



Australian Government

Department of Education, Employment and Workplace Relations

PMAOHS310A Investigate incidents

Release: 1

PMAOHS310A Investigate incidents

Modification History

Not applicable.

Unit Descriptor

This competency unit refers to the investigation of incidents that occurred at the workplace. These incidents can vary from large to small, completely internal or partially externally co-ordinated. They include, but are not limited to, all types of emergencies, fires, OHS and/or environmental incidents.

In a typical scenario, minor incidents which are subject to internal investigation will be conducted by the plant operator/technician, and for a more major investigation, or one subject to external investigation, he/she will assist with the investigation and/or undertake identified parts of the investigation. The exact definition of the scope of responsibility will depend on company policy, as will the level of the person undertaking these investigations. These investigations will be in accordance with company procedures for such investigations which will be consistent with any relevant regulations.

Prerequisites

This unit **hasno** prerequisites.

This competency unit refers to the investigation of incidents that occurred at the workplace. These incidents can vary from large to small, completely internal or partially externally co-ordinated. They include, but are not limited to, all types of emergencies, fires, OHS and/or environmental incidents.

In a typical scenario, minor incidents which are subject to internal investigation will be conducted by the plant operator/technician, and for a more major investigation, or one subject to external investigation, he/she will assist with the investigation and/or undertake identified parts of the investigation. The exact definition of the scope of responsibility will depend on company policy, as will the level of the person undertaking these investigations. These investigations will be in accordance with company procedures for such investigations which will be consistent with any relevant regulations.

Prerequisites

This unit **hasno** prerequisites.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Monitor and review emergency situation	1.1 Undertake site inspections of incident scene. 1.2 Communicate with relevant personnel regarding specific aspects of the emergency situation. 1.3 Monitor corrective action procedures. 1.4 Communicate changes to the situation to appropriate personnel.
2 Record investigation process and results as appropriate	2.1 Establish and secure boundaries of the incident scene to prevent contamination of prospective evidence/exhibits. 2.2 Identify and interview persons relevant to the incident. 2.3 Identify and record evidence/exhibits at the scene prior to examination to ensure continuity. 2.4 Assess relevant information, documentation and evidence/exhibits. 2.5 Determine point of origin and most likely cause of incident of the emergency. 2.6 Determine risk factors affecting the emergency. 2.7 Identify and analyse a range of other possible causes.

- 2.8 Identify and utilise support services to investigate the incident scene.
 - 2.9 Process, record and communicate information/evidence/ exhibits, forms and documents to appropriate personnel following enterprise policies and procedures.
- 3 Make suggestions to improve handling of emergency situation
 - 3.1 Identify and assess tactical factors and resulting priorities occurring during the emergency.
 - 3.2 Formulate appropriate suggestions to improve handling of similar emergency situation based upon information available.
 - 3.3 Identify obvious problems in related plant area and make an appropriate contribution to their solution.

Required Skills and Knowledge

Not applicable.

Evidence Guide

Assessment context and methods

Assessment for this unit of competency will be on an operating plant. The unit will be assessed in as holistic a manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations which will include disruptions to normal, smooth operation.

Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual plant and will include walk throughs of the relevant competency components. Simulations may also include the use of case studies/scenarios and role plays.

This unit of competency requires a significant body of knowledge which will be assessed through questioning and the use of what if scenarios both on the plant (during demonstration of normal operations and walk throughs of abnormal operations) and off the plant.

Critical aspects

Competence must be demonstrated in the ability to recognise and analyse potential situations requiring action and then in implementing appropriate corrective action within the scope and level of their responsibilities and competencies.

Consistent performance should be demonstrated. In particular look to see that wherever possible:

- the scene is secure and evidence is preserved

- evidence is collected in accordance with legislative requirements

- point of origin and most likely cause of incident is determined

- a range of other possible causes can be identified and analysed

- obvious problems in related plant areas are recognised and an appropriate contribution made to their solution

- emergency reporting procedures are understood and followed.

These aspects may be best assessed using a range of scenarios/case studies/what ifs as the stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and extreme situations which may have been generated from the past incident history of the plant, incidents on similar plants around the world, **hazard** analysis activities (e.g. HAZOP) and similar sources.

