



Australian Government

Department of Education, Employment and Workplace Relations

PMAOMIR418B Coordinate incident response

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit covers the coordination of the response to off-shore or on-shore incidents. The person may be the incident coordinator, or could be a member of the incident control centre team. The incident coordinator typically responds to the incident manager, who may be stationed away from the facility or plant.
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Application of the Unit

Application of the unit	In a typical scenario, the person is in charge of an incident control centre on or near the facility. The incident coordinator is responsible for interactions between corporate headquarters, the on site incident response teams and the person in charge of the facility. There may be more than one incident response team involved depending on the size and complexity of the incident. Key aspects of the competence include: • minimising the escalation of the incident • allocation of resources and assets • tactical response planning, consistent with the philosophies and strategies of the organisation • close communication with the incident response team(s) • interactions with external agencies required to assist with the emergency • gathering information concerning the incident The individual may: • effectively communicate and consult with a range of individuals and organisations • develop incident response and/or incident search and rescue tactics based on information available • negotiate and communicate with internal support structures set up to assist with logistics planning, operations and external affairs Generally the individual would assume command of the incident response team(s) during an incident response though may be required to take advice from the incident support management group. At all times they would be liaising and cooperating with members of the incident support management group.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	
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Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Assess the situation and determine priorities	1.1. Seek incident information from appropriate on-site personnel 1.2. Monitor changes in the nature, extent and potential implications of the incident 1.3. Develop an incident response tactics based on analysis of the situation and consistent with the philosophies and strategies of the organisation 1.4. Identify required resources in accordance with the tactics developed 1.5. Continually review objectives in light of information updates, reports and feedback
2. Manage incident control centre	2.1. Brief incident control centre personnel on the scenario and tactics, their roles and responsibilities and of the way the centre will operate 2.2. Allocate tasks to incident control centre personnel commensurate with their roles and level of competence 2.3. Monitor performance of incident control centre personnel and review as the incident unfolds to determine ongoing requirements
3. Liaise with internal management and support structures	3.1. Regularly brief and provide communications to appropriate personnel in accordance with procedures 3.2. Monitor and review resources to determine changing requirements in accordance with changing circumstances 3.3. Ensure resources are available as required 3.4. Provide or obtain guidance and support to/from management and support structures.
4. Ensure communications systems are effective	4.1. Establish communications with personnel at the incident scene 4.2. Establish communications with other personnel on or off-site as required 4.3. Ensure communications systems are managed to provide optimum capability.
5. Conclude and review incident activities	5.1. Account for all personnel and other resources 5.2. Conduct a debrief and complete company incident reports 5.3. Evaluate and review tactics and procedures 5.4. Evaluate and document effectiveness of the control function and its interaction with command

ELEMENT	PERFORMANCE CRITERIA
	organisations 5.5. Communicate reports in accordance with company procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Competence includes the ability to isolate the causes of issues within the incident response system and to be able to distinguish between causes of issues indicated by:

- incorrectly determining the range and performance of resources required to address the incident
- inappropriate resources being assigned to the incident response operation
- failure of communications systems within the command post
- overestimating the capabilities and competence levels of personnel.

Required knowledge

The knowledge referred to in the Evidence Guide for this unit includes:

- incident management techniques
- operational duration of essential equipment
- legislative and regulatory requirements
- coaching and team building concepts
- the organisation's policies and procedures protocols
- how to communicate effectively under stress.

Evidence Guide

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 the Training Package.

Overview of assessment

Assessment for this unit of competency will be by way of simulation or observation under incident conditions. 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 can include a variety of incident circumstances.

Simulations must, as closely as possible, approximate actual incident conditions and should be based on the actual facility. Assessments should include walk-throughs of the relevant competency components and may 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 in the facility (during demonstration of normal operations and walk-throughs of abnormal operations) and off the site.

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

Competence must be demonstrated in the ability to recognise and analyse potential situations requiring action and then in implementing appropriate responsive action. The emphasis should be on the ability to deal effectively with the incident or to contribute effectively to the recovery from the incident.

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

- incident responses are in accordance with company procedures
- correct incident response equipment (where required) is used appropriately
- the safety and/or successful recovery of personnel and others affected by the incident response is afforded priority in the actions taken

EVIDENCE GUIDE	
	• actions taken do not inhibit incident response effectiveness or further contribute to the incident • appropriate documentation including reports, journal entries, logs and/or clearances are completed in accordance with procedures These assessment activities should include a range of problems, including new, unusual and improbable situations which may have been generated from past workplace incident history, incidents in similar workplaces around the world, hazard analysis activities and/or similar sources.
Context of and specific resources for assessment	Assessment will require (1) access to an accurately simulated environment in the absence of an on-site incident environment, or (2) a suitable method of gathering evidence of responding 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.
Method of assessment	In all workplace environments it may be appropriate to assess this unit concurrently with relevant PMAOMIR units.
Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed.

Range Statement

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, if used 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.

Codes of practice/ standards	Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used.
Context	This unit of competency covers incidents that may include: • fire, explosion • loss of containment, eg gas leaks, spills • damage to facilities, eg accidents, crashes, aircraft • natural disasters, eg cyclones, wind, rain, earthquake, flood • other, eg riot, civil unrest, terrorism It includes all such items of equipment and unit operations that form part of the incident response system, and may include: • schematics, designs, detail drawings, maps/charts • data systems, computers systems, electronic aids • manuals, designs, operation procedures and instructions • emergency vehicles or equipment • vessels and aircraft Incident response may include: • search and rescue operations • engagement of emergency services (fire, ambulance, rescue, military) • liaison with other agencies (environmental, clean-up, specialised troubleshooters) Typical problems for your facility may include: • communications problems • inappropriate information • confusion over roles and responsibilities • lack of cooperation • inappropriate location of command post in relation to incident
Health, safety and environment (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

RANGE STATEMENT	
	and HSE requirements, the HSE requirements take precedence.
Relationship to Major Hazard Facility Legislation	Organisations within the Chemical, Hydrocarbons and Oil Refining industries may find themselves falling under the provisions of various Major Hazard Facilities legislation. In developing this unit consideration has been given to the requirements of Sections 8 and 9 of the National Standard for the Control of Major Hazard Facilities [NOHSC:1014(2002)] and the National Code of Practice for the Control of Major Hazard Facilities [NOHSC:2016(1996)]. This unit will assist individuals to meet some of their obligations under the relevant State or Territory legislation. Responsibility for appropriate contextualisation and application of the unit to ensure compliance however, remains with the individual organisation.

Unit Sector(s)

Unit sector	Support/generic
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		
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