Australian Government

PUAECO008A Receive and action notification of uncontrolled hazardous materials situations

Release 3

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SKILLS
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PUAECO008A Receive and action notification of uncontrolled hazardous materials situations

Modification History

Release	TP Version	Comments
3	PUA12 V2.1	Editorial changes.
2	PUA12 V2	Layout adjusted.
1	PUA00 V8.1	Primary release.

Unit Descriptor

This unit covers the competency required to receive and action incoming calls and enquiries about an uncontrolled hazardous materials situation.

'Hazardous materials' is a generic term used to refer to an incident involving any material such as **dangerous goods** and **hazardous substances** that poses an unreasonable risk to life, property and the environment.

Application of the Unit

This unit applies to personnel who process emergency calls for assistance and routine enquiries in an emergency communications centre.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

PUAECO001A Operate telephony systems

Employability Skills Information

PUAECO001A Operate telephony systems.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.	Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Gather information in relation to a call/enquiry about an uncontrolled hazardous materials situation	1.1 Caller is questioned, prompted and/or interrogated about the potential hazardous materials situation.
	1.2 A range of *sources* is used to identify hazardous materials information based on information received from the caller.
	1.3 *Specific hazardous materials* present at the scene are identified.
2. Analyse information gathered in relation to an uncontrolled hazardous materials situation	2.1 Information about the dangerous good or hazardous substance is *gathered* using a range of sources.
	2.2 Information obtained from the caller is assessed to determine the level of immediate risk to personnel and the public.
	2.3 Information gathered about dangerous good or hazardous substance is *interpreted.*
	2.4 Information accessed about appropriate safety precautions and remedial action is applied to the current situation.
3. Transmit appropriate information to attending personnel	3.1 Relevant information about the hazardous material, potential risk and safety precautions is conveyed to attending personnel, in accordance with organisational procedures.
	3.2 Information transmitted is recorded in accordance with organisational procedures.
	3.3 *Resources* appropriate for use in hazardous materials situations are located and dispatched.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- apply organisational policies, procedures and guidelines
- interrogate and obtain, sufficient relevant information relating to a hazardous materials situation from the caller
- operate communications centre equipment
- recognise an uncontrolled hazardous materials situation from information received
- record or retrieve information accurately
- type with speed/accuracy in accordance with organisational specifications

Required Knowledge

- equipment and vehicle types used in uncontrolled hazardous materials situations
- nature and properties of hazardous materials
- organisational policies, procedures and guidelines (such as relevant legislation; operational, corporate and strategic plans; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)
- organisational predetermined response for hazardous materials incidents
- resource location
- roles of other agencies attending an uncontrolled hazardous materials situation
- types of protective clothing/equipment appropriate to a range of uncontrolled hazardous materials situations

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 this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessment must confirm the ability to: - interrogate a caller to determine whether hazardous materials are present at a scene and obtain sufficient relevant information to be able to confirm the type of hazard present, using a range of documentation - access information about a hazardous material, personal protective clothing and equipment requirements, and safety considerations by using a range of documentation and transmitting this information to the field. **Consistency in performance** Competency should be demonstrated over time during emergency communications centre operations or simulated operations that include a range of different hazardous materials situations.
Context of and specific resources for assessment	**Context of assessment** Competency should be assessed in the workplace or in a simulated workplace environment under conditions expected in the workplace. **Specific resources for assessment** Access is required to: - agency protocol documentation - back-up systems - operations and systems manuals - organisational documentation - reference material relevant to hazardous materials identification - relevant databases - telephony system - training databases, where available - training manual - workplace expert/s.
Method of assessment	This unit may be assessed with the following units: - PUAECO002A Process emergency incident calls and enquiries - PUAECO003A Operate and control radio networks

- PUAECO004A Operate computer aided dispatch system.

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment. Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions.

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 in the Performance Criteria is detailed below.

Dangerous goods are:	• substances which are either specifically listed in the Australian Dangerous Goods (ADG) Code, or meet the classification criteria of the ADG Code
	• materials and articles that are considered to present, in most cases, an immediate risk to people, property and/or the environment if they are not properly controlled during handling, transportation or storage; these risks are described in terms of the nine classes in the ADG Code
Hazardous substances are:	• substances which:
	• are listed in the national occupational health and safety commission's list of designated hazardous substances [nohsc: 10005 (1999)], or
	• have been classified as hazardous substances by the manufacturer or importer, in accordance with the national occupational health and safety commission's approved criteria for classifying hazardous substances [nohsc: 1008 (1999)]
	• any substance that is assessed by an emergency service as likely to endanger people, property or the environment and includes:
	• dangerous goods
	• hazardous substances
	• scheduled poisons
	• listed wastes
	• radioactive substances
	• environmental pollutants
Sources used to identify hazardous materials information may include:	• databases/documents:
	• books designed specifically to assist in the identification, storage and handling of hazardous materials
	• electronic databases
	• emergency procedure guides
	• information cards
	• material safety data sheets
	• safe storage and information handling cards
	• storage manifests
	• transport documents

	• human resources such as:
	• personnel within the organisation
	• personnel from other agencies
	• organisations who store or convey hazardous materials
	• members of the public reporting an uncontrolled hazardous materials situation (prompting and/or interrogation processes may be required to ensure accurate recognition of the situation)
	• technical experts (such as chemists)
Specific hazardous materials may include:	• agricultural chemicals
	• asbestos
	• biological warfare agents
	• biomedical hazards
	• boiling liquid expanding vapour explosions
	• chemical warfare agents
	• clandestine drug laboratories
	• cryogenic liquids and refrigerated gases
	• radiation
Gathering information about the dangerous good or hazardous substance may include:	• chemical names and CAS numbers
	• dangerous goods class labels
	• emergency information panels
	• packing groups
	• placarding
	• product names or trade names
	• proper shipping names
	• storage manifests
	• transport documents
	• un numbers
Interpreting information gathered about dangerous good or hazardous substance may include:	• emergency response guide books
	• HAZCHEM code
	• NFPA code
	• European marking ADR hazard identification numbers
	• emergency procedure guides
	• electronic databases
	• HAZMAT action guides
	• material safety data sheets
	• safe storage and handling information cards
	• technical advice
Resources may include:	• personal protective clothing and equipment
	• personnel

- response equipment

Unit Sector(s)

Not applicable.