Resource implications

Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios/case studies/what ifs will be required as will a bank of questions which will be used to probe the reasoning behind the observable actions.

Other assessment advice

In all plants it may be appropriate to assess this unit concurrently with relevant teamwork and communication units.

Essential knowledge

Knowledge and understanding of the investigation of incidents sufficient to recognise and assess causes of emergency situations and then to determine improvements to the actual response within the scope and level of their responsibilities and competencies.

A demonstrated working knowledge and application of the company's specific work organisations and workflow would be highly regarded. An ability to coordinate own work and the work of other team members is also regarded as a component of this unit of competency.

Competence includes the ability to:

- apply and describe:
- factors affecting fire behaviour
- characteristics of fire and fuel types
- security of an incident scene
- examination of an incident scene
- collection of physical evidence
- workplace documentation and recording systems
- use of personal protective equipment.

apply and explain:

- liaison techniques with third parties
- workplace **procedures** and work instructions
- company policies regarding health and safety and environment
- hazard identification, assessment and control of **risk**
- basic **risk** assessment of workplace jobs/tasks
- environmental impacts likely to arise from activities
- measures for eliminating and/or reducing impacts on the environment.

Knowledge and underpinning skills are required in:

- communication (listening, questioning) and negotiation in questioning witnesses
- analytical and decision making skills
- problem solving skills in responding to a range of emergency situations
- exhibit handling and preserving continuity of evidence
- witness management, in particular demonstration of ethical behaviour and cultural awareness.

Assessment context and methods

Assessment for this unit of competency will be on an operating plant. The unit will be assessed in as holistic a manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations which will include disruptions to normal, smooth operation.

Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual plant and will include walk throughs of the relevant competency components. Simulations may also include the use of case studies/scenarios and role plays.

This unit of competency requires a significant body of knowledge which will be assessed through questioning and the use of what if scenarios both on the plant (during demonstration of normal operations and walk throughs of abnormal operations) and off the plant.

Critical aspects

Competence must be demonstrated in the ability to recognise and analyse potential situations requiring action and then in implementing appropriate corrective action within the scope and level of their responsibilities and competencies.

Consistent performance should be demonstrated. In particular look to see that wherever possible:

- the scene is secure and evidence is preserved
- evidence is collected in accordance with legislative requirements
- point of origin and most likely cause of incident is determined
- a range of other possible causes can be identified and analysed
- obvious problems in related plant areas are recognised and an appropriate contribution made to their solution

emergency reporting procedures are understood and followed.

These aspects may be best assessed using a range of scenarios/case studies/what ifs as the stimulus with a walk through forming part of the response. These assessment activities should include a range of problems, including new, unusual and extreme situations which may have been generated from the past incident history of the plant, incidents on similar plants around the world, **hazard** analysis activities (e.g. HAZOP) and similar sources.

Resource implications

Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios/case studies/what ifs will be required as will a bank of questions which will be used to probe the reasoning behind the observable actions.

Other assessment advice

In all plants it may be appropriate to assess this unit concurrently with relevant teamwork and communication units.

Essential knowledge

Knowledge and understanding of the investigation of incidents sufficient to recognise and assess causes of emergency situations and then to determine improvements to the actual response within the scope and level of their responsibilities and competencies.

A demonstrated working knowledge and application of the company's specific work organisations and workflow would be highly regarded. An ability to coordinate own work and the work of other team members is also regarded as a component of this unit of competency.

Competence includes the ability to:

apply and describe:

factors affecting fire behaviour

characteristics of fire and fuel types

security of an incident scene

examination of an incident scene

collection of physical evidence

workplace documentation and recording systems

use of personal protective equipment.

apply and explain:

liaison techniques with third parties

workplace **procedures** and work instructions

company policies regarding health and safety and environment

hazard identification, assessment and control of **risk**

basic **risk** assessment of workplace jobs/tasks

environmental impacts likely to arise from activities

measures for eliminating and/or reducing impacts on the environment.

Knowledge and underpinning skills are required in:

communication (listening, questioning) and negotiation in questioning witnesses

analytical and decision making skills

problem solving skills in responding to a range of emergency situations

exhibit handling and preserving continuity of evidence

witness management, in particular demonstration of ethical behaviour and cultural awareness.

