



**Australian Government**

# **TLIF4109A Communicate effectively to coordinate incident response procedures**

**Release 1**

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## **Modification History**

Release 1. This is the first release of this unit.

## **Unit Descriptor**

This unit involves the skills and knowledge required to communicate effectively to coordinate incident response procedures in accordance organisational procedures. It includes responding to the incident, coordinating incident responses, communicating effectively and completing follow-up actions.

Licensing, legislative, or certification requirements are not applicable to this unit.

## **Application of the Unit**

Work must be carried out in compliance with the relevant regulations and workplace procedures concerning action to be taken in an emergency, fire or accident.

## **Licensing/Regulatory Information**

Refer to Unit Descriptor.

## **Pre-Requisites**

Nil.

## **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. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

<b>1 Respond to reported incidents</b>	1.1	Details of incidents are received, analysed, confirmed and prioritised
	1.2	Immediate coordination requirements are identified and actioned in accordance with organisational procedures
<b>2 Coordinate incident response activities</b>	2.1	Control and/or coordination of incident response activities is assumed and all relevant personnel and other authorities are informed of this action
	2.2	Assistance to be provided to clients and operators is arranged within the limitations of duty of care and organisational requirements
	2.3	Assistance is provided to relevant authorities in accordance with organisational policies and legislative requirements
	2.4	Information is collected and passed on to relevant personnel/stakeholders in accordance with workplace procedures
<b>3 Convey complex information</b>	3.1	Complex information is conveyed clearly and accurately
	3.2	Recipient understanding of information is monitored and mode of communication is adjusted appropriately
	3.3	Interaction is monitored to ensure it is consistent with the urgency of the situation, in accordance with organisational policies and procedures
<b>4 Communicate with relevant personnel</b>	4.1	Information is conveyed clearly and clarified when requested by other parties
	4.2	Requirements are communicated clearly and in a manner that reflects an appropriate level of authority
	4.3	Direction, advice and assistance is sought when required and is followed as appropriate to the situation
	4.4	Difficulties in communication are recognised and resolved using appropriate communication skills and techniques
	4.5	Roles and authority of relevant personnel involved in the situation are clarified and respected
<b>5 Overcome barriers to communication</b>	5.1	Barriers to effective communication are identified by continuous monitoring of the situation
	5.2	Situational needs are identified, clarified and confirmed using appropriate communication skills and techniques

- 5.3 Conflict and potential for conflict are dealt with in a manner that prevents escalation
- 6 Communicate as a team**
  - 6.1 Handover-takeover is performed and full details are communicated to/received from other team member to ensure continuity of incident response
  - 6.2 Team member communications are acknowledged as received and understood
  - 6.3 Observations are verbalised to team members
  - 6.4 Inquiries are made of team members to clarify information required to provide continued incident response
- 7 Complete follow-up actions**
  - 7.1 Details of incident are collected, recorded and managed in accordance with organisational procedures
  - 7.2 Contribution is made to debrief process and recommendations are prepared and submitted as required

## Required Skills and Knowledge

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

### Required knowledge:

- Hazards, risks and related precautions to control risk
- Layout of network/area under control and potential obstacles for responding parties
- Means to control and organise incidents and to provide practical assistance where required
- Organisational procedures and policies for responding to incidents
- Procedures for contacting emergency personnel and other relevant stakeholders
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and other regulatory codes, procedures and guidelines concerning responding to incidents
- Types of incidents that can occur and the appropriate action to be taken in each case

### Required skills:

- Collaborate with others when implementing and coordinating incident response procedures
- Complete documentation related to the implementation and coordination of incident response procedures
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures, information relevant to the implementation and coordination of incident response procedures

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- identifying and following organisational incident response procedures
- correctly operating communication equipment to organisational requirements
- following recording and reporting procedures to organisational standards.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Method of assessment

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace.

## 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.

Action to be taken in an incident may include:	<ul style="list-style-type: none"><li>• alerting relevant organisational personnel and emergency services</li><li>• assessing nature and extent of incident</li><li>• ensuring medical assistance is provided where required</li><li>• identifying and following established incident procedures</li><li>• isolating and coordinating safety of the scene</li><li>• recording relevant information and reporting on incident situation in accordance with regulatory and organisational requirements</li></ul>
Consultative processes may include:	<ul style="list-style-type: none"><li>• contractors</li><li>• designated emergency officers</li><li>• emergency services personnel including ambulance, police, fire agencies, SES</li><li>• personnel and management</li><li>• other professional or technical staff</li><li>• WHS/OHS specialists</li></ul>
Communication systems may include:	<ul style="list-style-type: none"><li>• electronic data interchange</li><li>• oral communications</li><li>• phone/mobile phone</li><li>• radio</li><li>• short message service (SMS)</li></ul>
Barriers to effective communication may include:	<ul style="list-style-type: none"><li>• differing terminology/jargon</li><li>• emotional state</li><li>• hearing difficulties</li><li>• language difficulties</li><li>• religious, social or cultural factors</li><li>• speech impediments</li></ul>
Complex information may include:	<ul style="list-style-type: none"><li>• emergency procedures</li><li>• human resources requirements</li><li>• incident history</li><li>• incident situation and implications</li><li>• specific emergency response equipment</li><li>• specific emergency response requirements</li></ul>
Information/documents may include:	<ul style="list-style-type: none"><li>• Acts and regulations</li><li>• International Maritime Dangerous Goods (IMDG) code markings, HAZCHEM codes and where applicable emergency information panels</li></ul>

Applicable regulations and legislation may include:

- incident response procedures
- quality assurance procedures
- relevant legislation, regulations and documentation related to incident response situations
- dangerous goods and hazardous goods regulations
- emergency procedures regulations
- relevant Australian standards, codes of practice and guidance notes
- relevant commonwealth, state/territory WHS/OHS legislation
- relevant state/territory environmental protection legislation
- relevant state/territory rail safety legislation

## **Unit Sector(s)**

Not applicable.

## **Competency Field**

F – Safety Management