



Australian Government

PUAOPE024A Manage operations for 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. Fire specific prerequisite removed.
1	PUA00 V8.1	Primary release on TGA.

Unit Descriptor

This unit covers the competency required to command operational personnel to achieve resolution of a Level 3 incident.

Command is the internal direction of the members and resources of an organisation in the performance of the organisation's roles and tasks by agreement or in accordance with relevant legislation. Command operates vertically within an organisation.

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

Application of the Unit

This unit applies to people who perform the role of operations officer at a multi-agency Level 3 incident.

A Level 3 incident is characterised by degrees of complexity that may require the establishment of divisions for effective management of the situation. These incidents will usually involve delegation of all functions.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

PUAOPE023A Manage operations for 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. Take command	1.1 Initial briefing including information to manage the operations requirements for the incident is obtained from Incident Controller. 1.2 Command is established and exercised in accordance with organisational authority and guidelines. 1.3 Commander details are communicated to internal personnel and to external authorities pertinent to the incident using a range of communication processes and systems. 1.4 Identify commanders under supervision within the Operations Section.
2. Establish command facilities	2.1 Appropriate command facility is established and operated in accordance with organisational guidelines. 2.2 Details of the facility are communicated to internal personnel and to relevant external authorities/organisations/individuals as required, including support services. 2.3 Staging areas are established and maintained.
3. Establish a command structure	3.1 Command structure is established appropriate to the nature and complexity of the task/s undertaken by the organisation and the nature of the incident. 3.2 Command structure is expanded, contracted or modified in response to activities and controlled changes within the incident environment considering the nature, extent and potential of an incident. 3.3 Agreed protocols are followed when managing another agency's personnel.
4. Establish procedures to permit command to be exercised	4.1 Command structure is communicated to internal and external personnel and authorities/individuals who may have a regulatory interest applicable to the incident. 4.2 Command information management system is implemented. 4.3 Communication mechanisms and procedures are implemented between levels of command in accordance with organisational guidelines. 4.4 Liaison is established and maintained to meet command requirements.
5. Contribute to the	5.1 Incident Action Plan (IAP) for the current

ELEMENT	PERFORMANCE CRITERIA
development of the Incident Action Plan	operational period is monitored and reviewed. 5.2 Input is provided into incident objectives and operational strategies. 5.3 Operations component of the IAP is developed in accordance with operational procedures, safe work practices, agency workplace policies, industrial awards and agreements. 5.4 Need for logistical support is determined and documented.
6. Manage operations	6.1 Operations personnel are briefed and tasks are allocated in accordance with the IAP. 6.2 IAP is implemented and modified as required, in accordance with organisational guidelines. 6.3 Tactics to effectively manage the incident are identified in accordance with the operational portion of the IAP. 6.4 Resources are deployed to ensure the IAP is implemented in accordance with organisational guidelines. 6.5 Human and physical resources, including personnel support activities are effectively managed to achieve command plan outcomes. 6.6 Significant changes in status and actions taken are reported using agreed reporting mechanisms and are consistent with organisational policies and procedures. 6.7 Operations are redirected as required to meet changes in conditions which affect the incident situation. 6.8 Welfare of members of the public within the area of operations is addressed.
7. Conclude operations	7.1 Physical, human and capital resources are accounted for in accordance with organisational guidelines. 7.2 Operational debriefing requirements are met in accordance with organisational guidelines. 7.3 Operational documentation is completed to organisation standards. 7.4 Reports are produced as required.
8. Review operations	8.1 Plans and guidelines are evaluated and reviewed. 8.2 Effectiveness of command and interaction with control is evaluated and documented. 8.3 Reports are produced and communicated in

ELEMENT**PERFORMANCE CRITERIA**

| accordance with established protocols.

Required Skills and Knowledge

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

Required Skills

- analyse emergency situations both functionally and strategically
- conduct assessment of operational activities
- deploy human and physical resources effectively and efficiently
- liaise effectively with Incident Controller
- select, prioritise, implement and evaluate appropriate strategies
- react to changes within the emergency environment
- use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems etc

Required Knowledge

- agency procedures for managing and concluding Level 2 incident operations
- agency arrangements for liaising with personnel from other agencies
- interagency MOUs relating to incident type, and agency policies and procedures related to liaising with other organisations
- organisational communications policy and requirements
- procedures for deploying and tasking personnel
- determining operational priorities
- emergency site layout
- identification and correct use of equipment
- occupational health and safety (OH&S) agency risk assessment arrangements and safe work practices, health and welfare arrangements at incidents
- operational risk identification
- organisational command structure
- 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)
- processes and procedures
- post incident procedures
- 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
- security and confidentiality of material
- state/territory-based coordination arrangements
- state/territory emergency management legislation with particular emphasis on

incident type

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 operations structure, and monitor and review of progress towards achievement of the IAP
- implement response in accordance with organisational procedures and within bounds of authority
- secure emergency/operations site
- strategically react to changes within the emergency environment
- incorporate risk management and contingency processes
- log and record all actions and decisions
- work effectively with the Incident Controller and other members of the IMT
- liaise 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 simulated work environment.