Range Statement

Context

Job safety and environment analysis will be conducted in accordance with required company **procedures** and policies.

This competency covers process manufacturing plants which may involve workplace hazards such as:

chemicals and hazardous materials

gases and liquids under pressure

moving machinery

materials handling

working at heights, in restricted or confined spaces, or environments subjected to heat, noise, dusts or vapours.

Incidents/emergencies may include, but are not limited to:

accidents

fire

chemical or oil spills

gas leak or vapour emission

utilities failure

bomb scares

OHS incidents

environmental incidents.

Enterprise policies and procedures include those which directly or indirectly cover emergency situations, **such as:**

emergency, fire and accident procedures

hazard policies and procedures

standard operating procedures (SOPs)

safety procedures

work instructions

personal protective clothing and equipment procedures.

Evidence gained as a result of investigations may include:

video tapes

audio tapes

drawings

photographs

plans

manifests

relevant documents

personal notes

physical evidence/materials

debris

soil.

Support services may include incident scene specialists:

pathologists

forensic investigators

coroner

government medical officers

interpreters

technical services
legal officers
undertakers
forensic accountants
information technology consultants
document examiners
handwriting experts
financial organisations
external law enforcement agencies.

Interview strategies may vary but require consideration of:

location
timing
method (direct questioning, empathetic questioning)
strategies for developing rapport
who is being interviewed
exclusion of leading questions
avoidance of cross-examination.

Legal and policy requirements differ according to the status of the person being interviewed. Such requirements may include:

the presence of a solicitor, independent person, family member or interpreter
special consideration that applies to disabled, child, parent, age, gender, ethnicity and race.

Post investigation documentation may include:

statements
proformas
photographs
tape recordings.

Designated personnel for incident investigation referrals may include:

employer
personnel directly involved in responding to the incident, including:
first response personnel
emergency response team members
emergency team leader(s)
first aid officers.

other personnel with emergency team leader responsibilities.

HSE

All operations to which this unit applies are subject to stringent health, safety and environment requirements, which may be imposed through State 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.

Context

Job safety and environment analysis will be conducted in accordance with required company **procedures** and policies.

This competency covers process manufacturing plants which may involve workplace hazards such as:

chemicals and hazardous materials
gases and liquids under pressure
moving machinery

materials handling
working at heights, in restricted or confined spaces, or environments subjected to heat, noise, dusts or vapours.

Incidents/emergencies may include, but are not limited to:

accidents
fire
chemical or oil spills
gas leak or vapour emission
utilities failure
bomb scares
OHS incidents
environmental incidents.

Enterprise policies and procedures include those which directly or indirectly cover emergency situations, **such as:**

emergency, fire and accident procedures
hazard policies and procedures
standard operating procedures (SOPs)
safety procedures
work instructions
personal protective clothing and equipment procedures.

Evidence gained as a result of investigations may include:

video tapes
audio tapes
drawings
photographs
plans
manifests
relevant documents
personal notes
physical evidence/materials
debris
soil.

Support services may include incident scene specialists:

pathologists
forensic investigators
coroner
government medical officers
interpreters
technical services
legal officers
undertakers
forensic accountants
information technology consultants
document examiners
handwriting experts
financial organisations
external law enforcement agencies.

Interview strategies may vary but require consideration of:

location
timing
method (direct questioning, empathetic questioning)
strategies for developing rapport
who is being interviewed
exclusion of leading questions
avoidance of cross-examination.

Legal and policy requirements differ according to the status of the person being interviewed. Such requirements may include:

the presence of a solicitor, independent person, family member or interpreter
special consideration that applies to disabled, child, parent, age, gender, ethnicity and race.

Post investigation documentation may include:

statements
proformas
photographs
tape recordings.

Designated personnel for incident investigation referrals may include:

employer
personnel directly involved in responding to the incident, including:
first response personnel
emergency response team members
emergency team leader(s)
first aid officers.

other personnel with emergency team leader responsibilities.

HSE

All operations to which this unit applies are subject to stringent health, safety and environment requirements, which may be imposed through State 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.

Unit Sector(s)

Not applicable.