



Australian Government

Department of Education, Employment and Workplace Relations

PUASES011A Manage emergency operations

Revision Number: 2

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Modification History

Release	TP version	Comments
2	PUA12 V1	Layout adjusted.
1	PUA00 V8.1	First release in TGA.

Unit Descriptor

This unit covers the competency required to manage emergency operations, usually within a single agency command context.

This unit replaces PUASES006B Manage emergency operations.

Application of the Unit

The application of this unit would inform roles and responsibilities for individuals who act as an operational manager during an emergency operation.

Emergency operations are usually the result of an event (such as flood, storm, or bushfire) that generates a significant response requirement over a large area for protracted periods.

Operations such as this differ from incidents where relatively small responses are required in tightly defined areas for relatively short periods of time (such as road accidents).

The level and complexity of activities of the operations centre will vary to meet operational requirements.

Operations centres are normally only activated to manage an emergency.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

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. Prepare for operations	1.1 Operational information is obtained and hazards are identified to permit accurate assessment of the problem 1.2 Operational plans are activated in accordance with local emergency management practices and procedures 1.3 Operations centre is activated and confirmed as ready for use 1.4 Operations centre staff recall system is activated
2. Manage an operations centre	2.1 Operations centre tasks are allocated, staff rosters are confirmed and briefings are conducted in accordance with operational plans 2.2 Internal and external liaison networks are activated and maintained to ensure effective communication 2.3 Operations centre staff work is supervised to ensure it meets relevant occupational health and safety (OH&S) and other regulatory requirements 2.4 Physical and financial resources are managed in accordance with organisational policies and procedures 2.5 Operation centre staff are tasked to collect and collate operational information using standard operational procedures (SOPs)
3. Manage operational information	3.1 Information flow is managed in accordance with SOPs 3.2 Operational information is analysed to modify and update plans and prioritise tasks in accordance with operational plans and policies 3.3 Regular and timely situation reports are raised and distributed in accordance with organisational standards 3.4 Media liaison is managed in line with operational objectives 3.5 Communications and information systems are implemented and monitored to ensure operational objectives are met
4. Make operational decisions	4.1 Extent of the operational area and objectives is identified and promptly detailed 4.2 Operational strategies are identified, assessed and implemented in accordance with local emergency management arrangements and SOPs 4.3 Hazards are identified and prioritised to ensure response is appropriate to type and scale of event

ELEMENT	PERFORMANCE CRITERIA
	4.4 Response teams are rostered in accordance with organisational SOPs
	4.5 Termination of operation is accomplished in accordance with operational standards
5. Provide leadership	5.1 Briefings are conducted with operational members
	5.2 Operational objectives are identified and communicated to operational staff
	5.3 Team cohesion is developed and maintained
	5.4 Conflict is dealt with promptly and appropriately
	5.5 Leadership style is appropriate to the situation
	5.6 Concise, clear delegations and accountability processes are implemented
	5.7 Relevant state/territory equal employment opportunity and OH&S policies are implemented
	5.8 Signs and symptoms of operational stress in self and others are recognised and action is initiated
6. Manage post-operation activities	6.1 Debriefing is conducted with operational members
	6.2 Operational reports are prepared to organisational standards

Required Skills and Knowledge

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

Required Skills

- assess local community demographic factors such as age and language
- communicate clearly with colleagues and stakeholders
- conduct clear, structured briefings and debriefings with 'lessons learned' reports distributed and acted on as required
- delegate appropriately
- establish an improvised operations centre
- establish an operational plan and adapt plan as circumstances change
- forecast resource requirements
- identify local operational areas of concern and sub-divide as needed
- lead operations centre staff and team leaders
- participate in planning for emergency response, including the setting up of appropriate control, command and coordination structures
- manage communications within and between teams and organisations
- manage operations centre staffing, including rostering, allocation of tasks, and conflict resolution
- manage information
- manage self under stress
- raise regular and timely situation reports
- recognise the need for, and take, personal rest periods
- solve problems and make decisions
- work in a team

Required Knowledge

- emergency management arrangements
- impact of emergency on the community and environment
- local alert and warning systems
- local communications equipment and systems
- local documentation requirements
- local operational briefing and debriefing procedures
- local operating procedures
- locally available resources, their capabilities and access to them
- locally used information management and communications systems
- nature of relevant local hazards and plans, including effects on the provision of communications
- operational communications concepts and practices
- 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)
- organisational procedures and protocol for media liaison
- principles of conflict resolution
- principles of dealing with cultural diversity
- principles of operational management and response management
- principles of risk management
- relevant operational standards, legislation and local leadership and management principles and practices
- signs and symptoms of operational stress

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:

- manage operations efficiently and effectively
- make decisions based on sound problem solving techniques
- forecast resource requirements

Consistency in performance

Competency should be demonstrated managing an established centre and an improvised centre on-the-job or through simulated exercises which reflect actual workplace environments.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed using exercises or scenarios or actual incidents, where appropriate, as a manager of an operation where at least four operational teams are deployed, acting under limited supervision, and with wide discretion to act, in complex situations applying significant depth of knowledge and with responsibility for outcomes.

Specific resources for assessment

Access is required to:

- incidents, scenarios, exercises, simulations, or series of tasks
- established operations centre or resources to construct an improvised operations centre

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.

- Operational information*** may include:
- access and egress routes
 - estimated duration of emergency
 - location of incidents
 - location, magnitude and type of event
 - nature and extent of damage
 - number and nature of casualties
 - other organisations working
 - potential hazards
 - resources available
 - weather forecast
- Hazards*** may include:
- adverse weather
 - closed access routes
 - convergence
 - hazardous materials
 - industrial sites
 - limited access to resources
 - protracted response operations
 - utilities
- Operational plans*** may include:
- local
 - municipal
 - regional
 - state/territory or national plans
- Allocating tasks:***
- will be guided by organisational policies and assessments of tasks
 - will be allocated based on resources available, response team competency and authority to act
- Rosters*** include:
- any organisational requirements and will meet the welfare and efficiency needs of personnel, including adequate rest and meal breaks and appropriate shift times
- Communications and information management systems*** may include:
- computers
 - couriers
 - internet or intranet links
 - filing systems
 - mobile/satellite phones
 - paging
 - runners

Operational reports may include:

- secondary communications nets for example HF, VHF, UHF radio systems
- briefing and debrief reports
- organisational reports
- reports required for coronial or other legal proceedings

Unit Sector(s)

Not applicable.