

RTC3701A
Unit Descriptor
Unit Sector

Respond to emergencies

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No sector assigned

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for emergency situations	1.1 Appropriate actions are taken to maximise safety and minimise health hazards in the workplace. 1.2 Options for action in cases of emergency are identified and evaluated. 1.3 Organisational emergency procedures and policies are correctly implemented as part of the workplace procedures. 1.4 Occupational health and safety procedures and safe working practices are applied including the selection of personal protective equipment (PPE) to suit the emergency situation. 1.5 Regular checks of the workplace are carried out to minimise potential hazards. 1.6 Emergency procedures are carried out as required by established workplace procedures. 1.7 Safety equipment and aids required for emergencies are selected, used, maintained and stored in good order. 1.8 Near misses and potential hazards are reported to supervisor and/or documented according to enterprise guidelines.
2. Implement fire prevention and control on site and in the workshop	2.1 Fire hazards are minimised as specified in workplace and/or fuelling procedures. 2.2 Appropriate fire extinguishers and fire fighting equipment are used in fire situations, and appropriate authority notified according to established procedures. 2.3 Evacuation procedures are followed according to enterprise policy and plan including nominated assembly points. 2.4 Where required, specific safety procedures for the handling and use of industrial gases are carried out in line with standard industry practice and regulations.
3. Evaluate the emergency	3.1 Emergency and potential emergency situation reports and signals are promptly recognised and assessed. 3.2 Advice is sought from relevant people in evaluating the emergency. 3.3 The possible development of the emergency situation is assessed and further potential hazards to staff and/or clients are evaluated. 3.4 Needs, including those for assistance, are prioritised promptly and accurately.

- 4. .Act in an emergency
 - 4.1 The plan of action is implemented using techniques appropriate to the situation and available resources and abilities.
 - 4.2 Equipment is operated safely and, where necessary, equipment and techniques are improvised.
 - 4.3 Strategies for group control are identified and implemented, and clients and other individuals are removed from danger.
 - 4.4 The condition of all staff **and others** assisting is constantly monitored.
 - 4.5 The information required to assist emergency services, where relevant, is acquired and documented.
 - 4.6 Emergency services are notified as necessary.
 - 4.7 The plan of action is changed to accommodate changes in the **situation variables**.
 - 4.8 Casualty evacuation methods are demonstrated where relevant to the context.
 - 4.9 Organisational procedures and policies and legal requirements are correctly implemented in the event of a major injury or death.
- 5. Apply essential first aid techniques
 - 5.1 Immediate risk to self and casualty's health and safety are minimised by isolating the **hazard**.
 - 5.2 The casualty's **injuries** and vital signs are assessed.
 - 5.3 Casualty is reassured in a caring and calm manner and made comfortable using available resources.
 - 5.4 First aid care is provided in accordance with established first aid procedures.
 - 5.5 First aid assistance is sought from others as appropriate.

KEY COMPETENCIES

What processes should be applied to this competency standard? There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Verbally including through communication systems.	2
Collecting analysing and organising information	Observation and reporting to supervisor or appropriate authorities.	2
Planning and organising activities	According to Occupational Health and Safety practices and policies.	2
Working with others and in teams	Through reacting to emergency situations in a coordinated way.	2
Using mathematical ideas and techniques	Determining pulse rates.	1
Solving problems	Identifying solutions to preserve life or counteract emergencies.	2
Using technology	Use of communications equipment.	1

RANGE STATEMENT

What might workplace procedures refer to?	Search procedures (search of likely routes followed, systematic search, voice or whistle contacts), evacuations, use of isolating equipment, prevention of escalation of risk, containment, clean up, control of fire, administering of first aid, assistance to injured team member, retrieval of team member and activity-specific rescue techniques.
Where may occupational health and safety requirements be found?	State/Territory/Commonwealth legislation, Australian Standards, Occupational Health and Safety legislation, industry Codes of Practice and organisation's policies and procedures and Material Safety Data Sheets (MSDSs).
What personal protective equipment is relevant to this standard?	Firefighter protective clothing, helmets and hardhats, boots, gloves, breathing apparatus, protective clothing, protective hose lines or sprays, safety eye washes and safety showers.
Which industrial gases may be included?	Compressed and liquefied fuel gases, oxygen, acetylene, nitrogen, anhydrous ammonia and carbon dioxide.

