



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **RIIERR504A Manage major incidents and emergencies**

**Release: 1**

## **RIIERR504A Manage major incidents and emergencies**

### **Modification History**

Not applicable.

### **Unit Descriptor**

This unit covers the management of major incidents and emergencies in resources and infrastructure industries. It includes: reviewing the systems; managing the incident and emergency response; accessing and responding to information, advice and support; applying post-incident management procedures; and auditing and reviewing the effectiveness of the incident and emergency management response.

### **Application of the Unit**

This unit is appropriate for those working in management and technical specialist roles within:

- Civil construction
- Coal mining
- Drilling
- Extractive industries
- Metalliferous mining

### **Licensing/Regulatory Information**

Refer to Unit Descriptor.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

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| <p>Elements describe the essential outcomes of a unit of competency.</p> | <p>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.</p> |
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## Elements and Performance Criteria

| ELEMENT   | PERFORMANCE CRITERIA   |
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| 1. Review emergency preparedness and response systems | 1.1. Access, interpret and apply <b>compliance documentation</b> relevant to the management of major incidents and emergencies<br>1.2. Review the emergency preparedness plan and confirmed for relevance and timeliness on a regular basis<br>1.3. Review the organisational structure for the management of emergency preparedness and response for relevance and accuracy on a regular basis<br>1.4. Review emergency response procedures for management of classes of <b>incident</b> for relevance and accuracy on a regular basis<br>1.5. Confirm the emergency response procedures for management of decision-making processes and decision monitoring systems<br>1.6. Confirm plans with relevant <b>stakeholders</b> and specialists  |
| 2. Manage the incident/emergency response             | 2.1. Access incident information receipt and recording systems in accordance with site requirements<br>2.2. Access and apply emergency response and evacuation plans and procedures in accordance with site requirements<br>2.3. Establish <b>operations facilities</b> , including <b>communications</b> to support them, in accordance with the emergency plan<br>2.4. Apply action planning processes to manage the situation/incident in accordance with the emergency plan<br>2.5. Identify and apply <b>required services</b> , personnel, <b>equipment</b> and <b>resources</b> for the incident in accordance with the emergency plan<br>2.6. Confirm and clarify roles and responsibilities, as specified in the emergency response and evacuation plans and procedures and communicated to all persons |
| 3. Access and respond to                              | 3.1. Bring together specialist technical and   |

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| information, advice and support   | <p>professional staff to review the situation</p> <p>3.2.Plans are developed to deal with <b><i>immediate areas of concern</i></b></p> <p>3.3.Clarify and confirm individual's roles and responsibilities</p>  |
| 4. Apply post-incident management procedures  | 4.1.Determine and establish <b><i>post-incident management</i></b> processes to investigate nature and cause of situation/incident in accordance with <b><i>statutory</i></b> and site requirements  |
| 5. Audit and review the effectiveness of the incident/emergency management response | <p>5.1.<b><i>Audit</i></b> response systems for effectiveness and compliance with statutory and management plan standards</p> <p>5.2.Audit incident/emergency management response processes for effectiveness and for compliance with worksite requirements</p> <p>5.3.Audit recording systems for effectiveness and for compliance with the emergency preparedness and response plan</p> <p>5.4.Respond promptly to instances of non-compliance or other discrepancies/deficiencies revealed by audit and modify the incident/emergency management system accordingly</p> |

## Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

### Required skills

Specific skills are required to achieve the performance criteria in this unit, particularly for the application in the various circumstances in which this unit may be applied. This includes the ability to carry out the following as required to manage major incidents and emergencies:

- apply legislative, organisation and site requirements and procedures
- access and apply worksite information and recording systems
- analyse information
- assess hazards and associated risks
- apply brainstorming to collect maximum information
- apply fault-tree analyses
- communicate effectively with members of the media
- communicate effectively with people personally or through technical devices during incidents
- delegate responsibility and tasks
- develop action plans
- apply effective interviewing techniques
- apply effective questioning techniques
- evaluate systems and equipment
- facilitate groups to work together
- apply procedures to formulate and develop emergency preparedness plans
- identify or establish worksite facilities for incident management
- make effective decisions
- apply procedures to organise personnel and resources
- participate as a team member
- read and interpret worksite plans
- write reports

### Required knowledge

Specific knowledge is required to achieve the Performance Criteria of this unit, particularly its application in a variety of circumstances in which the unit may be used. This includes knowledge of the following, as required to manage major incidents and emergencies:

- audit review process and techniques
- call-out procedures
- classification of types of incidents
- decision making processes
- deployment of staff underground

