



Australian Government

PUAOPE019A Control a Level 3 incident

Release 3

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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 take and establish control of a Level 3 incident. A Level 3 incident is characterised by degrees of complexity that may require the establishment of divisions for the effective management of the incident. Control refers to the overall direction of emergency management activities at an incident. Authority for control is established in legislation or in an emergency plan and carries with it the responsibility for tasking other organisations in accordance with the needs of the situation. Control relates to situations and operates horizontally across organisations. 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 3 Incident Controller responsible for:

- management of all activities undertaken to control an incident
- establishment of systems and procedures for the safety and welfare of personnel at the incident
- management of the interface with organisations and people working outside the incident management structure
- management of the interface with organisations, communities and people affected, or likely to be affected, by the incident

The authorisation to control a Level 3 Incident is subject to organisational policies and procedures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

PUAOPE018A Control a Level 2 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 designated responsibility/authority. 1.2 Identity of the controller is communicated to participating organisations/authorities and to relevant authorities/organisations pertinent to the emergency/incident situation. 1.3 Nature, extent and potential of an incident is identified through liaison with relevant personnel/authorities.
2. Establish a control facility	2.1 Appropriate control facility is established in accordance with approved operating procedures. 2.2 Establishment of the facility is communicated to participating and relevant personnel/authorities. 2.3 Communications systems and procedures are established to facilitate the functions of control.
3. Establish and maintain a control structure	3.1 Control structure is established appropriate to the nature and complexity of the emergency, encompassing specific roles and responsibilities of each participating organisation. 3.2 Control structure is scaled up or down in response to changes within the emergency environment. 3.3 Flow of information is managed ensuring accurate recording and reporting mechanisms are established and maintained. 3.4 Control systems are identified and managed in accordance with the control structure.
4. Establish procedures to permit control to be exercised	4.1 Control structure is communicated to participating organisations and relevant authorities/individuals who may have a regulatory or economic interest applicable to the emergency/incident. 4.2 Communication is implemented to provide an effective exchange between the controller and all organisations engaged in the emergency, supporting organisations, coordinator, higher authorities, media. 4.3 Liaison is initiated and maintained with organisations that may provide information or resources applicable to the emergency/incident.
5. Assess the situation and determine priorities	5.1 Information about incident is sought from participating organisations and relevant sources. 5.2 Community and environmental risks are identified.

ELEMENT	PERFORMANCE CRITERIA
6. Develop an Incident Action Plan	5.3 Relevant information is analysed and processed to establish priorities for dealing with the incident.
	5.4 Incident objectives are determined, utilising consultation where appropriate and are communicated within and external to the incident.
	5.5 Need for immediate provision of assistance to the public and for recovery management is considered and appropriate support and recovery agencies are notified.
	5.6 Objectives are continually reviewed in light of information updates, reports and feedback.
	6.1 Appropriate strategies are determined to achieve objectives.
	6.2 Components of strategies are determined in consultation with organisations.
7. Maintain control of incident	6.3 Incident Action Plan (IAP) is documented in writing.
	7.1 Incident planning and logistics support is maintained.
	7.2 Situation systems are provided to the control organisation.
	7.3 Planning meeting is conducted with Incident Management Team and key agency commanders.
	7.4 Information is provided to community and other stakeholders with an emphasis on public safety.
	7.5 Communication to community and other stakeholders is accurate and is delivered in a timely manner using appropriate strategies.
8. Implement an Incident Action Plan	7.6 Incident records are maintained in accordance with organisational guidelines.
	8.1 Strategies are implemented through delegation within the control structure and allocation to supporting organisations.
	8.2 IAP is monitored to meet changes in conditions and modifications are made where appropriate.
9. Conclude incident activities	8.3 IAP is communicated to relevant organisations following established procedures.
	9.1 Support requirements for recovery management are provided as required.
	9.2 Physical, human and fiscal resources are accounted for.

ELEMENT**PERFORMANCE CRITERIA****10. Review incident activities**

- control documentation is completed.
- 9.4 Reports are produced as required.
- 10.1 Plans and procedures are evaluated and reviewed.
- 10.2 Effectiveness of the control function and its interaction with command organisations is evaluated and documented.
- 10.3 Reports are produced and communicated in accordance with established protocols.

