health and safety .....	10
Anti-discrimination .....	11
Privacy and Confidentiality .....	11
Mutual Recognition .....	12
Recognition of Prior Learning .....	12
Medical/Disability Issues .....	12
Access to Student Records .....	12
Contact .....	12

3. PUA60119 Advanced Diploma of Public Safety (Emergency Management) Course Structure .....	13
4. Qualification Units Information .....	14
5. Course Schedule.....	20
Week 1: DAY 1.....	20
Week 1: DAY 2.....	20
Week 1: DAY 3.....	20
Week 1: DAY 4.....	21
Week 1: DAY 5.....	21
Week 2: DAY 1.....	21
Week 2: DAY 2.....	22
Week 2: DAY 3.....	22
Week 2: DAY 4.....	22
Week 2: DAY 5.....	23
6. Assessment Description .....	23
7. Mandatory Activity – Third Party Reports .....	25
8. Assessment Guide.....	27
Purpose of this Guide.....	27
Assessment Process .....	27
Principles of Assessment.....	27
Assessor Qualifications .....	28
Role of the Student .....	29

# 1. Course Information

## Introduction

Welcome to the PUA60119 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](mailto:james@futurewest.com.au)) or Ming THOMSON ([ming@futurewest.com.au](mailto: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
- knowledge of emergency management frameworks and arrangements
- coordinating resources for a multi-agency incident
- developing and maintaining business continuity plans
- managing media requirements at major incident, and
- contribute to developing an emergency risk assessment and treatment plan for a community.

## What is the background of this course?

The PUA60119 Advanced Diploma of Public Safety (Emergency Management) qualification is designed for emergency service personnel undertaking senior emergency management responsibilities at an organisational level. This will include the management of community programs, stakeholder engagement and the negotiation of interagency memorandums of understanding. The course 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 PUA60119 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 PUA60119 Advanced Diploma of Public Safety (Emergency Management). The units include:

### CORE UNITS:

- PUAEMR009 Facilitate emergency risk assessment
- PUAEMR008 Contribute to an emergency risk management process
- PUAEMR012 Determine treatment options
- PUAEMR017 Manage recovery functions and services
- PUAEMR011 Manage and evaluate emergency management exercises
- PUAEMR013 Design emergency management exercises
- PUAEMR021 Facilitate emergency planning processes
- PUAOPE017 Coordinate resources for a multi-agency incident

### ELECTIVES:

- PUAEMR014 Deliver recovery services
- PUAEMR018 Work in an emergency management context

PUACOM009 Manage media requirements at major incident

BSBCON601 Develop and maintain business continuity plans

## 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](mailto: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 for in-class commitment time. Week 1 and Week 2 must be completed consecutively. Please note there are a number of 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. There will be three types of assessments throughout the in-class and post course. These include:

- Observation assessments (including role-based exercise scenarios)
- Workplace-based assessments, and
- Case-study assessments.

The workplace assessments are based on the participant's workplace and case study assessments are based on a fictitious scenario. It is also mandatory to include third party reports as part of your submission.

Please note that in order to complete your post course assessments, you will need access to the following requirements:

- video camera or smartphone with video capacity to record you conducting an emergency exercise and ability to email this evidence or place it on a USB to be mailed to us
- access to volunteers who may need to participate in your exercise
- relevant tools, personal protective clothing and/or any other equipment currently used in your industry that may need to be considered when designing and recording your exercise.
- relevant and appropriate materials such as organisational policies and procedures, business continuity plans, emergency plans and media plans from a real-life organisation (this can be from your workplace or an organisation you have permission to access)
- access to your organisation’s emergency manager to consult with them and access to other relevant stakeholders who may be able to provide third party reports for you
- you may be required to liaise with external organisations (emergency services and/or stakeholders) in your post course assessments.

