



Australian Government

Department of Education, Employment and Workplace Relations

PUAOPE018A Control a Level 2 incident

Revision Number: 1

PUAOPE018A Control a Level 2 incident

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit covers the competency required to control a multi-team response to an incident, to undertake a scene assessment, and to plan and implement an operational response and post-response activities. A person performing this role has the title of Incident Controller.

Level 2 incidents are complex either in size, resources or risk. They are characterised by the need for:

- deployment of resources beyond initial response

OR

- sectorisation of the incident

OR

- establishment of functional sections due to the levels of complexity (e.g. operations and planning)

OR

- a combination of the above.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Employability Skills	This unit contains employability skills.
Pre-requisite Unit/s	Nil - refer to Application of the Unit
Application of the Unit	<p>This unit applies to a Level 2 Incident Controller who is responsible for managing a response to a Level 2 incident through the use of internal and external resources.</p> <p>A Level 2 Incident Controller is responsible for:</p> <ul style="list-style-type: none">• developing an Incident Action Plan to control the incident• establishing effective liaison and cooperation with all relevant persons, including the affected community, external to the incident• managing the incident as effectively and efficiently as circumstances allow• establishing systems and procedures for the safety, health and welfare of all persons working at the incident. <p>The authorisation to control a Level 2 incident is subject to organisational policies and procedures.</p> <p>In the context of the Fire Sector the following unit is a pre-requisite:</p> <ul style="list-style-type: none">• PUAOPE012A Control a Level 1 incident.

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 Required Skills and Knowledge and/or 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. Establish control

- 1.1 Control is established in accordance with *organisational policies and procedures*
- 1.2 Identity of the Incident Controller is communicated to participating organisations/authorities
- 1.3 Communications systems are activated in accordance with organisational policies and procedures
- 1.4 *Command* and control *facilities* are *established*

2. Conduct an assessment of the incident

- 2.1 *Required information* to manage the *incident* is sought and obtained, including *operational briefing* from the previous Incident Controller, if appropriate
- 2.2 Risk assessment of all factors impacting on the response is conducted
- 2.3 Key people and relevant support agencies are identified and notified, and communication channels are established to allow required exchange of information
- 2.4 *Resources* required to deal with the incident are identified
- 2.5 *Constraints* which may impede the response are identified
- 2.6 Relevant information is analysed and processed to establish priorities for dealing with the incident
- 2.7 Actions are taken to protect, secure and preserve incident scene, where required
- 2.8 Incident potential is assessed and transition to a Level 3 incident is considered

ELEMENT	PERFORMANCE CRITERIA
3. Establish and maintain a control structure	<ul style="list-style-type: none">3.1 Incident management structure appropriate to the incident is established and functions are delegated3.2 Control structure is scaled up or down in response to changes within the emergency environment3.3 Reporting processes are activated in accordance with organisational policies and procedures, to provide continuous monitoring and evaluation of incident
4. Develop Incident Action Plan	<ul style="list-style-type: none">4.1 Incident Action Plan (IAP) is developed and adjusted if required in accordance with response requirements and operational guidelines4.2 IAP is updated for the next shift, if required
5. Implement Incident Action Plan	<ul style="list-style-type: none">5.1 IAP is communicated to teams in accordance with organisational guidelines5.2 Resources are requested, acquired and deployed to ensure IAP is implemented in accordance with organisational guidelines5.3 Operations are monitored in accordance with IAP5.4 Operational reports are gathered in accordance with organisational policies and procedures
6. Maintain control of incident	<ul style="list-style-type: none">6.1 Briefings and planning meeting requirements with IMT and key personnel are met6.2 Incident Management Team support is maintained6.3 Information is provided to community and other stakeholders6.4 Incident records are maintained in accordance with organisational guidelines

ELEMENT**PERFORMANCE CRITERIA****7. Conclude incident activities**

- 7.1 Support requirements for recovery management are provided as required
- 7.2 Resources are accounted for and demobilised in accordance with organisational policies and procedures
- 7.3 *Operational debriefing* is conducted in accordance with organisational guidelines
- 7.4 *Welfare of team members* is assessed and appropriate action is taken

8. Manage post incident operations

- 8.1 Post operational documentation is completed to organisational requirements
- 8.2 Effectiveness of operations is evaluated and documented
- 8.3 Recommendations are made for changes in policies and procedures where applicable

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required Skills

- access information and support from the control facility
- deploy human and physical resources effectively and efficiently including electronic data exchange systems, equipment and consumables, other organisations' personnel
- develop IAPs including predicting consequences and identifying improvements
- identify and use correctly equipment and materials
- use a range of information technology devices including computers
- use tools and techniques to solve problems

Required Knowledge

- agency work systems and equipment
- Australasian Inter-service Incident Management System (AIIMS) structure and principles
- codes of practice and legislation
- crime scene contamination
- current principles and practices in response activities
- emergency management plans
- emergency site layout
- organisational command structure
- processes and procedures
- relevant agreements
- roles and responsibilities of involved organisations, e.g. crime scene establishment
- security and confidentiality of material
- team and personnel management

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 this Training Package.

