



Australian Government

PUAOPE023 Manage operations for a Level 2 incident

Release: 1

PUAOPE023 Manage operations for a Level 2 incident

Modification History

Release 1. This is the first release of this unit of competency in the Public Safety Training Package.

Application

This unit of competency involves the skills and knowledge required by an Operations Officer to manage operational resources and to resolve a Level 2 incident in accordance with the objectives identified by the Incident Controller. It includes establishing command and developing operational structure, contributing to the development of the incident action plan, managing operations, establishing communications, participating in incident management teams and monitoring and reviewing operations functions.

An individual performing the role of Operations Officer is delegated responsibility by the Incident Controller. They support the Incident Controller and works with other members of the incident management team. Operations Officers are required to implement strategies to resolve an incident; manage all activities that are directly related to resolving the incident; manage all resources, personnel and equipment assigned to the operations section and the identification of risks at an incident.

Level 2 incidents are characterised by the need for deployment of resources beyond the initial response, sectorisation of the incident, establishment of functional sections due to the levels of complexity or a combination of the above. 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.

PUAOPE015 Conduct briefing and debriefings

PUAOPE016 Manage a multi-team sector

Competency Field

Operations

Unit Sector

Public Safety

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

1 Establish command and develop operational structure

1.1 Initial briefing is obtained from Incident Controller with Incident Controller's intent confirmed and questions asked

1.2 Command of operations function is established

1.3 Principles of span of control are applied to operational resources

1.4 Sectors are delineated taking account of geographic and functional requirements

1.5 Strike teams, task forces or units are formed from allocated resources

2 Contribute to development of the Incident Action Plan

2.1 Incident Action Plan (IAP) for the operational period is monitored and reviewed

2.2 Input into incident objectives and operational strategies is provided

2.3 Operations component of the IAP is developed, in accordance with organisational policies, procedures, safe work practices, industrial awards and agreements

2.4 Need for logistical support is determined and documented

3 Manage operations

3.1 Security arrangements are established

3.2 Records of activities and decisions are kept, in accordance with organisational policies and procedures

3.3 Operations function is established to achieve objectives and tasks are delegated, in accordance with the requirements of a Level 2 incident

- 3.4** Operations requirements are identified, and resources are sought to meet incident requirements
 - 3.5** Operations personnel are briefed, and tasks are allocated, in accordance with the IAP objectives
 - 3.6** Resources are deployed, in accordance with the IAP objectives
 - 3.7** Operations progress is monitored against the IAP and operational activities are adjusted, as required, throughout the incident
 - 3.8** Operational effectiveness is reviewed and changes to operational structure, resources and logistical support are determined and communicated to the Incident Controller
 - 3.9** Operations resources are managed, in accordance with organisational policies and procedures
 - 3.10** Safe work practices, Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) and welfare arrangements for work area are implemented and monitored
 - 3.11** Agreed protocols are followed when managing personnel from other organisations
 - 3.12** Action is taken to protect and preserve incident scene, in accordance with organisational policies and procedures
 - 3.13** Staging areas are established and maintained, as required, and this is communicated to the incident management team and participating organisations and/or agencies
- 4 Establish communications**
- 4.1** Incident communication plan is implemented, monitored and reviewed
 - 4.2** Communication is maintained with incident personnel, in accordance with organisational policies and procedures
 - 4.3** Current and emerging operational risks are communicated to personnel, in accordance with the chain of command
 - 4.4** Communication is maintained with stakeholders and

		affected parties, in accordance with organisational policies and procedures
	4.5	Emerging or anticipated problems with incident communication are reported immediately
5 Participate in Incident Management Team	5.1	Incident Management Team (IMT) planning meetings are attended, in accordance with Incident Controller's requirements
	5.2	Incident Controller is advised about incident situation, control progress and risks in a timely manner
	5.3	IMT is kept informed of progress of operations plan and operational requirements
	5.4	Advice is provided to the IMT on provision of services and resources and prioritisation of requirements
	5.5	Incident Controller is briefed on analysis of progress against the operations portion of the IAP
	5.6	Liaison with other members of the IMT is undertaken, as required
	5.7	Regular information exchange is maintained with planning and logistics section
	5.8	Demobilisation of operations resources is undertaken while integrity of the response is maintained
6 Monitor and review operations functions	6.1	Performance of operational objectives and allocation of resources is monitored and reviewed
	6.2	Incident reports are produced, as required
	6.3	Operational briefings and debriefings are conducted and recorded, in accordance with organisational policies and 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 PUAOPE023A Manage operations for a Level 2 incident.

Links

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

Assessment Requirements for PUAOPE023 Manage operations for a Level 2 incident

Modification History

Release 1. This is the first release of this unit of competency in the Public Safety Training Package.

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 situations both functionally and strategically
- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) organisational requirements
- communicating information in a timely manner
- communicating within the operational structure and monitoring and reviewing progress towards achievement of the incident action plan
- conducting assessment and management of operational activities
- contributing to development of the incident action plan
- delegating responsibility
- implementing response in accordance with organisational procedures and authority
- leading and managing teams within a dynamic environment and monitoring performance
- logging and recording actions and decisions
- making decisions in a time critical and dynamic environment
- managing scene security
- providing feedback and taking mitigation action to ensure completion of operations requirements at an incident
- reacting strategically to changes within the incident including prioritising tasks and managing time
- working as part of an incident management team
- working with internal and external stakeholders including resolving conflict and negotiating outcomes

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

- equipment and personnel capabilities for incident type
- incident management team roles and responsibilities
- incident scene protection and preservation

- inter-organisational arrangements relating to incident type
- operational risk identification
- organisational policies and procedures including communications policy, liaising with other organisations, post incident procedures and processes and procedures for deploying and tasking personnel
- principles of span of control and management by objectives
- processes and protocols for briefings and debriefings
- processes for determining operational priorities
- requirements for recording and reporting
- resource management responsibilities and systems
- risk management processes
- sectorisation of incidents
- security requirements for operations area
- state and territory coordination arrangements
- state and territory emergency management legislation with an emphasis on incident type
- types and purposes of incident action plans
- Work Health and Safety (WHS)/Occupational Health and Safety (OHS) organisational requirements

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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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.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
 - Level 2 incidents or simulations, supported by relevant case studies or assessment tools
 - equipment, personnel, facilities appropriate to a Level 2 incident and within the bounds of responsibility as designated to the Operations Officer by the Incident Controller
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

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