



Australian Government

PUAOPE024 Manage operations for a Level 3 incident

Release: 2

PUAOPE024 Manage operations for a Level 3 incident

Modification History

Release 2.0 This is the second release of this unit of competency in the PUA 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 implement actions to resolve a Level 3 incident, consistent with the objectives identified by the Incident Controller. It includes establishing command, establishing command facilities, establishing a command structure, establishing procedures to permit command to be exercised, contributing to the development of the incident action plan, managing operations, concluding operations and reviewing operations.

A person performing the role of Operations Officer is delegated responsibility by the Incident Controller. They support the Incident Controller and other members of the Incident Management Team (IMT). Operations Officers are required to implement strategies to resolve the incident, manage all activities that are undertaken directly to resolve the incident and manage all resources, people and equipment, assigned to the operations section.

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 delegation of all functions. 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.

PUAOPE023 Manage operations for a Level 2 incident

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

- 1.1 Initial briefing is obtained from the Incident Controller with Incident Controller's intent confirmed and questions asked
- 1.2 Command is established and exercised, in accordance with organisational authority
- 1.3 Commander's details are communicated to internal personnel and external authorities pertinent to incident using a range of communication processes and systems
- 1.4 Commanders under supervision within the operation sections are identified
- 1.5 Record of activities and decisions is kept, as required

2 Establish command facilities

- 2.1 Command facility is established and operated, in accordance with organisational requirements
- 2.2 Details of the facility are communicated to internal personnel and to external authorities, organisations and individuals including support services
- 2.3 Staging areas are established and maintained

3 Establish a command structure

- 3.1 Command structure is established appropriate to nature and complexity of tasks to be undertaken by the organisation and the nature of the incident
- 3.2 Command structure is expanded, contracted or modified in response to activities and controlled changes within the incident environment considering the nature, extent

		and potential of the incident
	3.3	Agreed protocols are followed when managing another organisation's personnel
4 Establish procedures to permit command to be exercised	4.1	Command structure is communicated to internal and external personnel, authorities and any individuals who may have a regulatory interest in the incident
	4.2	Command information management system is implemented
	4.3	Communication system and procedures are implemented between levels of command, in accordance with organisational procedures
	4.4	Liaison is established and maintained to meet command requirements
5 Contribute to development of the Incident Action Plan	5.1	Incident Action Plan (IAP) for the operational period is monitored and reviewed
	5.2	Input is provided into incident objectives and operational strategies
	5.3	Operations component of the IAP for risk and consequence are developed, in accordance with organisational policies, operational procedures, safe work practices, industrial awards and agreements
	5.4	Need for logistical support is determined and documented
6 Manage operations	6.1	Security arrangements are established, in accordance with organisational policies and procedures
	6.2	Operations personnel are briefed and tasks are allocated, in accordance with the IAP
	6.3	IAP is implemented and modified, as required, in accordance with Incident Controller's intent
	6.4	Tactics to manage the incident are identified, in accordance with the operational portion of the IAP
	6.5	Resources are deployed in area of operations to ensure IAP is implemented, in accordance with organisational requirements
	6.6	Human and physical resources, including personnel

support activities, are managed to achieve command plan outcomes

- 6.7** Significant changes in status and actions taken are reported using agreed mechanisms, in accordance with organisational policies and procedures
- 6.8** Operations are redirected to meet changes in conditions which affect the incident situation
- 6.9** Welfare of public within the area of operations is addressed
- 6.10** Demobilisation of operational resources is undertaken while integrity of the response is maintained
- 6.11** Information for the transition from response to recovery is supplied to the incident management team

7 Conclude operations

- 7.1** Physical, human and capital resources are accounted for, in accordance with organisational procedures
- 7.2** Operational debriefing requirements are met, in accordance with organisational procedures
- 7.3** Operational documentation is completed, in accordance with organisational requirements
- 7.4** Operational situational reports are produced and are submitted to relevant personnel

8 Review operations

- 8.1** Plans are evaluated and reviewed, as required
- 8.2** Command and interaction with control is evaluated and documented
- 8.3** Post incident reports 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 PUAOPE024A Manage operations for 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 PUAOPE024 Manage operations for 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 emergency situations both functionally and strategically
- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- communicating within operations structure and monitoring and reviewing progress towards achievement of incident action plan
- concluding operations
- conducting assessment of operational activities
- considering nature, extent and potential of an incident
- contributing to development of incident action plan
- delegating responsibility
- deploying human and physical resources
- establishing and managing an operations section appropriate to nature and complexity of incident
- establishing and operating a command facility
- implementing response according to organisational procedures and authority
- incorporating risk management and contingency processes including assessing safety of public within operations area
- leading and managing teams
- liaising with Incident Controller and internal and external stakeholders
- logging and recording all actions and decisions
- maintaining shared situational awareness
- making decisions in accordance with Incident Controller's intent
- providing feedback and taking mitigation action to ensure completion of operations requirements at an incident
- reacting strategically to changes within the incident including managing time, prioritising tasks, resolving conflict and negotiating outcomes

- securing area of operations
- selecting, prioritising, implementing and evaluating appropriate strategies
- tasking and using resources to achieve resolution of an incident according to incident action plan, Incident Controller's intent and principles of span of control
- undertaking operational briefings and debriefings
- using information management systems
- using a range of communications systems and procedures
- working with Incident Controller and other members of the incident management team.

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

- activities and controlled changes
- area of operations and consequence
- communications systems
- demobilisations
- determination of operational priorities
- information management systems
- internal and external personnel and authorities
- inter-organisational memorandums of understanding in relation to incident type
- mechanisms for reporting and requirements for reporting and recording
- national, state and territory based coordination arrangements and emergency management legislation with an emphasis on incident type
- operational briefings and debriefings
- operational risk identification and consequence management
- organisational command structure
- organisational documentation, policies and procedures including those for managing and concluding Level 3 incident operations, communications, deploying and tasking personnel, liaising with other organisations and post incident activities
- processes for escalation and de-escalation of resources
- relief and recovery considerations
- resources and resource management systems and responsibilities (safe deployment and recording)
- risk management processes including contingency planning, welfare of public and consequence management
- sectors and divisions
- support services and personnel support activities
- 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
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operations manuals.

Links

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