



Communication

Description	
<p>This is course is for Firefighters both new and existing in the Northern Territory Fire and Rescue Service. It covers the skills and knowledge required to interact with people internally and externally through verbal, non-verbal and written communication and to follow workplace instructions. It includes communicating verbally and non-verbally with clients, giving and receiving instructions, taking part in group discussions, participating in informal meetings and preparing to process routine correspondence and records.</p>	
Entry requirements	Pre requisites
<p>Hold the rank of Recruit Firefighter or enrolled in VFF Level 1 for Volunteer and Auxiliary Firefighters</p>	<p>Organisational requirements is:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Firefighter Foundation
Program Duration	42 hours
<p>The program is self-paced and includes a workbook and on-station/shift activities and is facilitated by the Officer in Charge or the Course Coordinator. The part time course is completed over approximately 6-12 months and the full time course is completed in 2 weeks.</p>	
Program Content	
<p><u>Accredited Units of Competency (RTO#0384)</u></p> <ul style="list-style-type: none"> o PUATEA001 Work in a Team o PUACOM001 Communicate in the Workplace 	<p><u>Organisational/Non-Accredited Topics Covered (NTFRS)</u></p> <ul style="list-style-type: none"> o Respect, Equity and Diversity
Credential Type and Recognition	Pathway & Progression
<p>Successful completion of this program will award participants:</p> <p style="text-align: center;">Statement of Attainment</p> <p>And may contribute towards</p> <p style="text-align: center;">PUA20622 Certificate II in Public Safety (Firefighting and Emergency Operations)</p> <p>Certificates and Statements of Attainment issued under the RTO will be provided within 30 days of final completion sign off.</p>	<p>NTFRS Career Progression Pathway and Instruction</p> <ul style="list-style-type: none"> o Recruit Firefighter <p>Volunteer & Auxiliary Firefighter Training & Development Pathway</p> <ul style="list-style-type: none"> o VFF Level 1 <p>Promotional dates are as per date of issued certificate qualification on successful completion of the program.</p>

Additional Information For Participants	
Delivery Mode and Methods	Assessment Methods
<p>Training programs are designed in line with organisational and operational requirements.</p> <ul style="list-style-type: none"> • Trainers / Assessors – will deliver your sessions and assess your learning. You should consult with them if there is anything you do not understand, and alert them if there is anything getting in the way of your learning. They will assist with your individual needs wherever possible. Trainers and Assessors are qualified to train. They hold relevant experience and qualification to meet the ASQA requirements. • Subject Matter Experts - some will hold positions as trainers and others will come directly from their operational roles to assist with your training. • Program Coordinators – will help with matters that go across multiple courses or sessions, and may refer you to any of a number of specialist roles for more specific assistance. <p>Information Based Learning</p> <p>Learners Guides</p> <p>Programs are normally be supported by Learner Guides which may be provided electronically or in hard copy. Each Guide will provide essential content and learning activities. To assist you with your information based learning. You are strongly encouraged to review these resources both during and outside of sessions. The Guides provide a large portion of the learning which will be tested during assessment activities.</p> <p>Multi-Media and Other Handouts</p> <p>During classes or as part of online learning, you may be provided with multimedia resources (video, DVD, animation, audio) or handouts that supplement the content covered in your Learners Guide. Presentations will be used in many classes to highlight key points and display graphics relevant to your learning.</p> <p>Practice Based Learning</p> <p>Drills and Scenarios undertaken will function as both learning activities and evidence of competency. Drills will be reassessed holistically in the final practical assessments but the use of drills as evidence gathering will ensure that all participants can complete all roles and functions within their scope of operations per organisational expectations and policies.</p> <p>Workplace Simulation are activities undertaken equivalent to those required in the workplace or operational environment. Under close supervision with opportunity to ask questions and be guided by the instructor.</p>	<p>Credit Transfer</p> <p>NTPFES also recognises Qualifications and/or Statements of Attainment issued by other Registered Training Organisations.</p> <p>In some cases you may still be required to undergo organisational training and/or complete verification of competency assessment to confirm organisational competence.</p> <p>To be eligible for credit transfer, you must provide evidence of original or certified copy of certificates, record of results or USI academic transcript.</p> <p>Learners seeking credit transfer should contact the Training and Development Team to discuss.</p> <p>Recognition of Prior Learning (RPL)</p> <p>RPL is an assessment process that verifies the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.</p> <p>Evidence of such experience is required to be submitted and validated as part of the RPL Application Process.</p> <p>For more information refer to the RPL Application Guide and RPL Application form prior to contacting the Training and Development Team to discuss.</p> <p>Theory and Practical Based Assessment Methods</p> <p>To complete this program participants must successfully complete all assessments. The forms of assessment in this program may include a combination of:</p> <p>Workbooks are used as a self-study tool and teaching technique to ensure learners are reading through their learning materials and absorbing the information during taught theory sessions. Workbooks will be marked and collected as evidence towards competency.</p> <p>Written assessments are completed in-class, where participants will demonstrate theoretical knowledge.</p> <p>Practical assessments are where participants are observed demonstrating skills and knowledge as applied to real or simulated activities required by firefighters. Practical assessments at times include combined skills that apply across multiple units (clustered), at times are to observe specific standalone skills, and are performed in teams and individually.</p>

Additional Information For Participants

Competency Based Assessment

Assessment Process

The participant is to complete all assessment tasks. Each time you complete an assessment your assessor will provide you with feedback regarding the judgements they have made at that time about your performance on the set tasks. You should regard the result that you are provided with at that time as **provisional**.

The work will be checked for correctness and if deemed incorrect or not sufficient the participant will receive feedback and the workbook or assessment back and will be asked to make the required amendments. This may entail resits or further training may be required.

Assessment Re-sits and Remedial Training

Where an assessment concludes that you are 'not yet competent' you may be required to undertake remedial training before repeating the assessment or completing a comparable assessment (the re-sit).

The nature of the remedial training, and the length of time until your re-sit, will be determined by the assessor with respect to your needs, and any assessment requirements.

Finalising Assessment Results

Before your result is confirmed, or any certificates or statements are awarded, additional administrative and processing activities are conducted. These can include, but are not limited to:

- Assessment instruments including your work will undergo quality assurance moderation. This will either verify that everything has been done correctly and confirm the recorded result, or identify things that need to be done before your result can be confirmed.
- Any concerns identified will need to be addressed before your result for that assessment is recorded. If you need to take any further action, you will be contacted.
- The results from a number of different assessment activities may need to be finalised to demonstrate that you have met requirements so that an Assessment Summary Sheet can be generated.
- All aspects of the assessment are completed, before resulting. This can include something as simple as signatures, dates, and confirmation of outcomes (ticks and crosses).

Should you be concerned about any delay in receiving your final program certification, contact your program coordinator, noting that the process can take up to 14 business days to complete.

Assessment Appeal

If you do not agree that your results are a fair representation of your capabilities you may appeal the result. Refer to the training Compliments, Complaints and Appeals details in the training handbook.

You will be asked to sign and date the Assessment Instrument to indicate that you have received this feedback, understand it, and agree to any remedial training that has been specified.

Further Information

- RPL Handbook Application Guide | [for Members](#) | [for Auxiliaries and Volunteers](#)
- Application for Credit Transfer | [for Members](#) | [for Auxiliaries and Volunteers](#)
- Training Handbook | [for Members](#) | [for Auxiliaries and Volunteers](#)
- Enrolment Form | [for Members](#) | [for Auxiliaries and Volunteers](#)

Or, contact the Training and Development Command via email at fire.training@pfes.nt.gov.au