- economic considerations and decisions
- effects of heat and humidity
- effects of visibility
- emergency and disaster planning processes and techniques
- emotional effects of emergencies on rescuers and worksite personnel
- environmental risks and controls
- equipment handling
- equipment required for different types of emergency
- escape strategies and technology
- hazard identification
- incident resources and how to access them
- industry and legislative stakeholders
- insurance policies and considerations
- intervention and control techniques for heating, fires, explosions, outburst, extrication or inrushes
- legal implications of incidents
- legal requirements of incident management teams
- legislation applicable to worksites
- legislation regarding resumption of normal operations
- legislative requirements
- media policies and procedures
- worksite closure procedures and the legislative implications
- mine rescue guidelines and capabilities
- worksite-type incidents and risks
- numbers needed to run the worksite at planned operational levels
- rescue team structure, procedures and equipment, and standby team requirements
- risk management principles and techniques
- sealing procedures and the legislative implications
- self-escape philosophies, systems and equipment
- services and agencies available to assist in an emergency
- structure of emergency guidelines
- structure of emergency organisations
- structure, roles, capabilities and operational limitations of external resources and agencies used during worksites incidents
- support services role and access
- the requirements and structure for fresh air base/refuge chambers
- the role of stakeholders
- the techniques and equipment used for collecting and analysing atmospheric conditions
- titles and roles of members of incident management team
- training and assessment principles
- ventilation and its influence on incidents, and decisions to be made





## Evidence Guide

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| <p>The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p> |   |
| <p><b>Overview of assessment</b></p>  |   |
| <p><b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b></p>  | <p>The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:</p> <ul style="list-style-type: none"> <li>• knowledge of the requirements, procedures and instructions for the management of major incidents and emergencies</li> <li>• implementation of procedures and techniques for the safe, effective and efficient management of major incidents and emergencies</li> <li>• the identification of the relevant information and scope of the work required to meet the required outcomes</li> <li>• the identification of viable options and the selection of options that best meet the required outcomes</li> <li>• working with others to undertake and complete the management of major incidents and emergencies</li> <li>• consistent successful management of major incidents and emergencies</li> </ul> |
| <p><b>Context of and specific resources for assessment</b></p>  | <ul style="list-style-type: none"> <li>• This unit must be assessed in the context of the work environment. Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills.</li> <li>• The assessment environment should not disadvantage the participant. For example, language, literacy and numeracy demands of assessment should not be greater than those</li> </ul>   |

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|                                    | <p>required on the job.</p> <ul style="list-style-type: none"> <li>• Customisation of assessment and delivery environment to sensitively accommodate cultural diversity.</li> <li>• Aboriginal people and other people from a non English speaking background may have second language issues.</li> <li>• Assessment of this competency requires typical resources normally used in the work environment. Selection and use of resources for particular worksites may differ due to site circumstances.</li> <li>• Where applicable, physical resources should include equipment modified for people with disabilities.</li> <li>• Access must be provided to appropriate learning and/or assessment support when required.</li> </ul>  |
| <p><b>Method of assessment</b></p> | <p>This unit may be assessed in a holistic way with other units of competency. The assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods:</p> <ul style="list-style-type: none"> <li>• written and/or oral assessment of the candidate's required knowledge to apply in undertaking of the management of major incidents and emergencies</li> <li>• observed, documented and/or first hand testimonial evidence of the candidate's: <ul style="list-style-type: none"> <li>• implementation of appropriate procedures and techniques for the safe, effective and efficient achievement of the required outcomes</li> <li>• identification of the relevant information and scope of the work required to meet the required outcomes</li> <li>• identification of viable options and the selection of options that best meet the required outcomes</li> <li>• consistently achieving the required outcomes</li> </ul> </li> <li>• first hand testimonial and documentary evidence of the candidate's: <ul style="list-style-type: none"> <li>• working with others to undertake and</li> </ul> </li> </ul> |

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|  | <p>complete the management of major incidents and emergencies</p> <ul style="list-style-type: none"><li>• provision of clear and timely required support and advice on the management of major incidents and emergencies</li></ul> |
| <b>Guidance information for assessment</b> | Consult the SkillsDMC User Guide for further information on assessment including access and equity issues.   |

