



Australian Government

PUAOPE018A Control a Level 2 incident

Release 3

PUAOPE018A Control a Level 2 incident

Modification History

Release	TP version	Comments
3	PUA12 V2.1	Editorial changes.
2	PUA12 V1	Layout adjusted.
1	PUA00 V8.1	Primary release on TGA.

Unit Descriptor

This unit covers the competency required to control a multi-team response to an incident, to undertake a scene assessment, and to plan and implement an operational response and post-response activities. A person performing this role has the title of Incident Controller. Level 2 incidents are complex either in size, resources or risk. They are characterised by the need for:

- deployment of resources beyond initial response

OR

- sectorisation of the incident

OR

- establishment of functional sections due to the levels of complexity (e.g. operations and planning)

OR

- a combination of the above

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

Application of the Unit

This unit applies to a Level 2 Incident Controller who is responsible for managing a response to a Level 2 incident through the use of internal and external resources.

A Level 2 Incident Controller is responsible for:

- developing an Incident Action Plan to control the incident
- establishing effective liaison and cooperation with all relevant persons, including the affected community, external to the incident
- managing the incident as effectively and efficiently as circumstances allow
- establishing systems and procedures for the safety, health and welfare of all persons working at the incident.
- The authorisation to control a Level 2 incident is subject to organisational policies and procedures

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

PUAOPE012A Control a Level 1 incident (Fire sector specific)

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element.
Where ***bold italicised*** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Establish control	1.1 Control is established in accordance with <i>organisational policies and procedures</i>. 1.2 Identity of the Incident Controller is communicated to participating organisations/authorities. 1.3 Communications systems are activated in accordance with organisational policies and procedures. 1.4 Command and control <i>facilities</i> are <i>established</i>.
2. Conduct an assessment of the incident	2.1 <i>Required information</i> to manage the <i>incident</i> is sought and obtained, including <i>operational briefing</i> from the previous Incident Controller, if appropriate. 2.2 Risk assessment of all factors impacting on the response is conducted. 2.3 Key people and relevant support agencies are identified and notified, and communication channels are established to allow required exchange of information. 2.4 <i>Resources</i> required to deal with the incident are identified. 2.5 <i>Constraints</i> which may impede the response are identified. 2.6 Relevant information is analysed and processed to establish priorities for dealing with the incident. 2.7 Actions are taken to protect, secure and preserve incident scene, where required. 2.8 Incident potential is assessed and transition to a Level 3 incident is considered.
3. Establish and maintain a control structure	3.1 Incident management structure appropriate to the incident is established and functions are delegated . 3.2 Control structure is scaled up or down in response to changes within the emergency environment. 3.3 Reporting processes are activated in accordance with organisational policies and procedures, to provide continuous <i>monitoring</i> and evaluation of incident.
4. Develop Incident Action Plan	4.1 <i>Incident Action Plan (IAP)</i> is developed and adjusted if required in accordance with response requirements and operational guidelines. 4.2 IAP is updated for the next shift, if required.
5. Implement Incident Action Plan	5.1 IAP is communicated to teams in accordance with organisational guidelines.

ELEMENT	PERFORMANCE CRITERIA
	5.2 Resources are requested, acquired and deployed to ensure IAP is implemented in accordance with organisational guidelines.
	5.3 Operations are monitored in accordance with IAP.
	5.4 Operational reports are gathered in accordance with organisational policies and procedures.
6. Maintain control of incident	6.1 Briefings and planning meeting requirements with IMT and key personnel are met.
	6.2 Incident Management Team support is maintained.
	6.3 Information is provided to community and other stakeholders.
	6.4 Incident records are maintained in accordance with organisational guidelines.
7. Conclude incident activities	7.1 Support requirements for recovery management are provided as required.
	7.2 Resources are accounted for and demobilised in accordance with organisational policies and procedures.
	7.3 Operational debriefing is conducted in accordance with organisational guidelines.
	7.4 Welfare of team members is assessed and appropriate action is taken.
8. Manage post incident operations	8.1 Post operational documentation is completed to organisational requirements.
	8.2 Effectiveness of operations is evaluated and documented.
	8.3 Recommendations are made for changes in policies and procedures where applicable.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- access information and support from the control facility
- deploy human and physical resources effectively and efficiently including electronic data exchange systems, equipment and consumables, other organisations' personnel
- develop IAPs including predicting consequences and identifying improvements
- identify and use correctly equipment and materials
- use a range of information technology devices including computers
- use tools and techniques to solve problems

Required Knowledge

- agency work systems and equipment
- Australasian Inter-service Incident Management System (AIIMS) structure and principles
- codes of practice and legislation
- crime scene contamination
- current principles and practices in response activities
- emergency management plans
- emergency site layout
- organisational command structure
- processes and procedures
- relevant agreements
- roles and responsibilities of involved organisations, e.g. crime scene establishment
- security and confidentiality of material
- team and personnel management

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Assessment must confirm the ability to:

- control an incident
- approve plans and strategies (such as the IAP) to control the incident
- establish effective liaison and cooperation with all relevant persons, including the affected community, external to the incident
- manage the incident as effectively and efficiently as the circumstances allow
- establish systems and procedures for the safety, health and welfare of all persons working at the incident.