Specific resources for assessment

Access is required to:

Method of assessment

- 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 responsibility as designated within the requirements of control

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>Communication processes and systems</i> may include:	• Communication responsibilities of personnel • Data transfer • Designation of appropriate modes and channels of communication • Inter organisation liaison • Interpersonal communications • Radio communications • Telecommunications
<i>Establishing and operating a command facility</i> may include consideration of:	• Amenities • Climatic conditions • Communication modes • Environment • Equipment characteristics • Logistical operations • Parking • Proximity to incident • Security requirements • Site access and exit requirements • Size and type of structure • Special incident requirements • Support services • Topography
<i>Support services</i> may include:	• Emergency agencies • Equipment suppliers • Community service organisations • Contractors • Gas and power agencies • Land management agencies • Medical organisations • Transport • Water • Welfare and counselling organisations
<i>Nature of the incident</i> (imminent or actual) may include:	• Biological • Civil/political events such as: • civil unrest • economic • eco-terrorism

Activities and controlled changes include:

- 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
 - extreme air pollution
 - fuel/resource shortages
 - hazardous material releases
 - power/utility failure
 - radiological accidents
 - transportation accidents
- Communications
- Logistics
- Operations
- Planning

Considering the nature, extent and potential of an incident may include:

- Risk to life
- Risk to environment
- Risk to property
- Demography
- Hazard agent location
- Potential for changes in situation
- Resource availability
- Scope and scale of incident including likely duration of incident
- Speed of onset
- Topography
- Weather

Internal and external personnel and authorities may include:

- Ancillary organisations
- Clients
- Emergency management specialists
- Emergency organisations
- Government and semi government authorities and departments
- Higher authorities
- Media
- OH&S specialists
- Operational personnel
- Public
- Service providers
- Victims
- Witnesses
- Other analysts and stakeholders

Information management system may include:

- Audio and visual recording mechanisms
- Data receipt
- Public/media information dissemination
- Procedures and protocols
- Recording
- Recording and documenting of incident
- Security and authorisation assignment
- Storage and dispatch modes
- Types of technology - electronic data exchange devices

Incident Action Plan may include:

- Accommodation and welfare arrangements
- Change over procedures
- Communications Plan
- Incident objectives
- Integrity of evidence

	• 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 and site security • Management structure if established • 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 the personnel in the incident management arrangements, including establishment of sectors and divisions • Timings of meetings and changeovers • Traffic management
Resources may include:	• Aviation and marine vessels • Communication devices • Human (operations personnel) • Local, state/territory and federal governments • Machinery • Physical (equipment) • Support personnel • Technology devices • Volunteers • Vehicles
Personnel support activities may include:	• Catering • Rest/relief counselling services • Sanitation • Shelter • Stress management services
Agreed reporting mechanisms will involve:	• Authorisation • Distribution and development of reports in accordance with regulatory and organisational requirements and may include: • briefing papers • coronial reports • final reports

	• legal reports • media reports • ministerial reports • performance evaluations • situation reports - within emergency for external distribution • status reports
Operational debriefing may include:	• Critical incident stress debriefing • Operational analysis • Performance evaluations
Documentation may include:	• Applicable state, territory, commonwealth legislation and regulations which relate to: • environment protection legislation • equal employment opportunity and affirmative action • freedom of information • OH&S regulations and legislation • privacy and confidentiality legislation • public safety • state of emergency • workers compensation • workplace relations • Aural or signed communications • Client requirements • Codes of practice • Communications technology equipment • Conventions • Emergency procedures • Evacuation procedures • Field reports • Maps • OH&S procedures • Memorandum of understanding/agreement • Organisational and workplace operating procedures and policies • Oral • Personal and work area work procedures and practices • Policies • Protocols • Quality assurance procedures • Relevant Australian or international documentation

- in disaster/emergency management
- Standard operating procedures
- Standards and certification requirements

Unit Sector(s)

Not applicable.