



Australian Government

Department of Education, Employment and Workplace Relations

PMAOMIR575B Coordinate welfare support activities in response to an incident

Revision Number: 1

PMAOMIR575B Coordinate welfare support activities in response to an incident

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the competencies required by a person to oversee and coordinate all welfare support activities in response to an incident. It involves setting up the necessary logistics and ensuring that work is carried out in accordance with legislation, company welfare program and associated procedures.
------------------------	---

Application of the Unit

Application of the unit	<p>Key aspects of the competence include:</p> <ul style="list-style-type: none"> • establishing effective welfare support systems • ensuring that welfare support systems are effective in operation and focus • establishing workable linkages between welfare and other aspects of organisational life <p>The person may:</p> <ul style="list-style-type: none"> • deal sympathetically with family members • ensure that family members are aware of the range of support services available • assist family members to obtain those services • make recommendations to the organisation concerning changes or improvements to the system <p>The person would typically be a member of a senior management team during an incident situation. While there may be occasion to act independently, he/she is expected to liaise with other members of the team as necessary.</p>
--------------------------------	---

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. Notify families of those effected by the incident	1.1. Ascertain details and circumstances and state of affected employees affected by the incident 1.2. Accurately and promptly relay relevant information to families of affected employees 1.3. Supply appropriate and timely situational reports when necessary
2. Set up logistical support required for carrying out welfare support activities	2.1. Determine the logistical requirements to effectively carry out welfare support activities 2.2. Acquire and set up logistical requirements in accordance with procedures
3. Co-ordinate and ensure that welfare support activities are conducted appropriately	3.1. Ensure that all workers conduct welfare support activities in accordance with procedures, reflect a sensitivity to the needs of those affected by the incident and promote a positive image of the company 3.2. Coordinate proper documentation of results of welfare support activities
4. Respond to issues arising from welfare support activities	4.1. Determine issues arising from welfare support activities 4.2. Address issues when within the area of responsibility 4.3. Relay issues outside the area of responsibility to the appropriate personnel for action 4.4. Follow through issues until final resolution has been reached 4.5. Maintain communication with appropriate personnel or persons regarding the progress and/or resolution of issues
5. Contribute to the evaluation of the company welfare support activities	5.1. Conduct consultations to assess the effectiveness of welfare support activities 5.2. Provide input/feedback to the appropriate personnel for evaluation of company welfare support activities

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 isolate the causes of problems within the incident response system and to be able to distinguish between causes of problems indicated by:

- lack of effective communication with family members
- confusion or misunderstandings concerning welfare service provision
- contradictory or misleading information
- internal confusion or obfuscation by sectors of the organisation.

Required knowledge

The knowledge referred to in the Evidence Guide for this unit includes:

- company incident response structures and operations
- the individual's own role within the incident response structure, including its parameters, boundaries and/or limitations
- company welfare program and associated procedures
- company legal responsibilities to those affected by the incident
- rights and responsibilities of those affected by the incident
- company security, confidentiality and communication requirements
- reporting procedures of the organisation.

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 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 recognise and analyse potential situations requiring action and then in implementing appropriate responsive action. The emphasis should be on the ability to deal effectively with the incident or to contribute effectively to the recovery from the incident.

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

- assessment of logistical requirements is based on a sound understanding of welfare support activities
- acquisition or setting up of logistical requirements is in accordance with procedures
- steps are taken to ensure that all welfare support activities are in accordance with procedures and promote a positive image of the company
- appropriate consultations with team members or appropriate personnel are conducted as necessary
- issues arising from welfare support activities within area of responsibility are resolved appropriately
- issues outside of area of responsibility arising from welfare support activities are referred to appropriate personnel and followed through until resolution has been reached
- actions taken do not inhibit recent incident response effectiveness or further contribute to the incident
- the safety and/or successful recovery of persons affected by the incident is afforded priority in the actions taken

EVIDENCE GUIDE	
	<ul style="list-style-type: none"> appropriate documentation, including reports, journal entries, logs and/or clearances are completed in accordance with procedures <p>These assessment activities should include a range of problems, including new, unusual and improbable situations which may have been generated from past workplace incident history, incidents in similar workplaces around the world, hazard analysis activities and/or similar sources.</p>
Context of and specific resources for assessment	Assessment will require (1) access to an accurately simulated 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 and a bank of questions to probe the reasoning behind the observable actions will likewise be required.
Method of assessment	In all 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	
<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>Logistical requirements may include:</p> <ul style="list-style-type: none"> • call centre • setting up a team of appropriate workers to assist • quick access to relevant files and documents • arrangements with external agencies <p>financial requirements</p>
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	<p>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)].</p> <p>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.</p>

Unit Sector(s)

Unit sector	Support/generic
--------------------	-----------------

Competency field

Competency field	
-------------------------	--

Co-requisite units

Co-requisite units		
---------------------------	--	--