



Australian Government

PMAOMIR320 Manage incident response information

Release: 1

PMAOMIR320 Manage incident response information

Modification History

Release 1. Supersedes and is equivalent to PMAOMIR320B Manage incident response information

Application

This unit of competency covers the skills and knowledge required to manage information during an incident.

This unit of competency applies to team leaders, managers, technical specialists or those in similar roles who are required to identify incident information needs and sources, ensure information systems are in place and being used, and collect, analyse and report on data on incidents.

This unit of competency applies to an individual working alone or as part of a team or group and working in liaison with other shift and emergency response team members, and the incident commander and control room operator, as appropriate.

In a typical scenario, the person must ensure that information is identified, recorded, analysed and acted upon according to the nature and impact of the information. For instance, the numbers of personnel evacuated from an incident scene, their condition, location and contact details would be accurately collected, recorded and then reported to the incident team. In such a situation the families, media or the authorities may need to be accurately informed in the appropriate way and within an acceptable timeframe.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Incident readiness and response

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|---|--------------------------|-----|---|
| 1 | Identify incident | 1.1 | Determine the information needs of stakeholders |
|---|--------------------------|-----|---|

	information needs and sources	1.2	Identify the sources of required information
		1.3	Review information currently held/collected by the organisation to determine suitability and accessibility
		1.4	Prepare processes to obtain information that is not available, suitable or accessible within the organisation
2	Develop/review incident reporting system	2.1	Ensure incident reporting system provides data relevant to the information needs
		2.2	Ensure incident reporting procedures reflect required process
		2.3	Arrange for training of people, as required, to use incident reporting system
		2.4	Monitor use of incident reporting system and recommend improvements, as required
3	Collect and analyse data	3.1	Collect timely and relevant data
		3.2	Ensure data is suitable for analysis, interpretation and dissemination
		3.3	Ensure an accurate chronological record of events is maintained
		3.4	Analyse data to provide required information
4	Record and report information	4.1	Report required information and recommendations as required to all stakeholders
		4.2	Store and retrieve data/information in an appropriate format using appropriate technology
		4.3	Monitor the performance of the information system and recommend improvements

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework

The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

All operations to which this unit applies are subject to stringent health, safety and environment (HSE) requirements, which may be imposed through state/territory or federal legislation, and these must not be compromised at any time. Where there is an apparent conflict between performance criteria and HSE requirements, the HSE requirements take precedence.

Stakeholders

Stakeholders, include one or more of the following:

- personnel (employees, management on or off the site/plant/facility)
- incident coordination team and incident management team
- employee families
- authorities
- media
- community

Data

Data includes one or more of the following:

- numbers and placement of internal personnel and incident equipment
- numbers and placement of external personnel and equipment

- information on casualties, personal details, location and condition
- quantities, nature and present condition of materials
- arrangement, condition and details of equipment and plant

Analysis

Analysis includes one or more of the following:

- mathematical calculations
- critical analysis
- problem solving

Application of statistical methods is not required as part of this unit, but may be used in some organisations.

Reports and reporting methods

Reports and reporting methods include one or more of the following:

- incident information board
- regulatory reports
- media briefings
- information reports to management and workers
- recommendations and follow-up reports on changes made

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=9fc2cf53-e570-4e9f-ad6a-b228ffdb6875>

Assessment Requirements for PMAOMIR320 Manage incident response information

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria, and include the ability to:

- complete written records
- provide written and verbal reports
- capture and record incident data
- ensure data and information is available and relevant to stakeholder needs
- sort, prioritise and analyse data to provide timely updates for stakeholders
- maintain chronological event recording for post-incident review
- ensure effective incident reporting systems are in place and being used
- apply basic mathematical processes.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- organisational procedures, including those covering:
 - incident, fire and accident
 - communication systems
 - emergency response plans
 - reporting and information storage
- internal and external stakeholders and their typical incident information needs
- data collection and collation methods
- data analysis and display techniques.

Assessment Conditions

- Competency must be achieved before performing this work unsupervised. Therefore this unit will typically be assessed off the job. Where assessment is undertaken on the job, appropriate supervision and safety precautions must be provided.
- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:

- should provide evidence of the ability to perform over the range of situations which might be expected to be encountered, including typical disruptions to normal, smooth work conditions
- must include an incident response, the use of appropriate tools, equipment and safety gear requiring demonstration of preparation, operation, completion and responding to problems
- may use industry-based simulation particularly where safety, lack of opportunity or significant cost is an issue.
- Off-the-job assessment must sufficiently reflect realistic operational workplace conditions that cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
 - walk-throughs
 - demonstration of skills
 - industry based case studies/scenarios
 - ‘what ifs’.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- In addition, the assessor or anyone acting in subject matter expert role in assessment must demonstrate both technical competency and currency. If the assessor cannot demonstrate technical competency and currency they must assess with a subject matter expert who does meet these requirements.
- Technical competence can be demonstrated through one or more of:
 - relevant VET or other qualification/Statement of Attainment
 - appropriate workplace experience undertaking the type of work being assessed under routine and non-routine conditions
 - appropriate workplace experience supervising/evaluating the type of work being assessed under routine and non-routine conditions
- Currency can be demonstrated through one or more of:
 - being currently employed undertaking the type of work being assessed
 - being employed by the organisation undertaking the type of work being assessed and having maintained currency in accordance with that organisation’s policies and procedures

- having consulted/had contact with an organisation undertaking the type of work being assessed within the last twelve months, the consultation/contact being related to assessment
- conducting on-the-job training/assessments of the type of work being assessed
- being an active member of a relevant professional body and participating in activities relevant to the assessment of this type of work

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