

# Emergency Management Australia

Vision:  
'safer sustainable communities'

Mission:  
'to provide national leadership in the development of measures  
to reduce risk to communities and manage the consequences of disasters'

[www.ema.gov.au](http://www.ema.gov.au)



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# Foreword

Emergency management is an ever-evolving field that requires constant review of our beliefs, actions and responsibilities, as well as the structures and systems that we create to support them. The way we have planned for traditional emergencies in the past may not adequately cover the real risks that we face today and into the future.

The Indian Ocean tsunami in 2004 and Hurricane Katrina 2005, the last few years of Australia's tropical cyclones - Larry, Ingrid, Monica, Helen and George, the recent destructive fire seasons in NSW, Victoria, South Australia and Western Australia and the extensive east coast storms and floods in 2008 are reminders of the devastating impacts natural disasters can have both directly and indirectly on a country.

Significant changes in the emergency management environment, including the potential for climate change to increase the frequency and severity of natural disasters combined with rapid technological change, increased community expectations and a changing international context, create new challenges for the emergency management community.

A key challenge for the emergency management industry is working together with national and international partners to foster social resilience, enabling citizens in Australia and in our region to cope with trauma and strains generated by disasters.

Underpinning our ability to meet these challenges to national security is the need for high-quality, industry-focused education and research which identifies new and emerging strategic solutions.

Since it opened in 1956 as the Australian Civil Defence School, the Emergency Management Australia Institute (EMAI), located at Mt Macedon in Victoria, has had a significant role in building the capacity and professionalism of the emergency management sector through its work as an internationally-recognised centre of excellence in education and research.

Drawing on the knowledge and experience of leading thinkers and current practitioners, participants in education programs, strategic workshops and master classes are exposed to strategic-level learning experiences in emergency management.

The EMAI offers specialist professional education and development programs in emergency management across all levels of government, to non-government organisations and to critical infrastructure industries.

Based on principles of excellence in adult education, EMAI education programs offer a student-centric learning environment, where participants use critical analysis, structured discussion, simulation and experimentation, and undertake complex problem-solving activities that contribute to their professional practice in emergency management.

I encourage you to explore the learning opportunities offered by the EMAI and through your active participation in education programs, research, workshops and forums, to actively contribute to Australia's disaster resilience.

Tony Pearce  
Director General  
Emergency Management Australia

# Information for Students

## Education at EMA

The Emergency Management Australia Institute is a Registered Training Organisation (4418) which conducts a range of activities designed to enhance Australia's capability to cope with disasters.

Activities conducted by the Institute include:

- Residential programs typically from 2 to 4 days in duration.
- Activities held in other locations by arrangement.
- Workshops and seminars
- Master Classes.

## Programs

### Scope:

EMA's scope of registration comprises qualifications and individual units of competency under the Australian Qualifications Framework (AQF). The AQF is the system that identifies the various levels of educational qualifications in Australia.

AQF qualifications are nationally recognised. Units of Competency can be embedded in one or more qualifications. Under the AQF, participants can progress through increasingly complex work and learning situations. AQF qualifications require the student to complete a range of tasks to demonstrate their level of competence with most tasks relating to tasks performed in the workplace.

Our courses are designed to provide you with access to experts in the field of study through our visiting lecturer scheme, and realistic exercises where appropriate.

### Dates and Locations:

For detailed information about the latest calendar of education programs and any changes to program details and information, please refer to the EMA website: [www.ema.gov.au](http://www.ema.gov.au) Courses without codes are run for professional development and are not aligned with AQF qualifications.

### **Qualifications EMA offers:**

**Advanced Diploma of Public Safety (Emergency Management) PUA60104** (see page 21)

### **Other units of competency:**

**Contribute to an emergency risk management process PUAEMR008B**

*For further information* about any of these qualifications or units of competency visit the National Training Information Service (NTIS) at [www.ntis.gov.au](http://www.ntis.gov.au) .

### **Accredited Short Courses:**

Course in Introduction to Emergency Management for Local Government 21580VIC

Course in Business Continuity Management 21689VIC

Course in Risk-Based Land Use Planning 21745VIC

#### **Please note:**

Accredited short courses are not aligned to the AQF, however nationally recognised Statements of Attainment can be issued so that they can be used towards Recognition of Prior Learning (RPL) (See Appendix E). Note: There is a fee for RPL.

### **Recognition of Prior Learning (RPL)**

#### **What is recognition of prior learning (RPL)?**

Recognition of Prior Learning acknowledges that people learn in many different ways and that learning may have been through a combination of work experience, education, training and/or life experiences.

#### **How do I to apply?**

To apply contact EMA on 03 5421 5100 to express your interest in applying. A candidate RPL kit will be sent to you, including the relevant information for the units of competency for which you are applying.

Your assessor, once appointed, will coach you through the process.

### **Professional Development Programs**

\* NOTE \* - Professional Development Programs are **not** aligned with competencies and do **not** have an assessment requirement.

Introduction to Emergency Risk Management  
Introduction to Emergency Management  
Senior Executives Program  
Emergency Coordination Centre Management  
Exercise Management  
Recovery Programs

# What our participants need to know

## Eligibility

EMA scheduled programs are aimed at building emergency management capability in Australian states and Territories. EMA's prerequisites are listed with each course.

Participants in EMA's programs must be familiar with emergency management concepts and principles and with State/Territory and Australian Government emergency management arrangements.

To help with this, EMA offers *Introduction to Emergency Management* and *Introduction to Emergency Risk Management* courses. These are one day courses and cover a range of topics. Visit the EMA website for further information.

## How to Enrol

**Australian Government** employees interested in attending EMA programs need to:

- Download an Australian Government nomination form from the EMA website
- Complete nomination form, forward it to EMA
- EMA will contact you on receipt.

**Private Sector** employees interested in attending programs need to:

- Download an private sector nomination form from the EMA website
- Complete nomination form, and forward it to EMA
- EMA will contact you on receipt.

**Volunteers & State and Territory employees** interested in attending programs need to:

- Download a State/Territory nomination form from the EMA website
- Forward to your State/Territory nominating authority (details page 12)
- If your State/Territory nominating authority approves your nomination, you will be contacted by EMA 4 weeks prior to commencement of the program

## **Assessment**

Nationally recognised EMA programs have an assessment component. For students needing to gain a Statement of Attainment for a unit of competency, assessments must be submitted within the required timeframe. Students must keep a copy of their assessment. (Assessments are to be submitted to: [assessmentofficer@ema.gov.au](mailto:assessmentofficer@ema.gov.au) )

## **Delivery Options**

Programs are delivered on-campus at the EMA Institute or by arrangement in other locations. The approach to assessment based teaching and learning at the EMA Institute involves on and off campus study, with participants offered support via phone and email.