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 organisations
- apply relevant agreements
- use human and physical resources effectively and efficiently including equipment and consumables, identification and correct use of equipment, materials
- use tools and techniques to solve problems

Required Knowledge

- accountabilities (including outcomes and human and physical resource management)
- application of safety factors and safe operating procedures
- Australasian Inter-service Incident Management System (AIIMS) incident control structure and principles
- codes of practice or other legislative requirements
- decision making processes
- disaster and emergency management arrangements
- emergency management communications requirements
- emergency site layout options
- IAP process for a Level 3 incident
- national and state/territory agreed industry protocols
- national and state/territory based coordination arrangements
- operation of work systems and equipment
- operative and non operative personnel
- organisational processes and procedures
- personnel and external authorities
- radio frequency devices
- risk management processes

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:

- establish and maintain control for the effective management of the incident
- effectively assign and monitor organisation allocated task/s
- analyse incidents both functionally and strategically
- select, prioritise, implement and evaluate appropriate courses of action
- strategically react to changes within the emergency environment
- incorporate risk management and contingency processes
- implement risk assessment processes
- modify activities to cater for variations and changes in emergency contexts and environments
- approve plans and strategies to control the incident
- initiate recovery arrangements
- describe consequences
- complete tasks
- identify improvements
- apply safe work practices
- show evidence of application of relevant workplace procedures including:
 - hazard policies and procedures
 - issue resolution procedures
 - job procedures and work instruction guidelines relating to the procurement of resources
 - quality assurance procedures (where existing)
 - privacy
 - confidentiality and security procedures
 - waste, pollution and environmental management recovery processes
- complete work systematically ensuring minimal damage to equipment and environment.

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 3 incidents or simulation of Level 3 incidents, in a multi-agency response environment
- equipment, personnel, facilities appropriate to a Level 3 incident and within the bounds of the Incident Controller's 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>Nature of the incident</i> (imminent or actual) may include:	• Biological • Civil/political events such as: • civil unrest • economic • eco-terrorism • enemy attack • financial collapse • general strike • hostage situation/s • sabotage • strikes • terrorism • Fire (forest, range, urban) • Natural events such as: • avalanche snow/ice/hail • drought • dust/sand storms • earthquakes/land shifts • extreme heat/cold • fauna rescue (e.g. marine life rescue) • flood/wind driven water • hurricane/typhoon • landslide/mudslide • lightning storm • search and rescue • tornado/cyclone • tsunami • volcanic eruption • windstorm/tropical storm • Technological/industrial events such as: • bio-hazards • building/structure collapse • business interruption • dam/levee failure • explosions/fire
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<i>Establishing control facility</i> may include consideration of:	• extreme air pollution • fuel/resource shortages • hazardous material releases • power/utility failure • radiological accidents • transportation accidents
<i>Communications systems and procedures</i> may include:	• Amenities • Climatic conditions • Communication modes • Equipment characteristics • Legislation • Logistical operations • Proximity to emergency/incident • Safety requirements • Security requirements • Site access and exit requirements • Size and type of structure • Span of control • Special incident requirements • Support services • Topography
<i>Identifying control systems</i> may include:	• Communications planning • Communications responsibilities of personnel • Data transfer • Designation of appropriate modes and channels of communication • Inter organisation liaison • Interpersonal communications • Radio communications • Telecommunications
<i>Agreed reporting mechanisms</i> may include:	• Communications systems • Fiscal • Human • Information flow, e.g. media • Physical • Political • Authorisation, distribution and developments of reports in accordance with regulatory and organisational requirements and may include: • briefing papers • final reports • for external distribution-status reports

Resources may include:

- legal reports
- media reports
- ministerial reports
- performance evaluations
- situation reports-within emergency
- Aircraft
- Communications devices
- Equipment
- Fiscal
- Local, state/territory and federal governments
- Machinery
- Operations personnel
- Support personnel
- Technology devices
- Volunteers
- Vehicles

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
- Risk assessment based on current and predicted circumstances
- Safety concerns and actions for mitigating risk
- 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

Providing information to the community may include:

- Advice about evacuation
- Emergency warnings
- Relocation
- Situation update

Relevant organisations may include:

- Ancillary organisations
- Clients
- Community groups
- Emergency management specialists
- Emergency organisations
- Government and semi government authorities and departments
- Higher authorities
- Media
- Occupational health and safety specialists
- Other analysts and other stakeholders
- Public
- Service providers
- Victims
- Witnesses

Unit Sector(s)

Not applicable.