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

Assessment must confirm the ability to:

- control an incident
- approve plans and strategies (such as the IAP) to control the incident
- establish effective liaison and cooperation with all relevant persons, including the affected community, external to the incident
- manage the incident as effectively and efficiently as the circumstances allow
- establish systems and procedures for the safety, health and welfare of all persons working at the incident.

Consistency in performance

Competency should be demonstrated over time in a range of actual or simulated workplace environments.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed in an operational environment or in an industry-approved multi-agency simulated workplace environment.

Specific resources for assessment

Access is required to:

- Level 2 incidents or simulation of Level 2 incidents, in a multi-agency response environment
- equipment, personnel, facilities appropriate to a Level 2 incident and within the bounds of responsibility.

EVIDENCE GUIDE

Method of assessment

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

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.

Organisational policies and procedures may vary between sectors and organisations and may include

Civil aviation orders
Corporate and strategic plans
Environmental management and sustainability
Legislation and regulations relevant to the operation/
incident/response
Legislation relevant to the organisation
Organisational personnel practices and guidelines
Organisational quality standards
Operational performance standards
Operational procedures
State/territory emergency management arrangements

Command facilities may include

Field facility such as an existing airfield, helipads or established operations centre

Establishing command facilities may include

Climatic conditions
Communication modes
Environment
Logistical operations
Proximity to incident
Security arrangements
Site access and exit requirements
Size and type of structure
Special incident requirements
Topography

Assessment of the incident may include

Adequacy of allocated equipment
Capability of assigned personnel
Hazards
Information gathered from existing plans/databases
Meteorological profiles and forecasts

RANGE STATEMENT

	<p>Predictions</p> <p>Predictions of the incident's likely development including key risk exposures:</p> <ul style="list-style-type: none"> • life • environment • property <p>Type of incident</p>
Required information may include	<p>Advice/information from:</p> <ul style="list-style-type: none"> • Safety Advisor • technical specialists <p>Briefing from previous Incident Controller</p> <p>Information from other organisations, witnesses or observers on scene</p> <p>Organisational documentation</p>
Incidents may include	<p>Accident</p> <p>Animal and marine mammal rescue</p> <p>Crime</p> <p>Fires</p> <p>Flood</p> <p>Hazardous substances and dangerous goods</p> <p>Public disorder</p> <p>Rescues</p> <p>Searches</p> <p>Storms</p>
Operational briefings/debriefings may include	<p>Alternative strategies and the economic, social, public health and environmental risks associated with each</p> <p>Arrangements for record keeping</p> <p>Arrangements in place to facilitate planning function</p> <p>Current and expected resourcing at the incident</p> <p>Current and projected situation</p> <p>Current arrangements for information dissemination</p> <p>Current incident objectives, strategies and their rationale</p> <p>Key risk exposures</p>

RANGE STATEMENT**Resources may include**

Opportunity to clarify understanding

Aircraft

Amenities

Equipment

Equipment characteristics

Human:

- operations personnel
- support personnel
- volunteers

Local, state/territory and federal governments

Material

Parking

Personnel

Physical:

- communication devices
- equipment
- machinery
- technology devices
- vehicles/vessels

Safety equipment

Specialised personnel such as aviation authorities

Support services

Constraints may include

Aboriginal and Torres Strait Islander sacred sites

Constraints on road closure

Existing emergency management plans

Financial

Hazardous areas

Legislative

Military areas

Other areas of environmental and cultural significance

Other areas requiring permission and/or authorisation to enter

Prevailing weather

RANGE STATEMENT**Monitoring may include****Incident Action Plan may include**

Redirection of water course
 Restrictions on duration of work or the conditions under which personnel may be employed
 Resources
 Seasonal factors
 Time
 Wilderness areas
 Assessment of safety procedures utilised
 Completion of organisational documentation
 Financial statements
 Input to debriefs
 Journal records
 Post-operational report
 Situational reports
 Accommodation and welfare arrangements
 Communications Plan
 Incident objectives
 Information on alternative or fallback strategies
 Information Plan for dissemination of information to all stakeholders
 Information regarding the necessary logistical arrangements
 Management arrangements, including establishment of sectors and divisions
 Management structure if established
 Maps or site plans of the incident
 Medical Plan and consideration of occupational health and safety issues
 Resources to be allocated to each division and sector
 Statement of current situation and predictions of the incident's likely development (including key risk exposures)
 Strategies to achieve defined incident objectives
 Structural chart depicting the personnel in the incident

RANGE STATEMENT

	management arrangements, including establishment of sectors and divisions
	Timings of meetings and changeovers
	Traffic management
Monitoring operations may include	Environmental impacts
	Progress against plan
	Utilisation of resources and potential of incident
	Welfare of personnel
Key personnel may include	Community organisations
	Local, state/territory and federal government representatives
	Media
	Other emergency services organisations
Welfare of team members may include	Fatigue management
	Physical needs such as refreshments
	Physical stress
	Psychological stress

Unit Sector(s)

Not applicable.