



Australian Government

PUASES012 Work as a team member in an emergency operations centre

Release: 1

PUASES012 Work as a team member in an emergency operations centre

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 support an emergency operation as a member of a team by providing information collection, collation, dissemination and presentation in an emergency operations centre. It informs the roles and responsibilities of individuals who act as a member of a team within an emergency operation centre at the commencement, during and completion of an incident operational period.

The unit is applicable to members of emergency services organisations, police officers, ambulance and paramedic services, fire service personnel and volunteers.

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 Activate an operations centre and initiating systems

PERFORMANCE CRITERIA

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

1.1 Initial task information is obtained on likely nature of incident response

- 1.2 Operations centre is opened, in accordance with organisational procedures
 - 1.3 Communications and information management computerised systems are activated or established, in accordance with organisational procedures
 - 1.4 Appropriate plans and directories are accessed, in accordance with organisational decisions on the nature of response
 - 1.5 Operations centre staff are activated, in accordance with organisational procedures
 - 1.6 Other organisations/agencies are informed that the operations centre has been activated, in accordance with organisational procedures
- 2 **Collect, maintain and display information**
 - 2.1 Operational information is actively sought
 - 2.2 Operational information is recorded legibly and/or electronically, in accordance with organisational procedures
 - 2.3 Operational priorities are applied, in accordance with organisational procedures
 - 2.4 Information is evaluated for currency and correctness and advice is provided to appropriate personnel
 - 2.5 Incident files are maintained, in accordance with organisational policies and procedures
 - 2.6 Information displays are plotted and/or updated, as required, in accordance with organisational procedures
- 3 **Disseminate information**
 - 3.1 Briefing areas are prepared, in accordance with organisational procedures
 - 3.2 Information for situational reports, operational orders and media releases is assembled for appropriate personnel
 - 3.3 Relevant information is disseminated under direction of appropriate personnel, in accordance with organisational policies and procedures
 - 3.4 Information is distributed within the operations centre, in accordance with organisational policies and

procedures

3.5 Relevant information is included in incoming shift hand over details

4 Close an operations centre

4.1 Records and information are filed, in accordance with organisational procedures

4.2 Communication systems are reset to standby modes, in accordance with organisational policies and procedures

4.3 Operations centre is returned to operational readiness to allow for rapid reactivation, as required

4.4 Information is provided to appropriate personnel to assist with post operational reports, in accordance with organisational procedures

4.5 Signs and symptoms of operational stress in self and others is recognised and promptly reported to appropriate personnel

4.6 Debriefing requirements are met, in accordance with organisational procedures

4.7 Other organisations/agencies are informed that the operations centre has been closed, 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 PUASES012A Work as a team member in an emergency operations centre.

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 PUASES012 Work as a team member in an emergency operations centre

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

- activating an operations centre and initiating systems
- applying Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- closing an operations centre
- collecting, maintaining and displaying operational information
- completing organisational documentation using approved recording processes
- disseminating information
- participating in debriefings plotting operational information
- presenting information for and to decision makers
- reading and interpreting information including maps
- recognising and reporting stress
- recording and prioritising requests for assistance
- undertaking electronic communications clearly and concisely
- undertaking work in an emergency operations centre in a variety of roles
- using communications systems, equipment and computerised information storage and/or retrieval systems

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

- dissemination of information
- emergency operations
- emergency operations centre activation and deactivation procedures
- information and communication technology systems used in emergency operation centres
- information collecting
- local, state, territory and federal emergency management organisations operational information plotting
- organisational and operational documentation

- organisational policies and procedures including operational, corporate and strategic plans; personnel roles and responsibilities and legislative obligations
- other organisations, agencies and/or stakeholders
- plans and directories
- processes and procedures for debriefings
- processes and procedures for requests for assistance online or electronically
- signs and symptoms of operational stress
- types of operational information
- Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements, practices and guidelines including hazard and risk control methods

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
 - participation in at least two activities and/or exercises in a variety of roles which reflect operational contexts
- relevant and appropriate materials, equipment, tools and personal protective clothing equipment used in industry including
 - operations centre team and an appropriately equipped operations centre
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operations 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>