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 18 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 18 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:

<b>RTO Name</b>	FutureWest Institute
<b>ABN</b>	56 532 541 613
<b>ACN</b>	601 712 065
<b>Postal Address</b>	PO BOX 176 FLOREAT WA 6014

**Web Address/URL**      [www.futurewest.com.au](http://www.futurewest.com.au)

**Contact Persons:**      James THOMSON  
Director – Training & Development  
[james@futurewest.com.au](mailto:james@futurewest.com.au)  
0421 110 573

Ming THOMSON  
Director – Business Development  
[ming@futurewest.com.au](mailto: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     | <ul style="list-style-type: none"><li>• Lead to a nationally recognised qualification</li><li>• Are delivered under the VET (vocational Education and Training) principles</li><li>• Have an assessment of some form that requires you to complete a project after the conclusion of the course</li></ul> |
| Non-Accredited Courses | <ul style="list-style-type: none"><li>• Do not lead to a qualification outcome</li><li>• Do not have an assessment to complete after the conclusion of the course</li></ul>   |

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](mailto: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 18 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.

## **Pre-requisite Information**

Due to package pre-requisite rules, the student must be deemed competent in the units PUAEMR008 Contribute to an emergency risk management process and PUAEMR009 Facilitate emergency risk assessment prior to determination of competency in the unit PUAEMR012 Determine treatment options. The student must therefore submit and be deemed competent in the Emergency Risk Assignments and Emergency Planning Assignments prior to submission of the Determine Treatment options assignment.

## **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 complaints 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 complaints 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](mailto: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](http://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](mailto: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](mailto: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](mailto:ming@futurewest.com.au)

## **Contact**

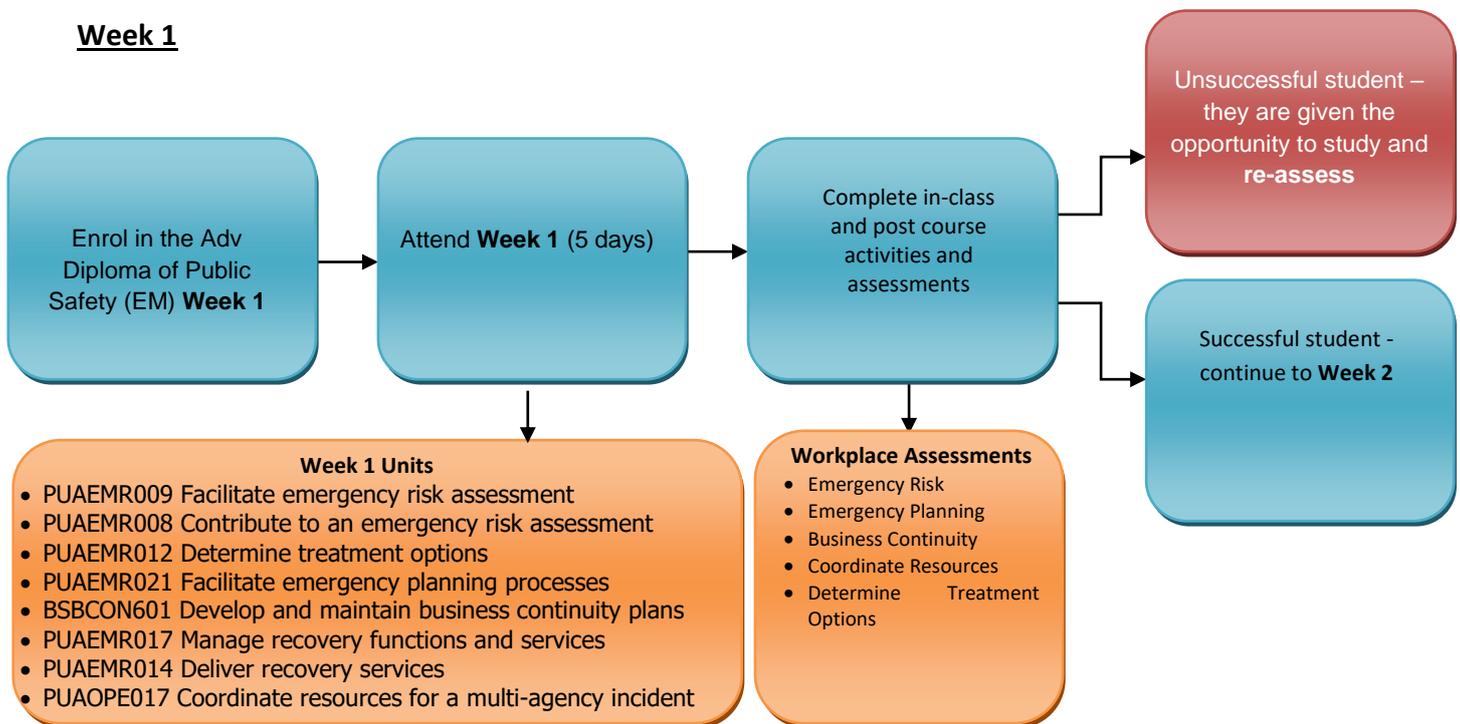
If there is anything that may prevent you from progressing through the course, for example, numeracy and literacy level, disability or learning difficulties etc, please contact us and we will make every effort to assist you.