## **Facilities**

The Institute has a full range of training facilities suitable for many types of activities. Single room accommodation for up to 48 persons is provided in the Carter Hall. Toilet and shower facilities are provided on a shared basis for each pair of rooms. Linen is supplied and a laundry facility is also available. Meals are provided in a modern open-plan dining room, and there are comfortable lounge and recreation areas which include tea and coffee making facilities, bar services, television, reading and indoor games such as billiards, table tennis and chess. There is a limited gym facility with a variety of 'workout' equipment. Outdoor recreational facilities include a tennis court, volleyball court, and, by local arrangement, participants have playing rights at specified times on the adjacent golf course. There are also many pleasant walks in the surrounding area.

## Contact Details

Enquiries about enrolling, prerequisites or program details should in the first instance be directed to your contact listed below or visit the EMA website: [www.ema.gov.au](http://www.ema.gov.au) .

### **Australian Government and Private Sector:**

Director  
Emergency Management Australia  
Mt. Macedon Road,  
Mt. Macedon VIC 3441  
Tel: 03 5421 5100  
Fax: 03 5421 5272

### **Australian Capital Territory**

Director,  
Emergency Coordination  
ACT Emergency Services Agency  
PO Box 104  
Curtin ACT 2605  
Ph: 02 6207 8223  
Fax: 02 6207 8723

### **New South Wales**

Training Manager  
State Emergency Management  
Level 12, 52 Phillip Street,  
Sydney NSW 2000  
Ph: 02 8247 5908  
Fax: 02 9252 9168

### **Northern Territory**

Director  
Northern Territory Emergency Services,  
PO Box 39764  
Winnellie NT 0821  
Ph: 08 8922 3639  
Fax: 08 8947 2162

### **Queensland**

Executive Manager  
Skills Development and Community Safety  
Community Safety and Training  
Emergency Management Queensland  
GPO Box 1425  
Brisbane QLD 4001  
Ph: (07) 3247 8499  
Fax: (07) 3247 8707

### **South Australia**

State EM Training Officer  
State Emergency Service Headquarters  
Level 10, 44 Waymouth Street  
Adelaide SA 5000  
Ph: 08 8463 7971  
Fax: 08 8410 3115

### **Tasmania**

Executive Director  
State Disaster Committee  
GPO Box 1290N  
Hobart TAS 7001  
Ph: 03 6230 2700  
Fax: 03 6234 9767

### **Victoria**

Nominations Officer  
VIC OESC Committee  
Level 23, 121 Exhibition Street  
Melbourne VIC 3000  
Ph: 03 8684 7939  
Fax: 03 8684 7956

### **Western Australia**

Executive Director,  
Emergency Management Services,  
Level 5, FESA House,  
480 Hay Street,  
Perth WA 6000  
Ph: 08 9323 9306  
Fax: 08 9323 9462

## How do EMA's programs fit into the Australian education and training environment?

The nationally recognised programs that EMA delivers fit within the vocational education and training and higher education sectors and include:

- Qualifications
- Units of competency
- Accredited short courses (see page 9)

The qualifications we issue are recognised under the Australian Qualifications Framework\* (AQF) and articulate into university courses.

\* The AQF aims to support consistency in qualification levels and facilitate life-long learning. It is managed by the AQF Advisory Board, which has representation from the schools, VET and Higher Education sectors.

## The Public Safety Training Package

The Public Safety Training Package is just one of over 70 training packages in the Vocational Education and Training sector. The Training Package was developed through a process of industry consultation and is nationally endorsed. It defines the knowledge and skills required to perform effectively in the workplace. The Training Package is currently being reviewed by Government Skills Australia.

## Qualifications – what am I eligible for?

Units of competency are packaged together into qualifications within a Training Package to provide industry benchmarks for designing and assessing the performance of people working in particular industries. Once you have completed a number of competencies and received your Statements of Attainment you can build up to a full qualification. The EMA Institute offers the *Advanced Diploma of Public Safety (Emergency Management)* qualification from the Public Safety Training Package within the Vocational Education and Training sector.

## Packaging/Pathways

The units of competency offered by the Institute can be used to facilitate the achievement of a number of qualifications in the Public Safety Training Package including the *Advanced Diploma of Public Safety (Emergency Management)*.

Further information on the packaging of units of competency to achieve a qualification please refer to the packaging rules. Details of the packaging rules that apply to the Public Safety Training Package can be found at [www.governmentskills.com.au](http://www.governmentskills.com.au) through the Public Safety links from the home page.

## Adding value to EMA education

The Planning Institute of Australia issues professional development points to members who successfully complete the Course in Risk-Based Land Use Planning 21745VIC.

## Professional Development

EMA runs a variety of professional development programs that do not align with AQF qualifications. These are listed on page 9.

A Senior Executive Program in Crisis Management is offered by invitation twice per year.

## **EMA Institute Code of Practice**

The Institute is a Registered Training Organisation (4418), committed to continuous improvement of its programs and services.

### **Provision of Education and Training**

Training needs are identified in consultation with State and Territory stakeholders.

Expressed training needs are assessed against national competency standards from the Public Safety and related Training Packages so that, wherever possible, training is consistent with the national training framework, enabling pathways for career/study progression in the Public Safety or other industries.

Competency based curriculum will be developed to meet training needs that do not align with any current national competency standards. The curricula will be nationally accredited through the Victorian Registration and Qualifications Authority.

All training and assessment conducted by the Institute complies with the Australian Quality Training Framework Essential Standards for Registered Training Organisations.

The Institute also offers professional development activities, giving people with emergency management responsibilities the opportunity to keep abreast of best practice in their field.

The Institute fosters a positive learning environment, which accommodates the cultural and learning needs of participants.

The Institute ensures that staff involved in training and assessment have appropriate vocational education and training competencies. Experienced, competent practitioners are selected to participate in and enhance the delivery of training programs.

### **Provision of information**

The Institute will supply accurate, relevant and current information to prospective participants. Before a course commences participants will receive information defining:

- competencies/learning outcomes to be achieved by participants
- assessment processes and requirements
- arrangements for the Recognition of Prior Learning
- the process for grievance, complaints or appeals
- arrangements for language and literacy support if required

### **Access and Equity**

The Institute seeks to provide training in an environment that is safe, fair and free from discrimination - the Course Manager is available to assist students if they consider they have been denied rightful access or subjected to discrimination.

The Institute seeks to comply with all relevant legislation applying to it, in particular the Commonwealth Sex Discrimination Act 1984, Racial Discrimination Act 1975, Disability Discrimination Act 1992, Commonwealth Privacy Act 1988 and Human Rights and Equal Opportunity Commission Act 1986 also relevant State legislation, in particular the Victorian Equal Opportunity Act 1995 and the Victorian Information Privacy Act 2000.

The Institute will deal with all complaints in a fair, constructive and timely manner.

The Institute will supply accurate, relevant and current information to prospective participants. Before a course commences, participants will be provided with a range of information concerning the Institute's educational processes.

### **Support Services**

Appropriate protection for the health, safety and welfare of participants will be provided by the Institute in compliance with the Attorney-General's Department requirements.