Consistency in performance

Competency should be demonstrated over time in a range of actual or simulated workplace environments.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed in an operational environment or in an industry-approved multi-agency simulated workplace environment.

Specific resources for assessment

Access is required to:

- Level 2 incidents or simulation of Level 2 incidents, in a multi-agency response environment
- equipment, personnel, facilities appropriate to a Level 2 incident and within the bounds of responsibility

Method of assessment

In a public safety environment assessment is usually conducted via direct observation in a training environment or in the workplace via subject matter supervision and/or mentoring, which is typically recorded in a competency workbook.

Assessment is completed using appropriately qualified assessors who select the most appropriate method of assessment.

Assessment may occur in an operational environment or in an industry-approved simulated work environment.

Forms of assessment that are typically used include:

- direct observation
- interviewing the candidate
- journals and workplace documentation
- third party reports from supervisors
- written or oral questions

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

<i>Organisational policies and procedures</i> may vary between sectors and organisations and may include:	• Civil aviation orders • Corporate and strategic plans • Environmental management and sustainability • Legislation and regulations relevant to the operation/incident/response • Legislation relevant to the organisation • Organisational personnel practices and guidelines • Organisational quality standards • Operational performance standards • Operational procedures • State/territory emergency management arrangements
<i>Command facilities</i> may include:	• Field facility such as an existing airfield, helipads or established operations centre
<i>Establishing command facilities</i> may include:	• Climatic conditions • Communication modes • Environment • Logistical operations • Proximity to incident • Security arrangements • Site access and exit requirements • Size and type of structure • Special incident requirements • Topography
<i>Assessment of the incident</i> may include:	• Adequacy of allocated equipment • Capability of assigned personnel • Hazards • Information gathered from existing plans/databases • Meteorological profiles and forecasts • Predictions • Predictions of the incident's likely development including key risk exposures: • life • environment • property • Type of incident
<i>Required information</i> may include:	• Advice/information from: • safety Advisor

Incidents may include:	• technical specialists • Briefing from previous Incident Controller • Information from other organisations, witnesses or observers on scene • Organisational documentation • Accident • Animal and marine mammal rescue • Crime • Fires • Flood • Hazardous substances and dangerous goods • Public disorder • Rescues • Searches • Storms
Operational briefings/debriefings may include:	• Alternative strategies and the economic, social, public health and environmental risks associated with each • Arrangements for record keeping • Arrangements in place to facilitate planning function • Current and expected resourcing at the incident • Current and projected situation • Current arrangements for information dissemination • Current incident objectives, strategies and their rationale • Key risk exposures • Opportunity to clarify understanding
Resources may include:	• Aircraft • Amenities • Equipment • Equipment characteristics • Human: • operations personnel • support personnel • volunteers • Local, state/territory and federal governments • Material • Parking • Personnel • Physical: • communication devices • equipment

Constraints may include:

- machinery
- technology devices
- vehicles/vessels
- Safety equipment
- Specialised personnel such as aviation authorities
- Support services
- Aboriginal and Torres Strait Islander sacred sites
- Constraints on road closure
- Existing emergency management plans
- Financial
- Hazardous areas
- Legislative
- Military areas
- Other areas of environmental and cultural significance
- Other areas requiring permission and/or authorisation to enter
- Prevailing weather
- Redirection of water course
- Restrictions on duration of work or the conditions under which personnel may be employed
- Resources
- Seasonal factors
- Time
- Wilderness areas

Monitoring may include:

- Assessment of safety procedures utilised
- Completion of organisational documentation
- Financial statements
- Input to debriefs
- Journal records
- Post-operational report
- Situational reports

Incident Action Plan may include:

- Accommodation and welfare arrangements
- Communications Plan
- Incident objectives
- Information on alternative or fallback strategies
- Information Plan for dissemination of information to all stakeholders
- Information regarding the necessary logistical arrangements
- Management arrangements, including establishment of sectors and divisions

- Management structure if established
 - Maps or site plans of the incident
 - Medical Plan and consideration of occupational health and safety issues
 - Resources to be allocated to each division and sector
 - Statement of current situation and predictions of the incident's likely development (including key risk exposures)
 - Strategies to achieve defined incident objectives
 - Structural chart depicting the personnel in the incident management arrangements, including establishment of sectors and divisions
 - Timings of meetings and changeovers
 - Traffic management
- Monitoring operations** may include:
- Environmental impacts
 - Progress against plan
 - Utilisation of resources and potential of incident
 - Welfare of personnel
- Key personnel** may include:
- Community organisations
 - Local, state/territory and federal government representatives
 - Media
 - Other emergency services organisations
- Welfare of team members** may include:
- Fatigue management
 - Physical needs such as refreshments
 - Physical stress
 - Psychological stress

Unit Sector(s)

Not applicable.