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:

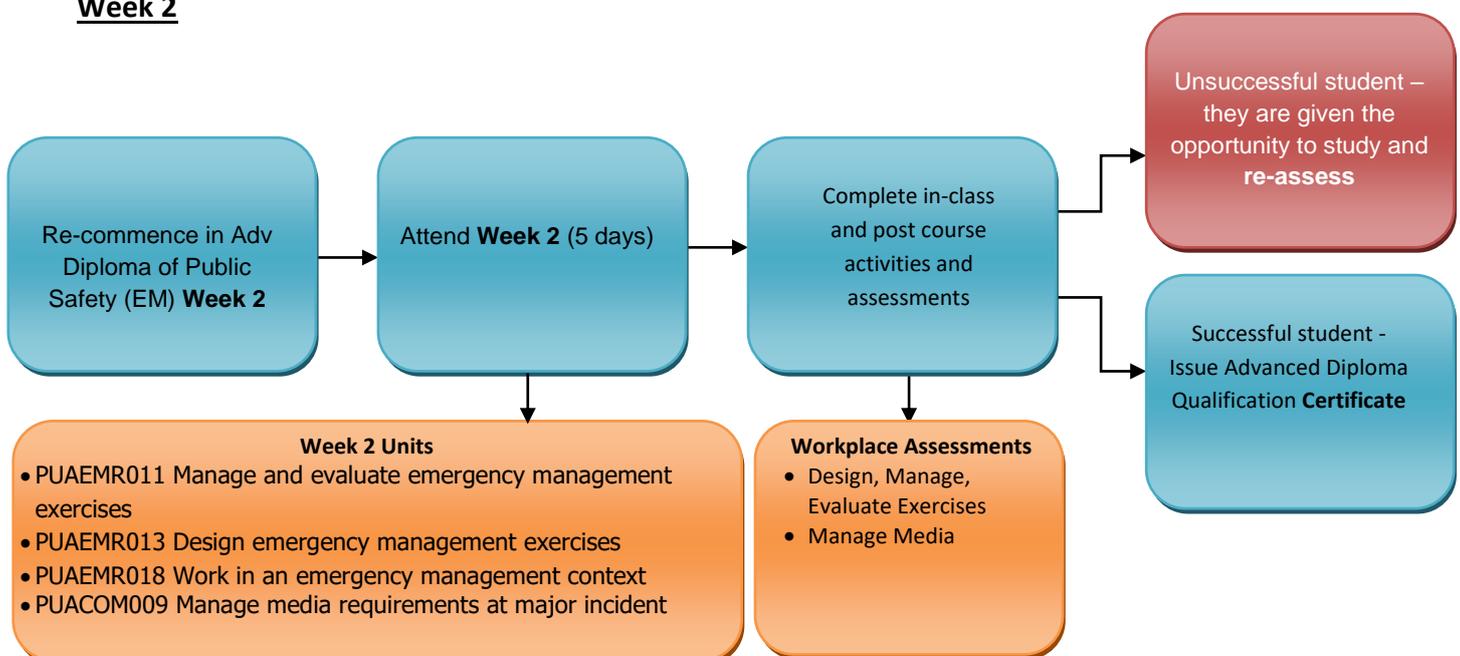
FutureWest Institute  
James Thomson  
Director – Training & Development  
0421 110 573  
[james@futurewest.com.au](mailto:james@futurewest.com.au)

