



Australian Government

Department of Education, Employment and Workplace Relations

PUASES012A Work as a team member in an emergency operations centre

Revision Number: 2

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Modification History

Release	TP version	Comments
2	PUA12 V1	Layout adjusted.
1	PUA00 V8.1	First release in TGA.

Unit Descriptor

This unit covers the competency required to support an emergency operation as a member of a team by providing information collection, collation, dissemination and presentation in an emergency operations centre.

This unit replaces PUASES002B Work in an emergency operations centre.

Application of the Unit

The application of this unit would inform roles and responsibilities of individuals who act as a member of a team within an emergency operations centre at the commencement, during and completion of an incident operational period.

The requirements for operation of the emergency operations centre will be determined by the nature and context of the incident and/or operations, legislative requirements, emergency management plans and organisational policies.

Persons should have met organisational requirements for language, literacy and numeracy and computer literacy, prior to commencing this unit.

Applicable roles and jobs may involve members of emergency services organisations, Police officers, ambulance and paramedic services, fire service personnel and volunteers.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 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. Activate an operations centre and initiating systems	<p>1.1 Initial task information is obtained on likely nature of incident response</p> <p>1.2 <i>Operations centre</i> is opened in accordance with unit or organisational standing operating procedures (SOPs)</p> <p>1.3 Communications, information management and computerised systems are activated in accordance with unit or organisational SOPs</p> <p>1.4 Appropriate <i>plans and directories</i> are accessed in accordance with the decision on the nature of response</p> <p>1.5 Operations centre staff are activated in accordance with unit SOPs</p> <p>1.6 <i>Other organisations</i> are informed that the operations centre has been activated in accordance with unit or organisational SOPs</p>
2. Collect, maintain and display information	<p>2.1 <i>Operational information</i> is actively <i>sought</i></p> <p>2.2 Operational information is recorded legibly and/or electronically using <i>organisational documentation</i></p> <p>2.3 Operational priorities are applied according to organisational SOPs</p> <p>2.4 Information is evaluated for currency and correctness, and advice is provided to team leader and/or operational manager</p> <p>2.5 Incident files are maintained in accordance with organisational policies and procedures</p> <p>2.6 Information displays are <i>plotted</i> and/or updated as required by organisational SOPs</p>
3. Disseminate information	<p>3.1 Briefing areas are prepared</p> <p>3.2 Information for situational reports, operational orders and media releases is assembled for operational manager</p> <p>3.3 Relevant information is <i>disseminated</i> under direction of team leader or operational manager in accordance with organisational policies and procedures</p> <p>3.4 Information is distributed within the operations centre in accordance with organisational policies and procedures</p> <p>3.5 Clear and relevant information is included in incoming shift hand over</p>
4. Close an operations centre	<p>4.1 Records and information are filed in accordance with SOPs</p>

ELEMENT**PERFORMANCE CRITERIA**

- 4.2 *Communications systems* are reset to stand-by modes according to organisational policies and procedures
- 4.3 Operations centre is returned to operational readiness as needed to allow rapid reactivation when required
- 4.4 Information is provided to team leader or operational manager to assist with post operation reports as requested
- 4.5 Signs and symptoms of operational stress in self and others are recognised and promptly reported
- 4.6 Debriefing requirements are met
- 4.7 Other organisations are informed that the operations centre has been closed in accordance with organisational policies and procedures

Required Skills and Knowledge

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

Required Skills

- be understood when speaking English to clients
- complete mathematical calculations and equations correctly
- enter data into computer accurately
- plot information
- read and interpret maps
- undertake phone/radio communications clearly and concisely
- use communication systems and equipment effectively
- use computerised information storage and/or retrieval systems
- write legibly

Required Knowledge

- local and state/territory emergency management organisations
- local and state/territory emergency management plans
- local emergency operations centre activation procedures
- local information management systems
- nature of local hazards and methods of combating these
- organisational emergency operations centres communications systems
- organisational policies and procedures (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)
- relevant legislation and regulations
- requests for assistance online
- requirements for drafting situation reports (SITREPs), operation orders
- SOPs
- use of relevant computer and information communication technology systems used in organisational emergency operations centres

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:

- legibly record and prioritise requests for assistance
- work in an operations centre during the day and at night
- present information for decision-makers.

Consistency in performance

Competency should be demonstrated over time in a range of actual or simulated workplace environments including participation in two daytime and two night time activities and/or exercises which reflect operational contexts.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed in the context of a real operation or a simulation.

Specific resources for assessment

Access is required to:

- operations centre team
- appropriately equipped operations centre.

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

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.

- Emergency operations:***
- are usually the result of an event or incident (such as flood, storm, or bushfire) that generates a significant response requirement over a large area for protracted periods
 - differ from incidents where relatively small responses are required in tightly defined areas for relatively short periods (such as road accidents or domestic structure fires)
- Emergency operations centres*** may be:
- established and purpose-designed to deal with the typical response roles of the unit
 - field operations centres established to manage particular emergencies and dismantled after the emergency
 - primarily activated to respond to emergencies and are not normally operational
- Plans and directories*** may include:
- local government plans
 - national emergency management plans and arrangements
 - resource and contact directories
 - response plans for specific hazards
 - state/territory disaster plans
 - unit standing operating procedures
- Other organisations*** may include:
- ambulance
 - defence organisations
 - emergency service organisations
 - fire services - metropolitan and/or rural
 - local authorities
 - police
 - state and territory emergency services
 - suppliers
 - utility organisations
 - welfare organisations
- Operational information*** may include:
- access and egress routes
 - location, magnitude and type of event
 - estimated duration of emergency
 - location of incidents
 - nature and extent of damage
 - number and nature of casualties

- other organisations working
- potential hazards
- resources available
- weather forecast

Seeking information may include

- electronic documentation
- information management systems
- IT systems
- members of the organisation in the field
- members of the public
- other emergency services organisations
- reconnaissance teams
- SITREPs
- web based information

Organisational documentation may include:

- request for assistance forms
- logs
- summaries
- running sheets
- SITREPs
- task allocation sheets
- requests for assistance
- records of conversation - manual and/or electronic
- paper based or computerised
- other documentation as described in organisational SOPs, T5 or safety management sheets

Plotting operational information may include:

- computer based geographic information systems
- frequently used contact numbers
- magnetic displays
- marking topographical or other cartographic representations
- resources available
- sketch maps
- statistical summaries
- warnings
- whiteboard information summaries

Disseminating information may include:

- media releases
- orders for suppliers
- preparing briefing notes
- reminders
- requests for assistance
- summary information for higher authorities
- task information to elements of own or other organisations

Communications systems may include:

- computer aided dispatch (CAD)
- fax, telephone and radio systems
- internet or intranet communications
- MMS

- other equipment or method (such as couriers) as specified or relevant
- pagers
- SMS

Unit Sector(s)

Not applicable.