### **Complaints, Grievances and Appeals**

The Institute has procedures in place to ensure participants have access to fair and equitable processes for dealing with complaints and grievances and an avenue to appeal against decisions that affect their progress through the Institute's educational pathways.

### **Quality Assurance**

The Institute has systems in place to ensure quality training and assessment across all of its operations.

### **Continuous Improvement**

Institute programs and services are continually evaluated and improved to ensure they meet the needs of participants and industry.

### **Mutual Recognition**

The Institute recognises the qualifications and Statements of Attainment issued by any other Registered Training Organisation.

# Resources at EMA

## EMA Library

The Emergency Management Australia Library informs and supports the emergency management community by providing a national resource of specialist information and resources. EMA Library is located at the EMA Institute in Mount Macedon, Victoria, and provides an information service to all members of the emergency management community. This includes EMA staff, program participants, researchers, and the general public. EMA Library is an active member of *Australasian Libraries in the Emergency Sector (ALIES)*, a cooperative emergency management information network.

## The Library Collection

EMA Library is a unique resource in Australia as the collection covers the entire spectrum of emergency management issues. The Library aims to collect the most current material in the field of emergency management by actively sourcing Australian and International material. Journal articles relevant to emergency management are indexed on the library catalogue, with currently more than 18,000 journal article abstracts available on the database.

The Library collection is fully searchable via the online library catalogue and includes:

- 16,000 Books, Reports and Research papers
- 300 Journal titles
- 700 Videos, DVDs and CD-Roms
- A full range of EMA publications
- Australian and International Emergency Management plans
- Links to online documents where available

Subject areas in the Library collection include:

- Emergency management & planning
- Disaster response & recovery
- Risk management
- Natural hazards & disasters
- Technological hazards & disasters
- Psychology and sociology of disasters
- Disaster medicine
- Strategic management & leadership
- Land-use planning
- Business continuity management

## Information Services

The EMA Library team provides a range of reference and information services. Library staff can help you access library resources and emergency management information, or put you in touch with others who can provide additional information. The EMA Library website includes links to the library catalogue, subject guides and online resources, and you can request items or information online.

Listings of library resources on emergency management topics are available on the website, or can be prepared on request. EMA Library also provides regular listings of new journal articles and library resources. To be added to the email distribution list, please contact the library.

EMA Library is open to all members of the emergency management community and you can contact the library team to arrange a suitable time to visit.

## Membership and borrowing

Membership of EMA Library is free and available to all individuals interested in emergency management. You can request loans or copies of articles online via the library website, and items will be posted directly to you. All items apart from journals are available for loan within Australia, however journal articles can be photocopied and mailed or faxed to you for personal use. Items can be renewed by contacting the library.

Loan periods are:

5 weeks for Books & CD-Roms

3 weeks for DVDs and Videos

## EMA Library Contacts

**Website:** [www.ema.gov.au/library](http://www.ema.gov.au/library)

**Email:** [ema.library@ema.gov.au](mailto:ema.library@ema.gov.au)

**Phone:** 03 5421 5246

**Fax:** 03 5421 5273

### Location

EMA Library  
Emergency Management Australia  
601 Mount Macedon Road  
Mount Macedon Victoria 3441

### Opening Hours

8.30am to 5.00pm Monday to Thursday

8.30am to 4.00pm Friday

## School Education

The importance of school education in emergency management, particularly in risk reduction was recognised in the strategy Education 2000, which was an Australian contribution to the International Decade for Natural Disaster Reduction (1990-2000).

EMA believes that educating students in emergency management has the potential to contribute to a culture of preparedness in the community. Australian school students will become tomorrow's active citizens and we are obliged to assist them in preparing for a safer future. Education in emergency management is a way of achieving this. An important part of preparing students for the future is ensuring that the issues and concepts relevant to community safety are given the resource and curriculum support they need in Australian schools.

## School Education Resources

The Emergency Management for Schools website, located at [www.ema.gov.au/Schools](http://www.ema.gov.au/Schools), is a useful resource for students, teachers and the general public, including emergency management public education officers, education departments, volunteers and parents. It offers an extensive range of resources including:

- an image gallery,
- lesson plans,
- units of work,
- interactive learning object on emergency risk management,
- web requests,
- a culturally inclusive emergency management schools resource,
- disaster investigation area,
- activity ideas,
- teaching resources and
- links to other organisations.

Additionally, EMA's Disaster Awareness and Education Resource Kit including a disaster education CD ROM is available free of charge. Please contact [ema@ema.gov.au](mailto:ema@ema.gov.au) with the subject line of "Disaster Awareness & Education Resource Kit".

## EMA Publications Online

EMA provides a number of publications that are freely available for download from the EMA website. These include The Australian Emergency Manual series, which is recognised nationally as providing best practice guidelines to the emergency management industry. A selection of community awareness publications relating to natural hazards is also available. These publications are a valuable resource for students as well as providing useful information to the general community.

## Australian Journal of Emergency Management

The Australian Journal of Emergency Management (AJEM) is the official journal of Emergency Management Australia. The purpose of the journal is to build capacity in the emergency management industry in Australia. It provides access to information and knowledge for an active emergency management research community and practitioners of emergency management. The journal is published quarterly. It is available to individuals or organisations throughout Australia and internationally. The journal can be accessed electronically in full text via the EMA website.

To be included on the **mailing list** for the AJEM or more information any EMA publications visit [www.ema.gov.au](http://www.ema.gov.au) and follow the publications link.

**Contributions** to the AJEM are encouraged from the emergency management sector. For further details please contact the Editor ([ajem@ema.gov.au](mailto:ajem@ema.gov.au)).

# Course Guide

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## ***Advanced Diploma of Public Safety (Emergency Management)***

### ***PUA60104***

Most units of competency offered by EMA are units within the Advanced Diploma of Public Safety (Emergency Management). These are marked as core or elective units in the course guide.

### **Alternative Pathways to the qualification**

Through previous training in emergency management or other public safety sectors you may have completed some of the units included in the *Advanced Diploma* qualification. If so, the qualification may be gained without completing all the units being delivered in EMA's *Advanced Diploma* program (see page 23 for customisation rules). Page 22 details the units of competency required for the qualification and Page 9 \*\* outlines the recognition of prior learning process.

### **Assessment and Certification**

Participants will be required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants are required to successfully **complete all assessment tasks** for each unit in order to be awarded the Advanced Diploma of Public Safety (Emergency Management).

### **Prerequisites**

In order to successfully complete this program, participants should have a sound working knowledge of the State/Territory emergency management arrangements and the role their particular agency would play in a major emergency. In addition, attendance at a State/Territory or EMA Introduction to Emergency Risk Management program will enable participants to fully participate in the course.

### **Pathways**

Page 22 lists the competency units (core and elective), which can be used to gain the *Advanced Diploma of Public Safety (Emergency Management)* qualification. These units can also count towards other qualifications.