### 3. PUA60119 Advanced Diploma of Public Safety (Emergency Management) Course Structure

#### Week 1



#### Week 2



## 4. Qualification Units Information

### **Week 1: PUA60119 Advanced Diploma of Public Information (Emergency Management) units:**

#### **PUAEMR009 Facilitate emergency risk assessment**

##### **Application of the Unit**

This unit of competency involves the skills and knowledge required to facilitate the development of an agreed list of prioritised risks using an emergency risk management process developed in cooperation with the community that is consistent with industry standards. It includes identifying, defining and engaging with the community, establishing context and risk criteria, identifying and analysing risk, evaluating risks, promoting ongoing commitment and ownership and monitoring and reviewing emergency risk processes and outcomes.

The unit applies to personnel who facilitate emergency risk assessments with community groups or part of a community and who will act as a project manager or facilitator for working groups that used to conduct an emergency risk assessment.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

#### **PUAEMR008 Contribute to an emergency risk management process**

##### **Application of the unit**

This unit of competency involves the skills and knowledge required to participate in working groups or other forums in contributing to developing an emergency risk assessment and treatment plan for a community. It includes clarifying community contacts, applying emergency risk management methodology, developing risk statements and treatment options, promoting emergency risk management ownership and working cooperatively with stakeholders.

The unit applies to personnel who undertake emergency risk assessments with a community or part of a community and is relevant to individuals with specific expertise who may be invited to participate in an emergency risk assessment working group.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

**Week 1: PUA60119 Advanced Diploma of Public Information (Emergency Management) units:**

**PUAEMR012 Determine treatment options**

**Application of the Unit**

This unit of competency involves the skills and knowledge required to determine a range of treatment options for responding to emergency risks. It includes establishing project and working groups, confirming risks to be considered, identifying and evaluating treatment options, recommending treatment options for each risk, promoting ongoing commitment and ownership of processes and outcomes as well as monitoring and reviewing processes.

The unit applies to personnel who are part of a working group that develops treatment options during an emergency risk assessment with a community.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

**PUAEMR021 Facilitate emergency planning processes**

**Application of the Unit**

This unit of competency involves the skills and knowledge required to collaboratively facilitate development of new or the revision of existing facility emergency response plans in a multi-organisational and community context. Such plans may focus on one or more aspects of emergency management such as prevention, preparedness, response and/or recovery. It includes establishing the facility emergency response planning context and framework, developing agreed planning processes and methodology and undertaking research and analysis for emergency management planning. It also includes developing and refining emergency management planning outcomes, documenting the emergency plan and validating the plan.

The unit applies to personnel responsible for developing emergency management plans within or by local government, emergency services or government agencies and departments, event organisers, utilities, critical infrastructure or high occupancy buildings and service providers.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

**BSBCON601 Develop and maintain business continuity plans**

**Application of the Unit**

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

**Week 1: PUA60119 Advanced Diploma of Public Information (Emergency Management) units:**

It applies to 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 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.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

**PUAEMR017 Manage recovery functions and services**

**Application of the Unit**

This unit of competency involves the skills and knowledge required to manage a range of recovery functions and services including financial assistance, personal support programs, health services, rebuilding programs and business continuity. It involves recovery planning (post emergency) and coordinating service delivery including monitoring and reviewing effectiveness.

The unit applies to individuals who are members of a recovery committee or are directly supporting members. This 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 nongovernment service providers, welfare agencies, allied professionals and community and business leaders.

No licencing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

**Week 1: PUA60119 Advanced Diploma of Public Information (Emergency Management) units:**

**PUAEMR014 Deliver recovery services**

**Application of the Unit**

This unit of competency involves the skills and knowledge required to deliver administrative, technical and/or professional services in a recovery service by professionals and volunteers working within a framework of existing emergency management legislation, regulations, plans and arrangements. It includes clarifying service delivery requirements, developing an action plan for service delivery and deliver recovery services.

