



Australian Government

PUAOPE023A Manage operations for a Level 2 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 command resources to achieve resolution of a Level 2 incident.

A person performing this role has the title of Operations Officer and is delegated responsibility by the Incident Controller to implement the strategies to resolve the incident. 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 (such as 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 Operations Officers responsible for:

- all activities undertaken directly to resolve the incident
- management of all resources assigned to operations
- identification of new and emerging risks at the incident.

The authorisation to perform this role is subject to organisational policies and procedures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

PUAOPE015A Conduct briefing and debriefings (Fire sector specific)

PUAOPE016A Manage a multi-team sector (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 command and develop operational structure	1.1 Initial briefing including information to manage the operations requirements for the incident is sought and obtained from Incident Controller. 1.2 Command of operations function is established. 1.3 Principles of span of control are applied to operational resources. 1.4 Divisions and sectors are delineated taking account of geographic and functional requirements. 1.5 Strike teams/task forces/units are formed from allocated single resources as required.
2. Contribute to the development of the Incident Action Plan	2.1 Incident Action Plan (IAP) for the current operational period is monitored and reviewed. 2.2 Input into incident objectives and operational strategies is provided. 2.3 Operations component of the IAP is developed in accordance with operational procedures, safe work practices, agency workplace policies, industrial awards and agreements. 2.4 Need for logistical support is determined and documented.

ELEMENT**PERFORMANCE CRITERIA****3. Manage operations**

- 3.1 Site security is established in accordance with agency policies and procedures.
- 3.2 Records of activities are kept in accordance with agency policies and procedures.
- 3.3 Operations function is established to achieve objectives and tasks are delegated in accordance with a Level 2 incident.
- 3.4 Operations requirements are identified and resources are sought to meet incident requirements.
- 3.5 Operations personnel are briefed and tasks are allocated in accordance with the IAP.
- 3.6 **Resources** are deployed in accordance with the IAP
- 3.7 Operations progress is monitored against the IAP and operational activities are adjusted as required throughout the incident.
- 3.8 Operational effectiveness is regularly reviewed and required changes to operational structure, available resources and logistical support are determined and communicated to Incident Controller.
- 3.9 Operations resources are managed in accordance with agency workplace policies.
- 3.10 Safe work practices, health and welfare arrangements for work area are implemented and monitored.
- 3.11 Agreed protocols are followed when managing personnel from other agencies.
- 3.12 Action is taken to protect and preserve incident scene in accordance with agency policies and procedures.
- 3.13 Staging areas are established and maintained, where required.

4. Establish effective communications

- 4.1 Incident Communications Plan is implemented, monitored and reviewed.
- 4.2 Communication is maintained with incident personnel.
- 4.3 Current and emerging operational risks are communicated to personnel.
- 4.4 Communication is maintained with stakeholders and affected parties present at the scene.
- 4.5 Emerging or anticipated problems with incident communications are reported immediately.

5. Participate in the

- 5.1 Incident Management Team (IMT) planning

ELEMENT**PERFORMANCE CRITERIA****Incident Management Team**

meetings are attended in accordance with Incident Controller's requirements.

5.2 Incident Controller is advised of incident situation, control progress and emerging risks in a timely manner.

5.3 IMT is kept informed of progress of operations plan and of operational requirements.

5.4 Advice is provided to IMT on provision of services and resources, and prioritisation of requirements.

5.5 Incident Controller is briefed on analysis of progress against the operations portion of the IAP as required.

5.6 Liaison with other members of the IMT is undertaken as required.

5.7 Regular information exchange is maintained with Planning Section and Logistics Section.

6. Monitor and review operations functions

6.1 Allocation and performance of resources are monitored and reviewed.

6.2 Incident reports are produced as required.

6.3 Operational briefings/debriefings are conducted as required.

Required Skills and Knowledge

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

Required Skills

- analyse everyday situations both functionally and strategically
- communicate information
- conduct briefings and debriefings
- conduct assessment of operational activities
- contribute to development of IAP
- delegate
- lead teams
- make decisions
- manage a team within a dynamic environment
- manage time effectively
- prioritise work tasks
- resolve conflict and negotiate effectively
- solve problems

Required Knowledge

- agency procedures for managing and concluding Level 2 incident operations
- agency arrangements for liaising with personnel from other agencies
- equipment and personnel capabilities for incident type
- interagency MOUs relating to incident type, and agency policies and procedures related to liaising with other organisations
- organisational communications policy and requirements
- organisational policies and procedures (such as relevant legislation; operational, corporate and strategic plans; operational performance standards; operational policies and procedures; organisational personnel and occupational health and safety practices and guidelines; organisational quality standards; organisation's approach to environmental management and sustainability)
- procedures for deploying and tasking personnel
- occupational health and safety (OH&S) agency risk assessment arrangements and safe work practices, health and welfare arrangements at incidents
- operational risk identification
- post incident procedures
- process for determining operational priorities
- processes for deployment and communication of the organisation's allocated tasks
- protecting and preserving incident scene and recording requirements
- resource management responsibilities and systems (safe deployment and recording)
- risk management processes and agency arrangements (including incident analysis), including contingency planning
- sectorisation of incident

- state/territory-based coordination arrangements
- state/territory emergency management legislation with particular emphasis on incident type
- team dynamics

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 manage an Operations Section appropriate to the nature and complexity of the incident
- task and apply resources to achieve resolution of the incident in accordance with the IAP and the principles of span of control
- regularly communicate within the operational structure, and monitor and review progress towards achievement of IAP
- implement response in accordance with organisational procedures and within bounds of authority
- secure emergency/operations site
- react to strategic changes within the environment
- advise Planning Section and Incident Controller of incident situation, control progress and emerging risks
- effectively liaise with Incident Controller and exchange information with the Planning and Logistics Section on a regular basis
- develop and implement operations portion of the IAP for a Level 2 incident
- establish and maintain staging areas for a Level 2 incident
- log and record all actions and decisions
- liaise effectively with the Incident Controller and other members of the IMT
- work effectively with internal and external stakeholders
- operate in a management role, effectively and efficiently delegating responsibility, monitoring performance, providing feedback and taking mitigation action to ensure completion of operations requirements at an 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 as designated to the Operations Officer by the Incident Controller

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>Principles of span control:</i> | <ul style="list-style-type: none"> • Relate to the number of groups or individuals which one person can successfully supervise • Up to five reporting groups or individuals is considered desirable as this maintains a supervisor's ability to effectively task, monitor and evaluate performance |
| <i>Incident Action Plan</i> may include: | <ul style="list-style-type: none"> • Accommodation and welfare arrangements for incident personnel and affected people • 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 • Maps or site plans of the incident • Medical Plan and consideration of OH&S 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 personnel in the incident management structure if established • Timings of meetings and changeovers • Traffic management |
| <i>Resources</i> may include: | <ul style="list-style-type: none"> • Aviation and marine vessels • Communication devices • Human (operations personnel) • Local • Machinery • Physical (equipment) • State/territory and federal governments • Support personnel • Technology devices • Vehicles |

Operational
briefings/debriefings may
include:

- Volunteers
- Critical incident stress debriefing
- Operational analysis
- Performance evaluations

Unit Sector(s)

Not applicable.