



Australian Government

Department of Education, Employment and Workplace Relations

PMAOHS310B Investigate incidents

Revision Number: 1

PMAOHS310B Investigate incidents

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This competency unit refers to the investigation of incidents that occurred at the workplace. These incidents can vary from large to small, completely internal or partially externally coordinated. They include, but are not limited to, all types of emergencies, fires, OHS and/or environmental incidents.
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Application of the Unit

Application of the unit	<p>In a typical scenario, minor incidents which are subject to internal investigation will be conducted by the plant operator/technician, and for a more major investigation, or one subject to external investigation, he/she will assist with the investigation and/or undertake identified parts of the investigation.</p> <p>The exact definition of the scope of responsibility will depend on company policy, as will the level of the person undertaking these investigations. These investigations will be in accordance with company procedures for such investigations which will be consistent with any relevant regulations.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		
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Employability Skills Information

Employability skills	This unit contains employability skills.
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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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Monitor and review emergency situation	1.1.Undertake site inspections of incident scene 1.2.Communicate with relevant personnel regarding specific aspects of the emergency situation 1.3.Monitor corrective action procedures 1.4.Communicate changes to the situation to appropriate personnel.
2. Record investigation process and results as appropriate	2.1.Establish and secure boundaries of the incident scene to prevent contamination of prospective evidence/exhibits 2.2.Identify and interview persons relevant to the incident 2.3.Identify and record evidence/exhibits at the scene prior to examination to ensure continuity 2.4.Assess relevant information, documentation and evidence/exhibits 2.5.Determine point of origin and most likely cause of incident of the emergency 2.6.Determine risk factors affecting the emergency 2.7.Identify and analyse a range of other possible causes 2.8.Identify and utilise support services to investigate the incident scene 2.9.Process, record and communicate information/evidence/exhibits, forms and documents to appropriate personnel following enterprise policies and procedures.
3. Make suggestions to improve handling of emergency situation	3.1.Identify and assess tactical factors and resulting priorities occurring during the emergency 3.2.Formulate appropriate suggestions to improve handling of similar emergency situation based upon information available 3.3.Identify obvious problems in related plant area and make an appropriate contribution to their solution.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Competence includes the ability to apply and describe or explain:

- factors affecting fire behaviour
- characteristics of fire and fuel types
- security of an incident scene
- examination of an incident scene
- collection of physical evidence
- workplace documentation and recording systems
- use of personal protective equipment
- liaison techniques with third parties
- workplace procedures and work instructions
- company policies regarding health and safety and environment
- hazard identification, assessment and control of risk
- basic risk assessment of workplace jobs/tasks
- environmental impacts likely to arise from activities
- measures for eliminating and/or reducing impacts on the environment.

Required knowledge

Knowledge and underpinning skills are required in:

- communication (listening, questioning) and negotiation in questioning witnesses
- analytical and decision making skills
- problem solving skills in responding to a range of emergency situations
- exhibit handling and preserving continuity of evidence
- witness management, in particular demonstration of ethical behaviour and cultural awareness.

Knowledge and understanding of the investigation of incidents sufficient to recognise and assess causes of emergency situations and then to determine improvements to the actual response within the scope and level of the IR responsibilities and competencies.

A demonstrated working knowledge and application of the company-specific work organisations and workflow would be highly regarded. An ability to coordinate own work and the work of other team members is also regarded as a component of this unit of competency.

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 of this unit should include demonstrated competence on actual plant and equipment in a work environment. 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 will include disruptions to normal, smooth operation.

Simulation may be required to allow for assessment of parts of this unit. Simulation should be based on the actual plant and will include walk-throughs of the relevant competency components. Simulations may also 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 on the plant (during demonstration of normal operations and walk throughs of abnormal operations) and off the plant.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Competence must be demonstrated in the ability to recognise and analyse potential situations requiring action and then in implementing appropriate corrective action within the scope and level of their responsibilities and competencies.

