



Australian Government

Department of Education, Employment and Workplace Relations

CSCSAS403A Provide emergency response to dangerous incidents

Revision Number: 2

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Modification History

CSCSAS403A Release 2: Layout adjusted. Minor revisions to required knowledge.
CSCSAS403A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to implement a planned strategic response to acute and critical incidents. The unit applies to staff responsible for coordinating, delegating and supervising a team response.

Application of the Unit

This unit applies to correctional services staff working with offenders in prisons and secure custodial centres. With changes based on different organisation's needs, it can apply to specialist emergency units and to workers in the community where this function is part of the work role.

This unit can be applied using a combination of training outcomes and performance in the workplace, with the principal evidence developed through performance in routine work functions in the workplace.

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 required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop a strategic response to incidents.	1.1 Assess and report on the nature, extent and degree of threat from the incident according to emergency procedures. 1.2 Identify and notify key people and relevant support agencies and establish communication channels to allow required exchange of information. 1.3 Analyse resources and vulnerability of the situation and report issues to key people. 1.4 Identify immediate action required and take action according to emergency procedures.
2 Apply emergency strategies.	2.1 Comply with safety and security procedures in all actions. 2.2 Select personal protective equipment according to the requirements of the situation and use according to emergency operating procedures. 2.3 Guard and protect the welfare of people as the first priority in any action. 2.4 Maintain safe access and exit according to emergency procedures and situational analysis. 2.5 Assess, select and apply controls to achieve objectives with minimum damage to people and the environment. 2.6 Provide immediate response to threat or danger to colleagues while preserving personal safety according to procedures. 2.7 Identify and report inability to respond or obstacles to response and seek instructions and support according to emergency procedures.
3 Monitor the environment and the incident.	3.1 Constantly assess factors that may create or increase risk of injury or damage, and report them to authorised people. 3.2 Maintain protection of evidence according to procedures. 3.3 Monitor hazard controls to ensure continued effectiveness and accuracy of information. 3.4 Monitor and maintain own and colleagues' health and morale. 3.5 Identify and report changes in behaviour and conditions.
4 Evaluate and review	4.1 Review and analyse experiences and observations of

ELEMENT

the effectiveness of the response.

PERFORMANCE CRITERIA

- the incident and report on issues.
- 4.2 Provide constructive and honest observations in team discussions and analysis.
- 4.3 Support formal organisational and personal debriefings and make positive contributions to requirements.
- 4.4 Identify active support needed by team members and provide this with least personal intrusion and according to team member preferences and agreed practice.
- 4.5 Identify training needs and opportunities to increase skills required for effective emergency response, investigate options and provide expertise to training programs.

Required Skills and Knowledge

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

Required skills:

- applying organisation policies, operating procedures, guidelines and delegations related to critical incidents
- exercising statutory requirements and duty of care
- designing and implementing strategic approaches to incident responses
- accurately and safely using security and surveillance equipment in the workplace
- applying organisation's recording and reporting requirements related to critical incidents
- supervising a response team.

Required knowledge:

- organisation's policies and procedures covering incident response, emergency procedures, occupational health and safety, and use of tactical response and communications equipment
- legislation and/or statutory requirements governing incident response activities
- maintenance of records and information systems
- organisation's environmental and sustainable practices
- safe and effective use of security, surveillance and information equipment
- organisational structures, delegations and chain of command
- principles of contingency planning and responses
- employee support services
- principles of situational analysis
- problem-solving strategies in critical and emergency situations.

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.

Overview of assessment

Evidence for assessment must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

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

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit
- ability to provide emergency response to dangerous incidents in a range of (two or more) contexts or occasions, over time.

Context of and specific resources for assessment

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual responsible for supervising emergency response processes in dangerous incidents effectively as part of a coordinated team, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to emergency response within the organisation
- access to appropriate learning and assessment support when required.

Method of assessment

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners
- completion of performance feedback from supervisors and colleagues.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

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. 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.

Communication channels may include:

- radios
- alarms
- video recorders
- close circuit television
- telephones
- rolls and registers
- intercom and public address system
- records
- incident briefings, meetings and notes
- routine and emergency team meetings.

Monitoring will include:

- formal and informal reporting
- preservation of evidence
- reference to security information and reports
- risk assessment
- safety awareness
- security equipment
- musters and roll calls
- routine observation and special surveillance
- electronic surveillance equipment.

Unit Sector(s)

Safety and security.

Competency field

Not applicable.