This unit may also be included in other qualifications in the Public Safety Training Package and the Training Packages/ qualifications of other industries. Customisation rules are listed on page 23.

### **Nominations/Applications**

The EMA website [www.ema.gov.au/education](http://www.ema.gov.au/education) has more information about applying.

**PUA60104 Advanced Diploma of Public Safety (Emergency Management)**  
**Qualification Requirement: 11 units**

**All 6 core units plus 5 elective units**

| <b>Code</b>  | <b>Core Units</b>  |
|--------------|--|
| PUACOM007B*  | Liaise with other organisations  |
| PUAEMR009B*  | Facilitate emergency risk management   |
| PUAEMR010B*  | Undertake emergency planning   |
| PUAEMR012B*  | Determine treatment options  |
| PUAMAN005B*  | Manage projects  |
| PUATEA003B*  | Lead, manage and develop teams   |
| <b>Code</b>  | <b>Elective Units</b>  |
| PUACOM004B   | Manage organisational communication strategies                               |
| PUACOM008B   | Develop and organise public safety awareness programs                        |
| PUACOM009B*  | Manage media requirements at major incident                                  |
| PUACOM010B*  | Promote the organisation's mission and services                              |
| PUAEMR005B*  | Design and manage activities which exercise elements of emergency management |
| PUAEMR013B   | Facilitate treatment strategy development and implementation                 |
| PUAEMR014A   | Deliver recovery services  |
| PUAEMR015A   | Establish and manage a recovery centre                                       |
| PUAEMR016A   | Facilitate community involvement in recovery                                 |
| PUAEMR017A*  | Manage recovery functions and services                                       |
| PUAFIR509B   | Implement prevention strategies  |
| PUALAW004B   | Represent the organisation in a judicial or quasi-judicial setting           |
| PUAMAN001B   | Manage the organisation's public safety responsibilities                     |
| PUAMAN003B   | Manage human resources   |
| PUAMAN007B   | Manage financial resources   |
| PUAMAN008B   | Manage physical resources  |
| PUAOHS004B   | Establish and maintain the occupational health and safety system             |
| PUAOPE001B   | Supervise response   |
| PUAOPE006B   | Control multi-agency emergency situations                                    |
| PUAOPE007B   | Command agency personnel within a multi-agency emergency response            |
| PUAOPE008B*  | Coordinate resources within a multi-agency emergency response                |
| PUAPRO001B*  | Promote a learning environment in the workplace                              |
| PUAPRS20529B | Manage marketing requirements  |

Source: Public Safety Training Package version 6

\* Denotes programs conducted by EMA

## Customisation of Qualifications

An industry wide qualification and/or sector specific qualification can be attained from Certificate II to Advanced Diploma provided a person has demonstrated competence in the type and number of units specified in each qualification for a given AQF level. The contents of the qualifications in the Public Safety Training Package have been developed to address the requirements of both the industry and the sectors.

To provide the flexibility required to enable Public Safety organisations to customise qualifications to enable the needs of the individual organisation to be met, qualifications may be customised in the following manner:

- may include a maximum of one additional elective unit from a lower AQF level.
- may include no more than four additional elective units from a higher AQF level.
- may include as elective units up to two agency-specific units, instead of industry-wide units at each AQF level, provided that the agency-specific units substituted have been endorsed by the National Training Framework Committee (NTFC) and have been granted equivalence by the GSA Public Safety Industry Advisory Committee.
- may include as elective units up to two units from other endorsed Training Packages.

Please note:

No units may be substituted or deleted from the core units of competency specified within the Public Safety Training Package qualifications.

Individual agencies may determine that elective units are compulsory for personnel working within their organisation.

Customisation of qualifications should be advised to the GSA Public Safety Industry Advisory Committee to verify that any customisation maintains the integrity of the original qualification and to maintain accurate information of qualifications available to the industry.

The advice on customisation of qualifications only applies to qualifications that have used a core and elective model in the packaging arrangements for the qualification.

Source: Public Safety Training Package version 6

## **Co-ordinate resources within a multi-agency emergency response PUAOPE008B**

*Advanced Diploma of Public Safety (Emergency Management) elective*

This program is designed to support the achievement of the national industry competency standard *PUAOPE008B* and is delivered at EMA in conjunction with *PUACOM009B Manage media requirements at major incident over 4 days*. It introduces participants to the concepts, principles and strategies for effective, efficient and economical operation of an emergency co-ordination centre.

To aid transfer of learning, each delivery of this program will simulate a particular workplace context. While the context may vary, successful completion of the program will result in the competence to co-ordinate resources within a multi-agency response.

### **Who should participate?**

Personnel who have a role to play in an emergency coordination centre.

It is suggested that people involved in the following job roles would benefit from this program: local/regional emergency coordinators, emergency services coordinators (police, SES, fire, ambulance), State & Local Government officers who are members of Committees and would play a role in Emergency/Counter Disaster Coordination Centres, safety managers in organisations, medical professionals, liaison officers in public safety and private organisations such as utilities.

### **Unit Descriptor**

The unit *PUAOPE008B: Coordinate resources within a multi-agency emergency response* covers the competency to bring together organisations and other resources to support an emergency management response.

Co-ordination is defined as the bringing together of organisations and other resources to support an emergency management response. It involves the systematic acquisition and application of resources (organisational, human and equipment) in an emergency situation.

### **Content**

1. Commence co-ordination
2. Establish and maintain a co-ordination network
3. Manage resource requirements in accordance with control requirements
4. Conclude co-ordination activities
5. Review co-ordination

### **Assessment and Certification**

An activity will be set for all participants, which must be completed prior to commencement.

Participants will be required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

In order to successfully complete this program, participants should have a sound working knowledge of the State/Territory emergency management arrangements and the role their particular agency would play in a major emergency. In addition, attendance at a State/Territory or EMA *Introduction to Emergency Management* program will enable participants to fully participate in the course.

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

This unit may also be included in other qualifications in the Public Safety Training Package and the Training Packages/qualifications of other industries.

## ***Design and manage activities which exercise elements of emergency management PUAEMR005B***

*Advanced Diploma of Public Safety (Emergency Management) elective*

This program is designed to support achievement of the national industry competency standard *PUAEMR005B* and maybe delivered in conjunction with *PUAPRO001B Promote a learning environment in the workplace* over 4 days. It assists participants to develop the knowledge and skills to design and manage activities which exercise elements of emergency management.

### **Who should participate?**

Emergency service / emergency management personnel who may be involved to a significant degree in the design and conduct of emergency management exercises.

It is suggested that people involved in the following job roles would benefit from this program: Middle level management officers in the emergency management industry who carry out any type of simulations including rehearsals, drills or exercises - either in discussion, part deployment or full deployment formats.

### **Unit Descriptor**

The unit *PUAEMR005B: Design and manage activities which exercise elements of emergency management* covers the competency to design and manage activities which exercise elements of emergency management. Exercising is a key part of emergency management. Exercises may be used to train people, to test planning processes, to identify weaknesses and a variety of other reasons. The design and conduct of an exercise is a systematic process involving planning, documenting, conducting and evaluating.

