



Australian Government

PMAOMIR321 Manage communication systems during an incident

Release: 1

PMAOMIR321 Manage communication systems during an incident

Modification History

Release 1. Supersedes and is equivalent to PMAOMIR321B Manage communication systems during an incident

Application

This unit of competency covers the skills and knowledge required to manage and maintain availability of effective communication systems during an incident.

This unit of competency applies to operators who are required to identify stakeholders and their communication needs, plan for disruptions to communications, provide required communications systems, establish the communication channels, and prioritise needs and availability of resources.

This unit of competency applies to an individual working alone or as part of a team or group and working in liaison with other incident response team members, and the incident coordinator/commander or incident manager, as appropriate.

In a typical scenario the person may estimate the communication needs and set about to provide them. Depending on the nature of the incident, this may include a wide range of communication processes. It could, for instance, include the provision of a telephone centre to handle media requests, inquiries from families, and secure lines of communication between the incident centre and outside authorities.

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 | Check existing | 1.1 | Check that the available communications systems are |
|---|-----------------------|-----|---|

	communications systems		operable
		1.2	Ensure that personnel are available and trained to use the existing facilities
		1.3	Ensure that recording systems are in place to enable accurate recording of data
2	Provide necessary communications systems	2.1	Identify stakeholders in the incident management process
		2.2	Identify the communication needs of these stakeholders
		2.3	Plan for the acquisition and deployment of the systems necessary to provide the communication needs
		2.4	Acquire, set up and put into operation the communications systems as required
		2.5	Allocate and train personnel, as required, to support the communication systems provided
3	Prepare contingency plans	3.1	Review the incident information available to estimate possible future communication requirements
		3.2	Prepare contingency plans for communication requirements, including all equipment, facilities, resources and people
		3.3	Manage the contingency plan to ensure that systems are provided, as required
		3.4	Review and update the requirements throughout the incident
4	Keep a record of the incident	4.1	Maintain a chronological record of the incident, the needs, resources and solutions as the incident progresses
		4.2	Prepare a report, including recommendations for the future, at the conclusion of the incident
5	Control hazards	5.1	Identify hazards in the work environment

	concerned with the communications systems	5.2	Assess the risks arising from those hazards
		5.3	Implement measures to control those risks in line with procedures and duty of care
6	Respond to problems	6.1	Identify possible problems in equipment or process
		6.2	Determine which problems need action
		6.3	Determine possible fault causes
		6.4	Rectify problems using solutions within area of responsibility
		6.5	Follow through items initiated until final resolution has occurred
		6.6	Report problems outside area of responsibility to designated person

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.

Procedures

All operations must be performed in accordance with relevant procedures.

Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Hazards

Hazards include one or more of the following:

- intrinsically safe equipment
- internet security and hacking threats
- heat, smoke, darkness, dust or other atmospheric hazards
- electricity
- equipment failures
- flammability and explosivity
- hazardous products and materials
- unauthorised personnel
- extreme weather
- other hazards that might arise

Identifying risks requires consideration of specific hazards and:

- what level of harm can occur
- how harm can occur (various chains of events that could result in harm from the hazard)
- the likelihood that harm will occur

Communication systems

Communication systems include one or more of the following:

- telephone equipment, such as handsets, switchboards, satellites and lines
- mobile phones
- texts and messaging
- fax machines
- video conferencing
- messaging/paging options
- computers
- internet
- email
- Facebook, Twitter and other social media
- radio systems (HF and VHF)
- printers, copiers and supplies

Problems

Problems include one or more of the following:

- damage to existing infrastructure
- lack of availability of equipment and resources
- lack of specialised and/or trained people
- volume of communications being received

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>