What emergencies may be relevant to this standard?	Fire, hazardous releases, fuel spillage, gases, chemical spills, bomb threats, civil disorder, medical (e.g., bites, stings, epileptic fit, heart attack), road accidents, injury from machinery and equipment, fall, climbing accident, swimming or diving accident, snake bite or poisoning, respiratory or cardiac arrest, and electrocution, injuries, panic and other emotional responses, equipment failure, lost team or team member, result of environmental conditions (e.g., heat, cold, wet, snow, wind, lightning, bushfires, floods, high seas), and activity-specific.
Who may be classified as relevant people?	Managers, OHS officers, workplace first aiders, fire wardens, emergency service people, other external experts and consultants.
What types of hazards could this standard refer to?	Biological, chemical, mechanical, electrical, thermal, explosive, structural, climatic, psychological (e.g., critical incident stress), nuclear, proximity of other people, vehicles and machinery, fire, gas, fumes, electrical situations, security related and wildlife related situations.
What injuries might be relevant to this standard?	Shock, external bleeding, burns, limb, abdominal and pelvic injuries, head and neck injuries, poisoning, bites and stings, facial injuries and management of a casualty with chest pains, who is fitting, who is known to have diabetes and collapses, who is choking, who is drowning, who has a swollen neck, who has asthma, who is not breathing, who is suffering from overexposure, who is suffering from a chest injury, and/or who has been hit by a motor vehicle or injured by machinery and equipment.
Who may be classified as others in this competency standard?	Participants in an activity or program, colleagues, general public, small group or larger group, experienced or inexperienced personnel.
What might be classified as a development of the situation?	Spread of fire, threat to adjoining areas, danger of explosion, loss of communications and involvement of additional persons.
What emergency reports and signals are included?	Observation, verbal, emergency warning system, emergency alarm system, hand signals, verbal reports, telephone communications, radio communications and whistles.
What emergency services may be relevant to this standard?	Police Search and Rescue, State Emergency Service, Fire Brigade, Ambulance Service, Land Management Authorities (e.g., National Parks, Forestry) and Australian Volunteer Coastguard.

Who may be classified as management authorities?	Land and facility owners, city councils, local government authorities, national parks and forestry services, fisheries departments, agricultural producers, private land owners, crown land lessees, defence forces, Aboriginal communities, water authorities and utility agencies and commissions.
What situation variables may apply to this standard?	Capabilities of the group/clients, weather conditions, topography, time factors, human resources, available food and water, size of search area, distance from emergency response providers, delays in accessing emergency help, time of day, communications facilities and difficulties, and emotional and physical condition of casualties.

EVIDENCE GUIDE

What specific knowledge is needed to achieve the performance criteria?	Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below: • The use of safe working practices. • The emergency network. • Enterprise plan and evacuation procedures. • OHS legislative requirements and Codes of Practice. • Legal responsibilities and Duty of Care. • Use of communications equipment. • Organisational and legal policies and procedures in the event of an accident/incident. • Local call out procedures to access emergency services personnel. • Practical first aid skills using prepared and improvised materials. • Hazard identification, assessment and control.
What specific skills are needed to achieve the performance criteria?	To achieve the performance criteria, some complementary skills are required. These skills include the ability to: • Accurately evaluate the emergency. • Avoid/control escalation of the emergency. • Develop a plan of action decisively. • Efficiently implement a plan of action. • Render first aid care. • Deal with contingencies. • Communicate with others.

Are there other competency standards that could be assessed with this one?

This competency standard could be assessed on its own or in combination with other competencies relevant to the job function.

Essential Assessment Information

There is **essential information about assessing this competency standard for consistent performance and where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to both the **Assessment Guidelines** and the relevant **Sector Booklet**.