### **Content**

1. Determine objectives (for an emergency management exercise)
2. Design an exercise
3. Manage an exercise
4. Evaluate the outcomes of an emergency management exercise

### **Assessment and Certification**

Pre-course reading will be set for all participants, which must be completed prior to commencement.

Participants will be required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

In order to successfully complete this program, participants should have a sound working knowledge of the State/Territory emergency management arrangements and the role their particular agency would play in a major emergency. In addition, attendance at a State/Territory or EMA *Introduction to Emergency Management* program will enable participants to fully participate in the course.

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

This unit may also be included in other qualifications in the Public Safety Training Package and the Training Packages/ qualifications of other industries.

## **Determine treatment options PUAEMR012B**

*Advanced Diploma of Public Safety (Emergency Management) core*

This unit is delivered in conjunction with *PUAEMR009B Facilitate emergency risk assessment* over 4 days.

The emergency risk management process used will be developed in close cooperation with the community and consistent with the Standard AS/NZS 4360.

### **Who should participate?**

This program is designed for people who will investigate options for treatment of risk in a community.

People involved in the following job roles have benefited from this program: Local/Regional emergency risk management facilitators, regional/district emergency management officers, local government emergency management coordinators/planners, emergency service planners, health professionals, community workers, safety managers in organisations (eg utilities, event managers), professionals likely to be involved at some stage in the ERM planning committee to advise: town planners, engineers, sociologist, social researchers, etc.

### **Unit Descriptor**

The unit *PUAEMR012B* covers the competency required to determine a range of treatment options to improve the robustness of systems and resilience of communities for a given set of emergency risks. Treatment options include avoidance, transfer and acceptance of risk.

The emergency risk management process used will be developed in close cooperation with the community and consistent with the Risk Management Standards AS/NZS 4360.

### **Content**

1. Establish the project and working group
2. Confirm risks to be considered
3. Identify possible treatment options
4. Determine feasible treatment options
5. Recommend preferred treatment options for each risk.
6. Promote ongoing commitment and ownership for the process and outcomes
7. Monitor and review the process and outcomes

### **Assessment and Certification**

An activity will be set for all participants, which must be completed prior to commencement.

Participants are required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

Participants must have either completed the Introduction to Emergency Risk Management or *Introduction to Emergency Management for Local Government*.

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

These units may also be included in other qualifications in the Public Safety Training Package and the Training Packages/qualifications of other industries.

## **Facilitate emergency risk assessment PUAEMR009B**

*Advanced Diploma of Public Safety (Emergency Management) core*

Focussing on the practice of emergency risk management within communities, this program builds on the course in Introduction to Emergency Risk Management to assist participants to develop the competencies to facilitate emergency risk management with the community consistent with the Risk Management Standard AS/NZS 4360.

There is a strong focus on aspects of facilitation which can lead to successful outcomes for the Emergency Risk Management process. In this program, therefore, there is considerable emphasis on practising decision making, problem solving and effectively working with others to achieve outcomes in a community context.

### **Who should participate?**

This program is designed for people who will facilitate the emergency risk management process with a community.

People involved in the following job roles have benefited from this program: Local/Regional emergency risk management facilitators, regional/district emergency management officers, local government emergency management coordinators/planners, emergency service planners, health professionals, community workers, safety managers in organisations (eg utilities, event managers), professionals likely to be involved at some stage in the ERM planning committee to advise: town planners, engineers, sociologist, social researchers, etc.

### **Unit Descriptor**

This unit *PUAEMR009B* covers the competencies required to develop an agreed list of prioritised risks using an emergency risk management process developed in close cooperation with the community and consistent with the Risk Management Standard AS/NZS 4360.

The emergency risk management process used will be developed in close cooperation with the community and consistent with the Risk Management Standards AS/NZS 4360.

### **Content**

1. Identify, define and engage the community
2. Develop context and risk evaluation criteria
3. Identify and analyse risks
4. Evaluate risks
5. Promote ongoing commitment and ownership for the process and outcomes
6. Monitor and review the process and outcomes

### **Assessment and Certification**

An activity will be set for all participants, which must be completed prior to commencement.

Participants are required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

Participants must have either completed the Introduction to Emergency Risk Management or *Introduction to Emergency Management for Local Government*.

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

These units may also be included in other qualifications in the Public Safety Training Package and the Training Packages/qualifications of other industries.

## **Lead, manage and develop teams PUATEA003B**

*Advanced Diploma of Public Safety (Emergency Management) elective*

Focussing on developing effective working relationships, this course will help you achieve organisational objectives through managing and developing individuals and teams. This unit is delivered by distance education.

### **Who should participate?**

It is suggested that people involved in the following job roles would benefit from this program: local/regional emergency coordinators, emergency services coordinators (police, SES, fire, ambulance), State & Local Government officers who are members of Committees and would play a role in Emergency/Counter Disaster Coordination Centres, safety managers in organisations, medical professionals, liaison officers in public safety and private organisations such as utilities.

### **Unit Descriptor**

This unit covers competency in achieving organisational objectives and effective working relationships through managing and developing individuals and teams.

### **Content**

1. Develop and maintain a team
2. Communicate objectives and required standards
3. Manage and improve performance of teams and individuals
4. Support and participate in development activities
5. Provide leadership to individuals and teams
6. Manage difficulties to achieve positive outcomes
7. Create and maintain conditions for productive work

### **Assessment and Certification**

Participants will be required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

Nil

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

This unit may also be included in other qualifications in the Public Safety Training Package and the Training Packages/qualifications of other industries.

## ***Liaise with other organisations PUACOM007B***

*Advanced Diploma of Public Safety (Emergency Management) core*

This Program is designed to support the achievement of the national industry competency standard *PUACOM007B* and is run in conjunction with *PUACOM010B Promote the organisation's mission and services* over 4 days.

The Program is highly interactive and offers a showcase function specifically to enable you to share with colleagues your successful Liaise and Promote strategies.

### **Who should participate?**

This program is designed for people whose emergency management role includes liaison and promotion of their agency and the building of networks with other agencies and communities.

It is suggested that people involved in the following job roles would benefit from this program: local/regional emergency coordinators, emergency services coordinators (police, SES, fire, ambulance), State & Local Government officers who are members of Committees and would play a role in Emergency/Counter Disaster Coordination Centres, safety managers in organisations, medical professionals, liaison officers in public safety and private organisations such as utilities.

### **Unit Descriptor**

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

### **Content**

1. Establish networks and relationships
2. Communicate and interact with other organisations

### **Assessment and Certification**

An activity will be set for all participants, which must be completed prior to commencement.

Participants will be required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

Nil

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

This unit may also be included in other qualifications in the Public Safety Training Package and the Training Packages/qualifications of other industries.