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.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

**PUAOPE017 Coordinate resources for a multi-agency incident**

**Application of the Unit**

This unit of competency involves the skills and knowledge required to bring together organisations and other resources to support an incident. It includes the systematic acquisition and application of organisational, human and equipment resources at an incident.

Incidents that require such resource coordination are typically complex incidents. These incidents will usually involve delegation of all functions.

The unit is applicable to personnel who perform the role of coordination at a complex incident. The authorisation to perform this role is subject to state, territory and Commonwealth emergency management arrangements.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

**Week 2: PUA60119 Advanced Diploma of Public Information (Emergency Management) units:**

**PUAEMR011 Manage and evaluate emergency management exercises**

**Application of the Unit**

This unit of competency involves the skills and knowledge required to manage and evaluate activities which exercise elements of emergency management arrangements. It includes preparing and managing exercise activities to any context in which an emergency management exercise is appropriate and evaluating outcomes against exercise objectives.

Emergency management exercises may be used in any context where there is a requirement to plan for or manage an emergency. An exercise scale can range from a small activity in a volunteer emergency response unit to a major evacuation exercise for an industrial plant.

The unit applies to personnel who are responsible for implementing and evaluating pre-designed emergency management exercises.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

**PUAEMR013 Design emergency management exercises**

**Application of the Unit**

This unit of competency involves the skills and knowledge required to design, develop and/or modify activities that exercise elements of emergency management exercise arrangements. It includes determining exercise purpose by designing and planning exercise activities, assessing exercise risks and then planning resource allocation

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. An exercise can range from a small activity in a volunteer emergency response unit to a major evacuation exercise for an industrial plant.

The unit applies to personnel with responsibility for designing emergency management exercises. The design skills in this unit can be applied to any context in which an emergency management exercise is appropriate.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

**Week 2: PUA60119 Advanced Diploma of Public Information (Emergency Management) units:**

**PUAEMR018 Work in an emergency management context**

**Application of the Unit**

This unit of competency involves the skills and knowledge required to apply emergency management concepts and principles, jurisdictional emergency management arrangements, organisational policies, procedures and planning to decision making. It includes confirming organisational emergency management requirements, contributing to stakeholder awareness of emergency management as well as supporting organisational and community emergency planning and decision making.

The unit applies to personnel who are undertaking or are preparing to work in an emergency management role within their organisation and/or local community and requires broad knowledge of emergency management frameworks within differing jurisdictions.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

**PUACOM009 Manage media requirements at major incident**

**Application of the Unit**

This unit of competency involves the skills and knowledge required to develop a media plan, manage the media and provide information about a major incident. It includes assessing scene and organisational requirements for developing a media plan and providing information to the media that promotes the organisation.

The unit is applicable to public safety personnel who have been delegated media liaison responsibilities during major incidents, either at the scene or at a command centre.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## 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
	<b>MORNING TEA</b>	<b>20 mins</b>
2	Coordinate Resources for a Multi-agency Response	1 hr 10 mins
	<b>LUNCH</b>	<b>40 mins</b>
3	Coordinate Resources for a Multi-agency Response	1 hr 20 mins
	<b>AFTERNOON TEA</b>	<b>20 mins</b>
4	Coordinate Resources for a Multi-agency Response	1 hr
5	Facilitate & Contribute to Emergency Risk Determine Treatment Options	1 hr 40 mins
	END OF DAY ONE	

