Australian Government

Department of Education, Employment and Workplace Relations

PMAOMIR320B Manage incident response information

Revision Number: 1

ISC INDUSTRY SKILLS COUNCILS

Creating Australia's Future

PMAOMIR320B Manage incident response information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the managing of information during an incident. This may well apply to all of the information coming into an incident response centre. The person would typically respond to the incident coordinator or incident manager.

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Application of the Unit

Application of the unit	In a typical scenario, the person must ensure that information is identified, recorded, analysed and acted upon according to the nature and impact of the information. For instance, the numbers of personnel evacuated from an incident scene, their condition, location and contact details would be accurately collected, recorded and then reported to the incident team. In such a situation the families, media or the authorities may need to be accurately informed in the appropriate way and within an acceptable timeframe.
	The person may undertake mathematical calculations, critical analysis and problem solving, eg the estimation of the length of time a tank may burn, based on the size and contents of the tank.
	Key aspects of this competency include:
	• capturing and retaining all information coming in from the incident • sorting and prioritising of information • analysing and interpreting information for trends and impacts • forwarding key information to those who require it • keeping track of people, activities and follow-up actions • maintaining a chronological record of events for future reference
	The individual may be:
	• aware of the information channels available and the information coming in • able to analyse and prioritise information for support of the incident management process • capable of processing the data to project future trends, impacts or directions of the incident • able to communicate effectively with a wide range of personnel
	Generally the person would be a team leader, manager or technical specialist and be part of an incident response team during the incident. At all times they would be liaising and cooperating with other members of the team. They may have an ongoing role for managing incident information and/or the incident information system.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify incident information needs and sources	1.1. Determine the information needs of stakeholders 1.2. Identify the sources of required information 1.3. Review information currently held/collected by the organisation to determine suitability and accessibility 1.4. Prepare processes to obtain information that is not available, suitable or accessible within the organisation.
2. Develop/review incident reporting system	2.1. Ensure incident reporting system provides data relevant to the information needs 2.2. Ensure incident reporting procedures reflect required process 2.3. Arrange for training of people as required to use incident reporting system 2.4. Monitor use of incident reporting system and recommend improvements as required.
3. Collect and analyse data	3.1. Collect timely and relevant data 3.2. Ensure data is suitable for analysis, interpretation and dissemination 3.3. Ensure an accurate chronological record of events is maintained 3.4. Analyse data to provide required information.
4. Record and report information.	4.1. Report required information and recommendations as required to all stakeholders 4.2. Store and retrieve data/information in an appropriate format using appropriate technology 4.3. Monitor the performance of the information system and recommend improvements as appropriate.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This describes the essential skills and knowledge and their level, required for this unit.
Required skills
A person undertaking this competency must be able to demonstrate: • well developed writing skills • ability to identify and accurately record relevant information • stability under pressure • well developed communication skills • analytical skills • ability to differentiate between differing levels of information • ability to apply basic mathematical processes and obtain correct answers.
Required knowledge
Competence includes an understanding of the information needs of the organisation and the data which may be able to produce it.   In particular it includes knowledge of: • information collection and collation methods • analysis and display techniques • information evaluation issues • information storage requirements and methods • organisational reporting procedures • organisational incident response procedures • emergency response communication systems and procedures • organisational command and control structures.

Evidence Guide

EVIDENCE GUIDE
The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

Overview of assessment	Assessment for this unit of competency will be by way of simulation or observation under incident conditions. The unit will be assessed in as holistic a manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations which can include a variety of incident circumstances.
	Simulations must, as closely as possible, approximate actual incident conditions and should be based on the actual facility. Assessments should include walk-throughs of the relevant competency components and may include the use of case studies/scenarios and role plays.
	This unit of competency requires a significant body of knowledge which will be assessed through questioning and the use of 'what-if' scenarios both in the facility (during demonstration of normal operations and walk-throughs of abnormal operations) and off the site.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Competence must be demonstrated in the ability to correctly interpret data and produce the required information.
	Consistent performance should be demonstrated. In particular look to see that:
	• all incident data is captured, recorded and available for stakeholders
	• data is sorted, prioritised and analysed to provide timely updates for stakeholders
	• reports are produced as required
	• data is analysed to support the ongoing management of the incident
	• chronological event recording is maintained for post-incident review
	These assessment activities should include a range of problems, including new, unusual and improbable situations which may have been generated from past

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EVIDENCE GUIDE

	workplace incident history, incidents in similar workplaces around the world, hazard analysis activities and/or similar sources.
Context of and specific resources for assessment	Assessment will require (1) access to an accurately simulated environment in the absence of an on-site incident environment, or (2) a suitable method of gathering evidence of responding ability over a range of situations. A bank of scenarios/case studies/what-ifs will be required as will a bank of questions which will be used to probe the reasoning behind the observable actions.
Method of assessment	In all workplace environments it may be appropriate to assess this unit concurrently with relevant units.
Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed.

Range Statement

RANGE STATEMENT	
The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the Performance Criteria, is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs if the candidate, accessibility of the item, and local industry and regional contexts.	
Codes of practice/ **standards**	Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used.
Context	This unit of competency includes collection and reporting of all data on incidents.

Context (continued)

This unit of competency includes collection and reporting of all data on incidents.

Stakeholders may include:

- personnel (employees, management on or off the site/plant/facility)
- incident coordination team and incident management team
- employee families
- authorities
- media
- community

Data may include:

- numbers and placement of internal personnel and incident equipment
- numbers and placement of external personnel and equipment
- information on casualties, personal details, location and condition
- quantities, nature and present condition of materials
- arrangement, condition and details of equipment and plant

Reports and reporting methods may include:

- incident information board
- regulatory reports
- media briefings
- information reports to management and workers
- recommendations and follow up reports on changes made

Analysis may include:

- application of statistical methods
- mathematical calculations
- critical analysis
- problem solving

Typical problems may include:

- sorting and prioritising data to seek the critical data

RANGE STATEMENT	
	• difficulties in obtaining reliable data and information • dealing with rumour and unsubstantiated information • working in a stressful environment
Health, **safety and environment** (**HSE**)	All operations to which this unit applies are subject to stringent health, safety and environment requirements, which may be imposed through State or Federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between Performance Criteria and HSE requirements, the HSE requirements take precedence.
Relationship to Major Hazard Facility Legislation	Organisations within the Chemical, Hydrocarbons and Oil Refining industries may find themselves falling under the provisions of various Major Hazard Facilities legislation. In developing this unit consideration has been given to the requirements of Sections 8 and 9 of the National Standard for the Control of Major Hazard Facilities [NOHSC:1014(2002)] and the National Code of Practice for the Control of Major Hazard Facilities [NOHSC:2016(1996)]. This unit will assist individuals to meet some of their obligations under the relevant State or Territory legislation. Responsibility for appropriate contextualisation and application of the unit to ensure compliance however, remains with the individual organisation.

Unit Sector(s)

Unit sector	Support/generic

Competency field

Competency field	

Co-requisite units

Co-requisite units		

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