## **Manage media requirements at major incident PUACOM009B**

*Advanced Diploma of Public Safety (Emergency Management) elective*

This program is designed to support the achievement of the national industry competency standard *PUACOM009B* and is delivered in conjunction with *PUAOPE008B Coordinate resources within a multi-agency emergency response* over 4 days. It introduces participants to the management of media requirements during a major incident.

### **Who should participate?**

Personnel who may be asked to prepare or contribute to a media strategy or provide information at major incidents would benefit from this course.

It is suggested that people involved in the following job roles would benefit from this program: local/regional emergency coordinators, emergency services coordinators (police, SES, fire, ambulance), State & Local Government officers who are members of Committees and would play a role in Emergency/Counter Disaster Coordination Centres, safety managers in organisations, medical professionals, liaison officers in public safety and private organisations such as utilities.

### **Unit Descriptor**

The unit *PUACOM009B: Manage media requirements at major incident* covers the development of a media strategy and the management of the media and provision of information for a major incident.

### **Content**

1. Assess scene and organisation requirements
2. Develop media strategy
3. Provide information to the media
4. Promote the organisation via the media

### **Assessment and Certification**

An activity will be set for all participants, which must be completed prior to commencement.

Participants will be required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

In order to successfully complete this program, participants should have a sound working knowledge of the State/Territory emergency management arrangements and the role their particular agency would play in a major emergency. In addition, attendance at a State/Territory or EMA *Introduction to Emergency Management* program will enable participants to fully participate in the course.

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

This unit may also be included in other qualifications in the Public Safety Training Package and the Training Packages/qualifications of other industries.

## **Manage Projects PUAMAN005B**

*Advanced Diploma of Public Safety (Emergency Management) core*

The aim of this program is to enable people to learn the process of managing and evaluating projects. This program is offered by distance learning.

### **Who should participate?**

It is suggested that people involved in the following job roles would benefit from this program: local/regional emergency coordinators, emergency services coordinators (police, SES, fire, ambulance), State & Local Government officers who are members of Committees and would play a role in Emergency/Counter Disaster Coordination Centres, safety managers in organisations, medical professionals, liaison officers in public safety and private organisations such as utilities.

### **Unit Descriptor**

This unit covers the competency to manage and evaluate projects.

### **Content**

1. Identify project scope
2. Acquire project resources
3. Manage project activities
4. Finalise project and evaluate and report on activities

### **Assessment and Certification**

Participants will be required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

Nil

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

This unit may also be included in other qualifications in the Public Safety Training Package and the Training Packages/qualifications of other industries.

## **Manage recovery functions and services PUAEMR017A**

*Advanced Diploma of Public Safety (Emergency Management) elective*

This program provides a detailed consideration of recovery planning and management. Targeted at individuals with a key management role it addresses strategic approaches to recovery before and after disasters.

The planning aspect deals with a number of key issues, including;

- The broad community and emergency management context in which recovery planning is undertaken.
- Planning processes and techniques, including identification and engagement of key stakeholders.
- Ongoing update and maintenance of recovery management arrangements through a variety of strategic educational and promotional activities.

The management component explores a variety of key issues for management of recovery once an event occurs, including:

- The political and community context in which recovery will take place.
- A variety of resource issues, including the importance of effective human resource provision and management.

Consideration is also given to further development of recovery policy through lessons learnt in both planning and management experience.

### **Who should participate?**

It is suggested that people involved in the following job roles would benefit from this program: Recovery Managers & Agency Liaison Officers; Team Leaders & Coordinators at centres; long-term Community Development Workers.

Job roles include those dealing with the community & psychosocial, infrastructure, economics & finance, and environmental aspects of recovery management.

### **Unit Descriptor**

This unit covers the competency 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.

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.

### **Content**

1. Obtain, analyse and share information on the impact of emergency
2. Plan the delivery of recovery functions and services
3. Coordinate the delivery of recovery functions and services
4. Evaluate the delivery of recovery functions and services

### **Assessment and Certification**

Participants will be required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

Nil

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

This unit may also be included in other qualifications in the Public Safety Training Package and the Training Packages/qualifications of other industries.

## **Promote a learning environment in the workplace PUAPRO001B**

*Advanced Diploma of Public Safety (Emergency Management) elective*

This program is designed to support the achievement of the national industry competency standard *PUAPRO001B* and maybe run in conjunction with *PUAEMR005B Design and manage activities which exercise elements of emergency management* over 4 days. It assists participants to develop the knowledge and skills to promote a learning environment in the workplace.

### **Who should participate?**

Emergency service / emergency management personnel who may be involved in integrating individual and organisational objectives would benefit from this course.

It is suggested that people involved in the following job roles would benefit from this program: Middle level management officers in the emergency management industry who carry out any type of simulations including rehearsals, drills or exercises - either in discussion, part deployment or full deployment formats.

### **Unit Descriptor**

The unit *PUAPRO001B: Promote a learning environment in the workplace* covers the competency to promote a workplace learning environment in which work and learning are integrated to support the achievement of individual and organisation objectives.

### **Content**

1. Create learning opportunities
2. Facilitate and promote learning
3. Monitor and improve learning effectiveness

### **Assessment and Certification**

Pre-course reading will be set for all participants, which must be completed prior to commencement.

Participants will be required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

In order to successfully complete this program, participants should have a sound working knowledge of the State/Territory emergency management arrangements and the role their particular agency would play in a major emergency. In addition, attendance at a State/Territory or EMA *Introduction to Emergency Management* program will enable participants to fully participate in the course.

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

This unit may also be included in other qualifications in the Public Safety Training Package and the Training Packages/ qualifications of other industries.

## **Promote the organisation's mission and services PUACOM010B**

*Advanced Diploma of Public Safety (Emergency Management) elective*

This Program is designed to support the achievement of the national industry competency standard *PUACOM010B* and is run in conjunction with *PUACOM007B Liaise with other organisations* over 4 days.

The Program is highly interactive and offers a showcase function specifically to enable you to share with colleagues your successful Liaise and Promote strategies.

### **Who should participate?**

This program is designed for people whose emergency management role includes liaison and promotion of their agency and the building of networks with other agencies and communities.

### **Unit Descriptor**

This unit covers the competencies to develop and build networks which facilitate the promotion and representation of the organisation.

### **Content**

1. Establishing networks and relationships
2. Communicate & interact with other organisations
3. Building networks and develop working relationships
4. Represent the organisation

This module is highly interactive and offers a showcase function specifically to enable you to share with colleagues your successful Liaise & Promote strategies.

### **Assessment and Certification**

Participants will produce a range of evidence to demonstrate competence and may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants are required to successfully complete all assessment tasks to be awarded a Statement of Attainment.

### **Prerequisites**

In order to successfully complete this program, participants should have a sound working knowledge of the State/Territory emergency management arrangements and the role their particular agency would play in a major emergency. In addition, attendance at a State/Territory or EMA *Introduction to Emergency Management* program will enable participants to fully participate in the course.