## Range Statement

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| <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. <b>Bold italicised</b> wording, if used in the performance criteria, is detailed below. 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) may also be included.</p> |   |
| <p><b>Relevant compliance documentation</b> may include:</p>  | <ul style="list-style-type: none"> <li>• legislative, organisation and site requirements and procedures</li> <li>• manufacturer's guidelines and specifications</li> <li>• Australian standards</li> <li>• code of practice</li> <li>• Employment and workplace relations legislation</li> <li>• Equal Employment Opportunity and Disability Discrimination legislation</li> </ul>                                  |
| <p>Types of <b>incidents</b> can be identified as:</p>  | <ul style="list-style-type: none"> <li>• chemical injury</li> <li>• entrapment</li> <li>• equipment damage</li> <li>• fire</li> <li>• fugative chemicals</li> <li>• inundation</li> <li>• irrespirable atmosphere</li> <li>• personnel injury or death</li> <li>• rock fall</li> <li>• unscheduled explosion</li> </ul>   |
| <p><b>Incidents</b> can be caused by:</p>   | <ul style="list-style-type: none"> <li>• aircraft accident</li> <li>• bulk-head collapse</li> <li>• explosives</li> <li>• flammable solids or liquids</li> <li>• Hazchem</li> <li>• inrush</li> <li>• mining induced subsidence</li> <li>• outburst</li> <li>• release of stored energy</li> <li>• seismic event</li> <li>• sulphide dust explosion</li> <li>• vehicle accidents</li> <li>• vehicle fire</li> </ul> |
| <p><b>Stakeholders</b> and other consulting partners can include:</p>   | <ul style="list-style-type: none"> <li>• ambulance</li> <li>• board of directors</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>• contractors</li> <li>• critical incident stress debriefing organisations</li> <li>• customers</li> <li>• emergency management and assistance organisations</li> <li>• employee representatives</li> <li>• employees</li> <li>• families</li> <li>• fire brigade</li> <li>• government mining authorities</li> <li>• hospital</li> <li>• insurance companies</li> <li>• local community</li> <li>• local government</li> <li>• manufacturers</li> <li>• medical staff</li> <li>• mines rescue service</li> <li>• police</li> <li>• specialist professionals</li> <li>• suppliers</li> </ul> |
| <b>Operations facilities</b> are those which are set up to manage an incident and may include: | <ul style="list-style-type: none"> <li>• operations centre</li> <li>• press room</li> <li>• mortuary</li> <li>• muster areas</li> <li>• meeting rooms</li> </ul>  |
| <b>Communications</b> may include:   | <ul style="list-style-type: none"> <li>• radio</li> <li>• telephone</li> <li>• telemetry</li> <li>• verbal</li> <li>• written</li> <li>• computers</li> <li>• runners</li> <li>• mirrors</li> <li>• signals</li> <li>• stench gas alarms/sirens</li> </ul>  |
| <b>Required services</b> may include:  | <ul style="list-style-type: none"> <li>• internal worksite services and resources</li> <li>• contractors</li> <li>• suppliers</li> <li>• local community</li> <li>• manufacturers</li> <li>• inspectorate</li> <li>• police</li> </ul>  |

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|   | <ul style="list-style-type: none"> <li>• mines rescue services</li> <li>• fire brigade</li> <li>• ambulance</li> <li>• medical staff</li> <li>• hospital</li> <li>• critical incident stress debriefing organisations</li> <li>• local emergency management organisations</li> <li>• local government</li> <li>• media</li> <li>• coroner's representative</li> <li>• security services</li> <li>• solicitors</li> <li>• workers' representatives</li> <li>• other worksites</li> <li>• experts such as engineers, scientists</li> <li>• down-hole camera</li> <li>• drill rigs</li> <li>• forensic</li> </ul> |
| <b>Equipment</b> refers to that needed to control the incident and includes but is not restricted to: | <ul style="list-style-type: none"> <li>• rescue equipment</li> <li>• mining equipment</li> <li>• transport</li> <li>• specialised equipment from external sources</li> <li>• monitoring and analysis equipment</li> <li>• breathing apparatus</li> </ul>   |
| <b>Resources</b> may include, but are not limited to:   | <ul style="list-style-type: none"> <li>• people</li> <li>• finance</li> <li>• equipment</li> <li>• environment</li> <li>• buildings/facilities</li> <li>• technology</li> <li>• information</li> </ul>   |
| <b>Immediate areas of concern</b> may include:  | <ul style="list-style-type: none"> <li>• employee welfare</li> <li>• dealing with the media</li> <li>• legal issues</li> <li>• environmental aspects</li> <li>• informing the community</li> </ul>   |
| <b>Post-incident management</b> is:   | <ul style="list-style-type: none"> <li>• the control of activities arising from an incident and can include: <ul style="list-style-type: none"> <li>• legal advice</li> <li>• environmental aspects</li> <li>• critical incident stress debriefing</li> </ul> </li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>• interviewing</li> <li>• investigations</li> <li>• witness interview statements</li> <li>• restoration of normal operations</li> <li>• media releases</li> <li>• public relations</li> <li>• employee welfare and family support</li> <li>• security of evidence</li> <li>• liaison with statutory/legal bodies</li> <li>• statutory investigations</li> <li>• review of emergency procedures</li> <li>• documentation of ongoing operations</li> <li>• restoration of emergency preparedness</li> </ul>   |
| <p><b>Statutory</b> requirements may include but are not limited to:</p> | <ul style="list-style-type: none"> <li>• common law</li> <li>• coroner</li> <li>• dangerous goods</li> <li>• development of training policies/programs to aid compliance</li> <li>• emergency services</li> <li>• environmental</li> <li>• explosives</li> <li>• gas and petroleum</li> <li>• industrial relations</li> <li>• local government</li> <li>• minerals and extractive industry licensing</li> <li>• mines act</li> <li>• navigation</li> <li>• planning and assessment</li> <li>• road traffic</li> <li>• safety and health</li> <li>• trade practices</li> <li>• waterways</li> <li>• weights and measures</li> <li>• workers compensation/WorkCover</li> </ul> |
| <p><b>Audit</b> is:</p>  | <ul style="list-style-type: none"> <li>• a systematic examination against defined criteria to determine whether activities and related results conform to planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve the organisation's policy and objectives</li> </ul>  |

## **Unit Sector(s)**

Emergency Response and Rescue

## **Competency field**

Refer to Unit Sector(s).

## **Co-requisite units**

Not applicable.