



**Australian Government**

# **PUASES011 Manage emergency operations**

**Release: 1**

# PUASES011 Manage emergency operations

## 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 to manage emergency operations, usually within a single agency command context.

Emergency operations are usually the result of an event such as a flood, storm or bushfire that generates a significant response requirement over a large area for protracted periods of time. Operations such as this differ from incidents where relatively small responses are required in tightly defined areas for relatively short periods of time such as a road accident.

The unit is applicable to personnel who act as operational managers during emergency operations.

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

## Pre-requisite Unit

Not applicable.

## Competency Field

SES Sector

## Unit Sector

State/Territory Emergency Services

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

#### **1 Prepare for operations**

### PERFORMANCE CRITERIA

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

- 1.1** Operational information is obtained, and hazards are identified to permit accurate risk assessment of the problem

- |                                         |            |                                                                                                                                                                             |
|-----------------------------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                         | <b>1.2</b> | Operational plans are activated, in accordance with emergency management practices and procedures                                                                           |
|                                         | <b>1.3</b> | Operations centre is activated and confirmed as ready for use                                                                                                               |
|                                         | <b>1.4</b> | Operations centre staff recall system is activated                                                                                                                          |
| <b>2 Manage an operations centre</b>    | <b>2.1</b> | Operations centre tasks are allocated, staff rosters are confirmed, and briefings are conducted, in accordance with organisational procedures and operational plans         |
|                                         | <b>2.2</b> | Internal and external liaison networks are activated and maintained to ensure ongoing communication                                                                         |
|                                         | <b>2.3</b> | Operations centre staff are supervised to ensure they meet Work, Health and Safety (WHS)/ Occupational Health and Safety (OHS) guidelines and other regulatory requirements |
|                                         | <b>2.4</b> | Physical and financial resources are managed, in accordance with organisational policies and procedures                                                                     |
|                                         | <b>2.5</b> | Operations centre staff are tasked to collect and collate operational information, in accordance with organisational procedures                                             |
| <b>3 Manage operational information</b> | <b>3.1</b> | Information flow is managed, in accordance with organisational procedures                                                                                                   |
|                                         | <b>3.2</b> | Operational information is analysed to modify and update plans and prioritise tasks, in accordance with organisational policies, procedures and operational plans           |
|                                         | <b>3.3</b> | Regular and timely situation reports are raised and distributed, in accordance with organisational procedures and standards                                                 |
|                                         | <b>3.4</b> | Media liaison is managed, in accordance with organisational procedures and operational objectives                                                                           |
|                                         | <b>3.5</b> | Communication and information systems are implemented and monitored to ensure operational objectives are met                                                                |
| <b>4 Make operational decisions</b>     | <b>4.1</b> | Extent of operational area and objectives are identified and promptly detailed                                                                                              |
|                                         | <b>4.2</b> | Operational strategies are identified, assessed and implemented, in accordance with organisational                                                                          |

- procedures and emergency management arrangements
- 4.3** Hazards are identified and prioritised, risks assessed to ensure control measure response is appropriate to the type and scale of event
  - 4.4** Response teams are rostered, in accordance with organisational procedures
  - 4.5** Termination of operation is accomplished, in accordance with organisational procedures and operational standards
- 5 Provide leadership**
- 5.1** Briefings are conducted with operational team members
  - 5.2** Operational objectives are identified and communicated to all team members and staff
  - 5.3** Team cohesion is developed and maintained
  - 5.4** Conflict is dealt with promptly and appropriately
  - 5.5** Leadership is displayed through management, guidance, supervision of the performance of staff in emergency operations situations
  - 5.6** Concise, clear delegation and accountability processes are implemented
  - 5.7** Relevant legislation is implemented and complied with
  - 5.8** Signs and symptoms of operational stress in self and others is recognised and action is initiated
- 6 Manage post operation activities**
- 6.1** Debriefing is conducted with operational team members and staff
  - 6.2** Operational reports are prepared, in accordance with organisational procedures and standards

## 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 PUASES011A Manage emergency operations.

## **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 PUASES011 Manage emergency operations

## 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

- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- assessing local community demographic factors such as age and language
- communicating clearly with colleagues and stakeholders
- conducting clear, structured briefings and debriefings with lesson learned reports distributed and acted on
- creating an operational plan and adapting it as circumstances change
- delegating tasks and roles appropriately
- establishing an improvised operations centre
- forecasting resource requirements
- identifying operational areas of concern and subdividing as needed
- leading operations centre staff and team leaders
- making decisions using problem solving techniques
- making operational decisions
- managing an operations centre
- managing communications within and between teams and organisations
- managing operations centre staffing including rostering, allocation of tasks, shift handovers, rest and break periods, conflict resolution, managing information and recognising stress in self
- managing post operation activities
- participating in planning for an emergency response including setting up appropriate control, command and coordination structures
- preparing for operations
- providing leadership whilst working in a team
- providing regular and timely situation reports
- recognising need for and taking personal rest periods
- supervising operational information

## 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

- alerts and warning systems
- communication equipment
- emergency management arrangements including activation of operations centres
- hazards
- impact of emergencies on the community and environment
- information management and communication systems
- level and complexity of activities of operations centres including criteria for allocating tasks, assessments of tasks, resources available and response team competency and authority to act
- operational information requirements
- operational plans and reports
- organisational documentation
- organisational policies and procedures including legislation, operational, corporate and strategic plans, personnel roles and responsibilities and media liaison
- principles and practices of conflict resolution, operational and response management, risk management and leadership management processes and procedures for briefings and debriefings
- resource capabilities and access to them
- roster requirements, rest periods and processes for shift handovers
- signs and symptoms of operational stress
- Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) legislated 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.

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

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 including incidents, scenarios and tasks

- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry including
  - established operations centre or resources to construct an improvised operations centre
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

## 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>