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

## **Undertake emergency planning PUAEMR010B**

*Advanced Diploma of Public Safety (Emergency Management) core*

This program is designed to support the achievement of the national industry competency standard *PUAEMR010B Undertake emergency planning*. The unit covers the competency required to collaboratively develop new/revised emergency plans. It is delivered over 4 days.

To aid transfer of learning, each delivery of this program will simulate a particular workplace context. While the context may vary, successful completion of the program will result in the competence to undertake emergency planning in a range of contexts.

### **Who should participate?**

Personnel required to collaboratively develop emergency plans.

It is suggested that people involved in the following job roles would benefit from this program: local government planners, disasters and major events planning officers, emergency services station/district/regional officers (police, SES, fire, ambulance), emergency management officers, health service/hospital emergency and disaster planner/facilitator, community workers, safety managers in organisations, members of planning committees at all levels, persons with a role in an ECC.

### **Unit Descriptor**

The unit covers the competency required to collaboratively develop new/revise emergency plans by organisations such as: local government, emergency services or government agencies and departments; event organisers; managers of utilities, critical infrastructure or high occupancy buildings; and service providers

The unit recognises that emergency planning requires processes and outcomes to be regularly checked, tested, revised and updated as conditions change. Planning is also seen as an important way of building the resilience of organisations and communities through their active involvement in the process.

### **Content**

1. Establish the planning context and framework
2. Develop agreed planning processes and methodology
3. Undertake research and analysis
4. Develop/refine planning outcomes
5. Document the planning outcomes
6. Validate and implement planning outcomes
7. Monitor and review the planning process and outcomes.

### **Assessment and Certification**

Participants are required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

In order to successfully complete this program, participants should have a sound working knowledge of the State/Territory emergency management arrangements and the role their particular agency would play in a major emergency. In addition, attendance at a State/Territory or EMA *Introduction to Emergency Management* program will enable participants to fully participate in the course.

### **Pathways**

This unit of competency is included in the Advanced Diploma of Public Safety (Emergency Management) as listed on Page 22.

This unit may also be included in other qualifications in the Public Safety Training Package and the Training Packages/ qualifications of other industries.

## Contribute to an emergency risk management process PUAEMR008B

(4 days)

Focussing on the practice of emergency risk management within communities, this program builds on the *Introduction to Emergency Risk Management* program, assisting participants to develop the competence to contribute to the emergency risk process consistent with the Risk Management Standard AS/NZS 4360.

### Who should participate?

This program is designed for people who will be participating in the consideration of risks to a local/regional community that require whole-of-community or multi-organisational attention.

The focus of the program is on understanding the ERM process to enable effective contribution.

It is suggested that people involved in the following job roles would benefit from this program: Local/Regional emergency risk management officers, district emergency management officers, emergency management response co-ordinators, local government emergency management coordinators/planners, emergency service planners, health professionals, community workers, workers in essential services industries, active volunteers: Salvation Army, Red Cross, emergency services, etc.

### Unit Descriptor

This unit covers the competency required to participate in the consideration of risks to local/regional community safety that require whole-of-community or multi-organisation attention. The emergency risk management process used will be developed in close cooperation with the community and consistent with the Risk Management Standard AS/NZS 4360.

### Content

1. Clarify the community context
2. Develop a sustainable emergency risk management methodology
3. Develop risk statements and treatment options
4. Promote ownership for the process and outcomes
5. Work co-operatively with other participants and stakeholders

### Assessment and Certification

Participants are required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### Prerequisite

Participants must have either completed the *Introduction to Emergency Risk Management* or *Introduction to Emergency Management for Local Government*.

### Pathways

This unit of competency is included in qualifications in the Public Safety Training Package and Training Packages/ qualifications of other industries.

## Course in Business Continuity Management 21689VIC

(4 days)

Major disruptions arise from both dramatic crises and from the escalation of routine management failures within an organisation.

This has been seen in events such as system failures (eg. The Longford Gas explosion, the Auckland power failure, and the Sydney water crisis), natural hazards (eg. Bushfires, floods and cyclones), and business or organizational mismanagement and poor decision making. Organizational failure has the potential to cause significant disruption to critical services and threaten both the economy and quality of life in Australia.

The main processes for managing these risks are emergency risk management and business continuity. This Business continuity program is designed to ensure the effective integration of business continuity management into the organisation's assurance and governance arrangements, consistent with Australian Standards publications A Practitioner's Guide to Business Continuity Management HB292-2006 and Risk Management AS/NZS 4360.

This course covers the competency required to manage programs that develop, implement, review, and maintain business continuity for minimising disruption and achieving critical objectives following an emergency/disruptive event. It incorporates planning and preparedness activities before an event, and response and recovery activities.

### Who should participate?

It is suggested that people involved in the following job roles would benefit from this program: Business Resilience Managers, Risk Managers, Security Strategy Managers, Business Continuity Managers and Crisis Managers and those responsible for the management of an organisation's business continuity program.

### Unit Descriptor

This course covers business continuity management concepts and principles and the relationship between business continuity, emergency management and risk management. The program stresses a strategic perspective with high level communication and liaison requirements.

### Content

1. Developing and ensuring implementation of an organisational business continuity strategy.
2. Conducting exercises for the management/executive team to test and validate business continuity management arrangements, identify improvement opportunities and integrate the lessons learnt into the organisation's policies, procedures and quality assurance arrangements.
3. The integration of business continuity management risk management, emergency management and quality assurance to ensure the organisation can continue to meet business objectives and maintain appropriate governance.
4. An overview of the principles of organisational recovery and an introduction to the suite of EMA recovery programs which can be customised for specific business context.

### Assessment and Certification

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### Prerequisite

Participants must have either completed the Introduction to Emergency Risk Management or *Introduction to Emergency Management for Local Government*.

### Pathways

The knowledge and skills learned through this program may be used to contribute to recognition of prior learning.

## **Course in Introduction to Emergency Management for Local Government 21580VIC**

(3 days)

This program is designed to support the achievement of the accredited short course *Introduction to emergency management for local government 21580VIC*. This program has been designed to introduce leaders, employees and elected officials in local government (LG) to some of the range of issues and experiences faced by local governments when dealing with emergency management.

Local government is a key player in emergency management. In addition to supporting its community to recover from emergencies, local government has an important role in planning and preparing for emergencies and in undertaking activities to mitigate the effects of emergencies. Along with their broad range of responsibilities, local governments across Australia are attempting to incorporate emergency management activities into their core business. Local government personnel therefore require an understanding of emergency management principles and practices.

### **Who should participate?**

People working in local governments throughout Australia. In particular people working in functional and service delivery roles in local government, who might have either formal emergency management responsibilities, or be involved in some aspect of emergency management in its broadest sense and, key leaders in local government, in particular, senior management and elected members.

EMA encourages the involvement of a broad cross-section of local government personnel.

