



Australian Government

PUAOPE019 Control a Level 3 incident

Release: 2

PUAOPE019 Control a Level 3 incident

Modification History

Release 2.0 This is the second release of this unit of competency in the Public Safety Training Package.

Editorial adjustments and clarification of text in Assessment Conditions.

Release 1.0 This is the first release of this unit of competency in the PUA Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required to manage all activities and personnel deployed to resolve a Level 3 incident through use and management of internal and external resources.

It includes establishing control, establishing control facilities, developing and maintaining a control structure, establishing procedures to permit control to be exercised, developing and maintaining coordination arrangements, assessing situation and determining priorities, providing public information, developing an incident action plan and complementary incident plans, maintaining control of incident, managing implementation of incident plans, supporting relief and recovery and concluding incident activities and review incident activities.

Level 3 incidents are characterised by degrees of complexity and consequence that may require the establishment of significant resources and structure for the effective management of the situation. These incidents will usually involve the delegation of all functions.

A person performing this role has the title of Incident Controller Level 3 and is appointed by the organisation with the legislative responsibility for overall management of the incident. The authorisation to perform this role is subject to organisational policies and procedures.

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

Pre-requisite Unit

The fire sector is those sections of government departments, statutory authorities or organisations that have responsibility under jurisdictional arrangements for the delivery of firefighting and fire management services.

It is essential that the prerequisite units listed below are obtained prior to the issuance of this unit to individuals within the fire sector or the units contributing to the attainment of a fire qualification.

PUAOPE018 Control a Level 2 incident

Competency Field

Operations

Unit Sector

Public Safety

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Establish control

PERFORMANCE CRITERIA

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

- 1.1** Control is assumed, in accordance with designated responsibility and authority and briefing is received
- 1.2** Identity of Incident Controller is communicated to participating and pertinent organisations and authorities
- 1.3** Establishment of Level 3 control is communicated to personnel previously involved in controlling the incident including Incident Controllers
- 1.4** Nature, extent and potential of incident is identified through liaison with previous incident management team and other relevant personnel and authorities

2 Establish control facilities

- 2.1** Control and other facilities are established, in accordance with organisational policies and procedures
- 2.2** Establishment of facilities is communicated to participating and pertinent personnel and authorities
- 2.3** Establishment of facilities is communicated to regional and state level emergency managers, in accordance with organisational policies and procedures
- 2.4** Communications systems and procedures are established to facilitate the functions of control and coordination with regional, state and territory emergency management structures and other participating and pertinent authorities and organisations

3 Develop and maintain a control structure

- 3.1** Existing control structure is reviewed, then a control structure is planned and developed commensurate with current and forecast nature and complexity of the

	incident
	3.2 Functional roles within the control structure are delegated and briefings are conducted 3.3 Control structure is designed to take account of the roles and responsibilities of participating organisations 3.4 Flow of information is managed to ensure reliable recording and reporting systems are established and maintained 3.5 Control systems are identified and managed, in accordance with the control structure 3.6 Control structure is scaled up or down in response to changes in the incident
4 Establish procedures to permit control to be exercised	4.1 Control structure is communicated to participating organisations, authorities and individuals who may have a regulatory or economic interest in the incident 4.2 Communication arrangements are established to provide for exchange between the Incident Controller and all stakeholders
5 Develop and maintain coordination arrangements	5.1 Coordination arrangements are established, reviewed and maintained commensurate with current and forecast nature and complexity of the incident 5.2 Requirements for coordination with emergency management structures at regional and state level are identified, in accordance with emergency management arrangements 5.3 Requirements for coordination with all levels of government are confirmed, in accordance with emergency management arrangements 5.4 Requirements for coordination with infrastructure and community support organisations are confirmed, in accordance with emergency management arrangements
6 Assess situation and determine priorities	6.1 Information about the incident and its context is sought from participating organisations and approved sources, including local knowledge 6.2 Incident Controller's statement of intent is developed and communicated to relevant personnel and/or

- authorities
- 6.3** Intelligence requirements are identified and communicated to intelligence and planning sections
 - 6.4** Risk assessment, including community and environmental risks, is conducted
 - 6.5** Constraints which may limit response options are identified
 - 6.6** Information is analysed and processed to establish priorities for dealing with the incident
 - 6.7** Incident objectives are determined and communicated internally and externally to the incident management structure
 - 6.8** Incident Controller's intent and incident objectives are reviewed against information updates, reports and feedback
- 7 Provide public information**
- 7.1** Timely, relevant and tailored warnings and information are issued to the community using approved strategies
 - 7.2** Community meetings are attended addressed and activities are participated in to meet community needs for information and incident objectives
 - 7.3** Media interviews are given, in accordance with organisational procedures and requirements for media liaison
- 8 Develop an Incident Action Plan and complementary incident plans**
- 8.1** Development of a written Incident Action Plan (IAP) and complementary incident plans is directed
 - 8.2** Options analysis is conducted to determine appropriate courses of action
 - 8.3** Strategies in the IAP are developed or updated commensurate with current and forecast nature and complexity of the incident
 - 8.4** Resources to implement the IAP are identified and sought
 - 8.5** Stakeholders are consulted about the content of the IAP and complementary incident plans