Consistent performance should be demonstrated. In particular look to see that wherever possible:

- the scene is secure and evidence is preserved
- evidence is collected in accordance with legislative requirements
- point of origin and most likely cause of incident is determined
- a range of other possible causes can be identified and analysed
- obvious problems in related plant areas are recognised and an appropriate contribution made

EVIDENCE GUIDE	
	<p>to their solution</p> <ul style="list-style-type: none"> • emergency reporting procedures are understood and followed. <p>These aspects may be best assessed using a range of scenarios/case studies/what-ifs as the stimulus with a walk-through forming part of the response. These assessment activities should include a range of problems, including new, unusual and extreme situations which may have been generated from the past incident history of the plant, incidents on similar plants around the world, hazard analysis activities (eg HAZOP) and similar sources.</p>
Context of and specific resources for assessment	Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating 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 plants it may be appropriate to assess this unit concurrently with relevant teamwork and communication 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	
<p>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 of the candidate, accessibility of the item, and local industry and regional contexts.</p>	
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	<p>Job safety and environment analysis will be conducted in accordance with required company procedures and policies.</p> <p>This competency covers process manufacturing plants which may involve workplace hazards such as:</p> <ul style="list-style-type: none"> • chemicals and hazardous materials • gases and liquids under pressure • moving machinery • materials handling • working at heights, in restricted or confined spaces, or environments subjected to heat, noise, dusts or vapours.
Incidents/emergencies	<p>Incidents/emergencies may include, but are not limited to:</p> <ul style="list-style-type: none"> • accidents • fire • chemical or oil spills • gas leak or vapour emission • utilities failure • bomb scares • OHS incidents • environmental incidents.
Enterprise policies and procedures	<p>Enterprise policies and procedures include those which directly or indirectly cover emergency situations, such as:</p> <ul style="list-style-type: none"> • emergency, fire and accident procedures • hazard policies and procedures • standard operating procedures (SOPs) • safety procedures • work instructions • personal protective clothing and equipment procedures.
Evidence gained	<p>Evidence gained as a result of investigations may include:</p> <ul style="list-style-type: none"> • video tapes

RANGE STATEMENT	
	<ul style="list-style-type: none"> • audio tapes • drawings • photographs • plans • manifests • relevant documents • personal notes • physical evidence/materials • debris • soil.
Support services	<p>Support services may include incident scene specialists:</p> <ul style="list-style-type: none"> • pathologists • forensic investigators • coroner • government medical officers • interpreters • technical services • legal officers • undertakers • forensic accountants • information technology consultants • document examiners • handwriting experts • financial organisations • external law enforcement agencies.
Interview strategies	<p>Interview strategies may vary but require consideration of:</p> <ul style="list-style-type: none"> • location • timing • method (direct questioning, empathetic questioning) • strategies for developing rapport • who is being interviewed • exclusion of leading questions • avoidance of cross-examination.
Legal and policy requirements	<p>Legal and policy requirements differ according to the status of the person being interviewed. Such requirements may include:</p> <ul style="list-style-type: none"> • the presence of a solicitor, independent person, family member or interpreter • special consideration that applies disabled, child, parent, age, gender, ethnicity and race.

RANGE STATEMENT	
Post investigation documentation	<p>Post investigation documentation may include:</p> <ul style="list-style-type: none"> • statements • proformas • photographs • tape recordings.
Designated personnel	<p>Designated personnel for incident investigation referrals may include:</p> <ul style="list-style-type: none"> • employer • personnel directly involved in responding to the incident, including: <ul style="list-style-type: none"> • first response personnel • emergency response team members • emergency team leader(s) • First Aid officers • other personnel with emergency team leader responsibilities.
Health, safety and environment (HSE)	<p>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.</p>

Unit Sector(s)

Unit sector	Support/generic
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Competency field

Competency field

Co-requisite units

Co-requisite units		
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