#### Week 1: DAY 2

Session	Session Title	Duration
6	Facilitate & Contribute to Emergency Risk Determine Treatment Options	2 hr 20mins
	<b>MORNING TEA</b>	<b>20 mins</b>
7	Facilitate & Contribute to Emergency Risk Assessment Determine Treatment Options	1 hr 40 mins
	<b>LUNCH</b>	<b>40 mins</b>
8	Facilitate & Contribute to Emergency Risk Assessment Determine Treatment Options	1 hr 25 mins
	<b>AFTERNOON TEA</b>	<b>20 mins</b>
9	Facilitate & Contribute to Emergency Risk 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
	<b>MORNING TEA</b>	<b>20 mins</b>
11	Facilitate Emergency Planning Processes	1 hr 40 mins
	<b>LUNCH</b>	<b>40 mins</b>
12	Facilitate Emergency Planning Processes	1 hr 25 mins
	<b>AFTERNOON TEA</b>	<b>20 mins</b>
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
	<b>MORNING TEA</b>	<b>20 mins</b>
15	Manage Recovery Functions and Services	1 hr 40 mins
	<b>LUNCH</b>	<b>40 mins</b>
16	Deliver Recovery Services	1 hr 25 mins
	<b>AFTERNOON TEA</b>	<b>20 mins</b>
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
	<b>MORNING TEA</b>	<b>20 mins</b>
19	Manage media requirements at major incident. Dep Ex Controller to prepare Observation Assessment	1 hr 40 mins
	<b>LUNCH</b>	<b>40 mins</b>
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
	<b>MORNING TEA</b>	<b>20 mins</b>
2	Design Emergency Management Exercises	1 hr 10 mins
	<b>LUNCH</b>	<b>40 mins</b>
3	Design Emergency Management Exercises	1 hr 20 mins
	<b>AFTERNOON TEA</b>	<b>20 mins</b>
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
	<b>MORNING TEA</b>	<b>20 mins</b>
6	Design Emergency Management Exercises	1 hr 40 mins
	<b>LUNCH</b>	<b>40 mins</b>
7	Design Emergency Management Exercises	1 hr 25 mins
	<b>AFTERNOON TEA</b>	<b>20 mins</b>
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
	<b>MORNING TEA</b>	<b>20 mins</b>
10	Manage and Evaluate Emergency Management Exercises	1 hr 40 mins
	<b>LUNCH</b>	<b>40 mins</b>
11	Manage and Evaluate Emergency Management Exercises	1 hr 25 mins
	<b>AFTERNOON TEA</b>	<b>20 mins</b>
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
	<b>MORNING TEA</b>	<b>20 mins</b>
14	Manage and Evaluate Emergency Management Exercises	1 hr 40 mins
	<b>LUNCH</b>	<b>40 mins</b>
15	Manage and Evaluate Emergency Management Exercises	1 hr 25 mins
	<b>AFTERNOON TEA</b>	<b>20 mins</b>
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.

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

Participants will be assessed when performing within an Incident Management Team (IMT) focusing on *PUAOPE017 Coordinate resources for a multi-agency incident* and *PUACOM009 Manage media requirements at a major incident* in the Week 2 Observation Assessment.

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) performance criteria. These assessment tasks are linked to performance criteria, knowledge evidence, and performance evidence 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. Participants will be observed by an assessor. The assessor will follow the team throughout the exercise using the Answer Sheet Templates to record each participant’s performance. If the assessor has not observed the participant demonstrating knowledge of unit

criteria, participants will be given an opportunity to discuss this with the assessor by way of a question/answer session.

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.

## 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 seven (7) workplace assignments involve:

- Design Manage & Evaluate Exercises Workplace Assessment
- Determine Treatment Options 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. 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 – Third Party Reports

As a part of the following assessments, the student will be instructed to ask a stakeholder that they liaised with during the assessment to complete a third-party report.

Emergency Risk Workplace Assessment

Emergency Planning Workplace Assessment

Business Continuity & Recovery Planning Workplace Assessment

Design Manage & Evaluate Exercises Workplace Assessment

This is a mandatory activity that is used to provide evidence of stakeholder engagement.

# **PUA60119 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 PUA60119 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 PUA60119 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:-

- |                   |  |
|-------------------|--|
| <b>Valid -</b>    | The assessment tool actually assesses what it claims to assess and what it has been designed to assess |
| <b>Reliable -</b> | The assessment process can reliably and consistently be reproduced                                     |
| <b>Flexible -</b> | Assessors are capable of taking a flexible approach to the gathering and assessment of evidence        |
| <b>Fair -</b>     | 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