It is suggested that people involved in the following job roles would benefit from this program: LG infrastructure recovery coordinators, LG fire control officers, members/chair municipal emergency management committee, LG assistance coordinators, LG survey and rescue team coordinators, risk management officers, infection control co-ordinators, LG engineers, LG health and community service officers, elected members, CEO's and Mayors.

### **Unit Descriptor**

This unit of competency covers the process of establishing the context of emergency management in local government. It provides a general introduction to a range of emergency management issues including: the role of government, understanding the community, identifying risk treatments local governments can be involved in implementing; and the need to integrate emergency management into local government policy and practice.

### **Content**

1. Identify the role of government in emergency management
2. Explain the role of the community in the emergency management context
3. Evaluate emergency management strategies for local government

### **Assessment and Certification**

Participants will be required to collect a range of evidence to demonstrate competence. These may include workplace documents, third party reports, on-campus simulations and activities, interview and short work-based projects.

Participants will be required to successfully complete all assessment tasks in order to be awarded a Statement of Attainment.

### **Prerequisite**

Nil

### **Pathways**

The knowledge and skills learned through this program may be used to contribute to recognition of prior learning.

This course is a prerequisite for subsequent Emergency Risk Management programs offered by EMA.

**NOTE: From 1 July 2009 this course will be run as professional development – there will be no accreditation**

## **Course in Risk-Based Land Use Planning 21745VIC**

(4 days)

This program is designed to support the achievement of the accredited short course Risk-Based Land Use Planning.

The appropriate use of land is an enormously effective way of reducing the impact of hazards on communities. This Program assists participants to develop a risk management approach to dealing with natural hazards and land use planning. Key areas covered in the course include:

- Interpreting and considering how the impact of natural hazards can be incorporated into land use planning decision-making;
- Undertake and present land-use planning activities within a risk management framework; and,
- Review policy and impacts of risk on land-use planning.

### **Who should participate?**

Land Use Planners who work primarily for, or with, Local Government, State and/or Territory Government, Australian Government (including EMA), officers from referral agencies, and EM officers with an interest in Risk-Based Land Use Planning.

### **Unit Descriptor**

This unit of competency provides the knowledge and skills to apply the risk management framework to land use planning activities, taking natural hazard risk into consideration.

### **Content**

On completion of this program participants should be able to:

1. mitigate risk through land-use planning
2. apply the risk management framework to land-use planning activities; and,
3. review policy and implementation outcomes.

### **Assessment and Certification**

Participants will be required to successfully complete assessment tasks in order to receive a nationally recognised Statement of Attainment.

### **Prerequisite**

Nil

### **Pathways**

The knowledge and skills learned through this program may be used to contribute to recognition of prior learning.

This short course attracts Planning Institute of Australia Continuing Professional Development points.

PIA logo

## Professional Development Programs

\* NOTE \* - Professional Development Programs are **not** aligned with competencies and do **not** have an assessment requirement.

### **Introduction to Emergency Risk Management (1 day)**

*Introduction to Emergency Risk Management* is a program which introduces the basic concepts of ERM at an introductory level. This is a **prerequisite** for other EMA risk based courses. The program will introduce the concept of risk and the method used to manage emergency level risk in a community environment. It will also give you an opportunity to explore and consider some of the many aspects of what can go wrong and what it might impact. Focussing on the practice of emergency risk management within communities, this program provides an introduction to the key concepts and processes associated with emergency risk management consistent with the Risk Management Standard AS/NZS 4360.

### **Introduction to Emergency Management (1 day)**

This program is designed to develop a basic understanding of emergency management issues. When an emergency or disaster occurs in Australia, it affects local communities. Involving a community in its own planning, preparedness, and recovery is key to building its resilience. Responding to a particular disaster event needs to happen in a way that is consistent with local culture. This program introduces participants to the concepts & principles of emergency management, and how they are implemented by communities, governments & volunteer organisations.

### **Senior Executives Program (2 ½ days)**

The SEP provides the opportunity for senior executives to jointly explore the challenges associated with strategic crisis and emergency management during a catastrophic disaster. The program involves a variety of scenario based decision making activities, presentations, and analytical discussions, focusing on political, economic and logistical pressures from a high consequence emergency event. The program provides a valuable opportunity for the senior executive service to establish and extend networks across levels of government, jurisdictions and agencies.

### **Emergency Coordination Centre Management (3 days)**

The Emergency Coordination Centre Management program is designed for people who may be required to work in a coordination centre. The program covers roles and responsibilities, obtaining the best from your human resources, interagency coordination and communication, the development of a holistic picture of the emergency through information gathering, synthesizing, and utilisation. The program encapsulates the need for a strategic focus in planning, coordination and the resource issues surrounding this.

### **Exercise Management (3 days)**

The Exercise Management program is designed for those people who need to conduct an exercise. Program participants will explore the process starting with a needs analysis of the organisations requirements. This enables the development of a testing mechanism based on requirement and within organisational parameters. Topics include; why exercise?; who should be invited?; aims and objectives; writing/developing and coordinating the exercise; roles and responsibilities; the conduct of the process of evaluation; and, analysis of results to frame further organisational needs.

## **Recovery Management Programs**

Recovery management is the coordinated process of supporting disaster-affected communities in the reconstruction of the physical infrastructure and the restoration of emotional, social, economic and physical wellbeing. Recovery can provide an opportunity to improve these aspects beyond previous conditions, by enhancing social and natural environments, infrastructure and economies – contributing to a more resilient community. Disaster recovery is part of emergency management, which includes the broader components of prevention, preparedness and response. Planning for recovery is integral to emergency preparation and mitigation actions may often be initiated as part of recovery.

The Recovery Management programs offered by the EMA Institute explore current recovery management principles, practices and ideas, enabling understandings of the complex and ever changing environment in which recovery manager's work.

### **Who should participate in these programs?**

The programs below are structured to provide for participants from throughout the emergency management industry, particularly senior and middle level managers.

### **Course content**

The Recovery Management Programs encompass the National Recovery Management Principles:

Successful recovery relies on understanding the context, recognising complexity, using community-led approaches, ensuring coordination of all activities, employing effective communication; and acknowledging and building capacity.

The programs offered by the EMA Institute are:

#### **Introduction to Recovery Management (2 days)**

This program provides a broad overview of disaster recovery, emphasising key principles and concepts which underpin all aspects of recovery planning, management and service delivery. A number of key themes, which are an integral part of all aspects of the recovery process will be identified and discussed. These include: the post disaster community context in which recovery activity is undertaken, the importance of a community development approach in initiating and promoting sustainable individual and community recovery, the importance of information throughout the recovery process. In addition, a broad overview will be provided of key aspects of recovery planning, management and service delivery.

#### **Community-based Recovery Management (2 days)**

This program addresses key aspects of community based-recovery management and enables emergency managers to apply a community development framework to disaster recovery situations. The emphasis is on greater understanding of disaster affected individuals and communities, and approaches to supporting their recovery. Key themes to be addressed include Recovery based social processes, techniques to identify community makeup, and a detailed consideration of community development and its importance in supporting community based recovery.