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| | 8.6 | IAP and complementary incident plans reflect planning for short term, next shift or shifts, and long term, conclusion of the incident, requirements |
| | 8.7 | IAP and complementary incident plans are approved by the Incident Controller |
| 9 Maintain control of incident | 9.1 | Planning meetings are scheduled and conducted with incident management team and key agency commanders to support progress towards achievement of incident objectives |
| | 9.2 | Leadership is provided to support the incident management team's shared purpose and direction |
| | 9.3 | Oversight is maintained, and performance is managed for heads of functional sections and Deputy Incident Controllers |
| | 9.4 | Security is established for the incident |
| | 9.5 | Incident records are maintained, in accordance with organisational procedures and guidelines |
| | 9.6 | Current and forecast financial costs of managing the incident are considered and participating and pertinent agencies and organisations are briefed |
| | 9.7 | Health, safety and welfare of personnel working at the incident is considered and arrangements are maintained to support it |
| 10 Manage implementation of incident plans | 10.1 | IAP and complementary incident plans are communicated to participating and pertinent organisations, in accordance with organisational procedures |
| | 10.2 | Incident strategies are implemented through the developed control structure and coordination of participating organisations involved |
| | 10.3 | Two-way communication is facilitated with affected and potentially affected communities to ensure the provision of timely, relevant and tailored information |
| | 10.4 | Socio-economic and environmental effects of the incident are documented and managed |
| | 10.5 | Progress towards objectives and success of incident |

strategies is regularly evaluated and corrective action is taken, if required

- 10.6** Requirements for briefing all levels of government are met, in accordance with emergency management arrangements

11 Support relief and recovery

- 11.1** Control and coordination structures are established that address the need for relief and recovery activities to be undertaken concurrently with hazard response activities
- 11.2** Community needs are established and communicated, and relief services are provided or facilitated, in accordance with state and territory emergency management arrangements
- 11.3** Timely, relevant and tailored information to support relief and recovery is provided to participating and pertinent organisations or directly to the community, in accordance with established state or territory emergency management arrangements
- 11.4** Coordination is undertaken with all levels of government and participating and pertinent organisations to support the evaluation of long term community needs

12 Conclude incident activities

- 12.1** Incident management structures and delegations are scaled down, in accordance with the needs of the incident
- 12.2** Coordination is undertaken with regional, state and territory managers and support and recovery organisations and agencies to ensure transition to and continuity of relief and recovery activities
- 12.3** Information to support mitigation and rehabilitation of environmental effects of the incident and response activities is collated, acted on and is communicated to all stakeholders
- 12.4** Human and physical resources and systems, including documentation, are accounted for and demobilised, in accordance with organisational procedures
- 12.5** Organisational requirements and standards for financial accounting are met

13 Review incident activities

- 13.1** Performance of incident management team is evaluated and documented

- 13.2** Effectiveness of strategies and tactics in meeting incident objectives is evaluated and documented
- 13.3** Debriefing requirements within and across participating organisations are identified, in accordance with organisational procedures
- 13.4** Debriefing plan is compiled and executed, in accordance with organisational policies and procedures
- 13.5** Reports on debriefing and lessons identified are produced and communicated, in accordance with organisational procedures

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to PUAOPE019A Control a Level 3 incident.

Links

Companion Volume Implementation Guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>

Assessment Requirements for PUAOPE019 Control a Level 3 incident

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- analysing incidents both functionally and strategically
- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- approving plans and strategies to control incident
- communicating within incident management structure and monitoring and reviewing progress towards achievement of the incident action plan
- establishing and maintaining control of incident
- identifying and considering political and/or geographic strategic implications of incident and control activities and working with stakeholders to address the issues
- identifying and responding to areas impacted by the hazard and those directly affected by the impact
- implementing agreements and operating procedures including resolving conflict and negotiating outcomes
- incorporating risk management and contingency processes
- leading and managing a team in a dynamic environment
- maintaining shared situational awareness
- operating within financial delegations
- selecting, prioritising, implementing and evaluating approved courses of action
- strategically reacting to changes within the emergency environment
- working with agency, organisational and government personnel as well as with stakeholders.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- Australasian Inter-service Incident Management System (AIIMS) including incident control

structure and principles

- codes of practice and legislative requirements
- communication requirements for emergency management agencies, stakeholders, government, other organisations/agencies and the community
- control facilities and systems and types of control systems in use
- decision making processes in time critical and dynamic situations
- disaster and emergency management arrangements
- financial management requirements including financial delegations and constraints
- national, state and territory based coordination protocols and arrangements
- organisational documentation, policies and procedures
- processes for briefing and debriefing
- relief and recovery arrangements
- requirements for reporting
- risk management
- sources of local knowledge
- types of community and environmental risks
- types of incidents
- Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in operational situations or in simulated operational training situations that reflect workplace conditions.

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.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
 - equipment, personnel, facilities appropriate to a Level 3 incident
 - means of observing and recording activities and collecting and reviewing products
 - means of simulating and accessing a Level 3 incident
 - personnel representing an incident management team and other key stakeholders e.g. coordinating agencies, government, regional and state emergency managers
 - typical Level 3 incident control centre and/or facility with tools, materials and systems
- applicable documentation including organisational procedures, industry standards, equipment

specifications, regulations, codes of practice and operation manuals.

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