



Australian Government

RIIERR504E Manage major incidents and emergencies

Release: 1

RIIERR504E Manage major incidents and emergencies

Modification History

This unit replaces RIIERR504D Manage major incidents and emergencies. Minor endorseeable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.

Application

This unit describes the skills and knowledge required to plan and coordinate responses to major incidents and emergencies and apply post-incident management and audit procedures in resources and infrastructure industries.

It applies to those who work in management roles. They are generally responsible for the outcomes of others and contribute to the development of solutions to non-routine problems.

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan and prepare to manage major incidents and emergencies	1.1 Access, interpret and apply documentation required to manage major incidents and emergencies 1.2 Obtain, interpret and confirm work requirements 1.3 Identify and address potential risks, hazards and environmental issues and implement control measures 1.4 Select and wear personal protective equipment appropriate for work activities 1.5 Identify, interpret and assess the suitability of the emergency preparedness and response plan for the emergency/incident, liaise with specialists, and implement recommended changes 1.6 Identify, interpret and assess the suitability of the organisational structure for the management of emergency preparedness and response systems, liaise with specialists, and implement recommended changes 1.7 Identify and communicate roles and responsibilities of others in the emergency preparedness and response plans 1.8 Identify, interpret and assess, emergency response

ELEMENT	PERFORMANCE CRITERIA
	procedures for management of decision-making processes and decision monitoring systems, liaise with stakeholders, and implement requested changes 1.9 Review and confirm plans with stakeholders and specialists 1.10 Identify training needs of individuals and prepare training plans within scope of own role
2. Manage incident/emergency response	2.1 Obtain, clarify and confirm information receipts and recording systems for the emergency/incident 2.2 Access, interpret, confirm and apply emergency response and evacuation plans/procedures 2.3 Coordinate incident operations facilities and communications 2.4 Apply action planning processes to manage the emergency/incident 2.5 Identify, locate and obtain required personnel, equipment and resources for the incident
3. Access and respond to information, advice and support	3.1 Coordinate specialist technical and professional staff to review emergency/incident 3.2 Develop and implement action plans to deal with immediate areas of concern 3.3 Clarify and confirm individual roles and responsibilities
4. Apply post-incident management and audit procedures	4.1 Implement post-incident management processes/procedures 4.2 Investigate the cause of emergency/incident 4.3 Audit incident/emergency management response processes effectiveness and compliance 4.4 Audit recording and reporting systems for effectiveness and compliance 4.5 Review and implement recommended changes to schedule of system audits 4.6 Identify and respond to instances of non-compliance or other discrepancies/deficiencies revealed by audit 4.7 Maintain written records, reports and policy documentation according to workplace policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Problem solving	Applies problem solving processes to identify risks, evaluate options and determine solutions
Writing	Prepares specific information that complies with a range of regulatory requirements, using sector-specific terminology
Oral communication	Conveys information and requirements clearly, and listens carefully
Reading	Identifies and interprets relevant information from workplace procedures, documentation, legislation and regulations

Unit Mapping Information

Supersedes and is equivalent to RIIERR504D Manage major incidents and emergencies.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIIERR504E Manage major incidents and emergencies

Modification History

This unit replaces RIIERR504D Manage major incidents and emergencies. Minor endorseable amendments have been made to Elements, Performance Criteria, Foundation Skills, Performance Evidence and Knowledge Evidence to better reflect current industry practices and clarify training outcomes.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- manage major incidents and emergencies in a manner that safely, effectively and efficiently meets all of the required outcomes on at least two occasions, including:
 - accessing and apply emergency response and evacuation plans and procedures
 - establishing incident operations facilities, including communications to support them
 - applying action planning processes to manage the situation/incident
 - identifying and apply required services, personnel, equipment and resources for the incident
 - confirming and clarifying roles and responsibilities of the incident response team, and communicated to all persons
 - assessing and prioritising implementation processes.

During the above, the candidate must:

- locate and apply relevant legislation, documentation, policies and procedures
- work effectively with others to undertake and complete the management of major incidents and emergencies that meets all of the required outcomes, including:
 - facilitating groups to work together
 - using effective interviewing and questioning techniques
 - preparing for and organising work activities to meet all task requirements
 - communicating clearly and concisely with others to receive and clarify work instructions
- use a range of communication techniques and aids to advise others of work activity and exclusion zones
- use written and verbal communications to convey all activities and outcomes for managing major incidents and emergencies to others in a clear and concise manner.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- audit and review processes and techniques
- training and assessment principles
- required training systems
- emergency response and evacuation planning processes and techniques
- emergency procedures guideline structures
- intervention and control techniques for heating, fires, explosions, outbursts and inrushes
- effects of hot and humid atmospheres
- escape strategies and technology
- work site environmental risks and controls
- equipment requirements for different types of emergency
- call-out procedures
- roles of key external agencies
- structure, role and responsibilities of the Incident Control
- trigger points to initiate emergency response to alarms
- guidance system and marker principles
- key components and requirements of site emergency plans
- types of adverse environmental conditions
- types of hazards and incidents on work sites
- debriefing processes.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below.

The assessment must:

- include access to:
 - site plans
 - personal protective equipment required for the activities described in the performance evidence
- be conducted in a safe environment
- be assessed in context of this sector's work environment
- be assessed in compliance with relevant legislation and regulations and using policies, procedures, processes and operational manuals directly related to the industry sector for which it is being assessed
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor Requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations (RTOs) 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements. This includes:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment
- formal relevant qualifications in training and assessment
- having knowledge of and/or experience using the latest techniques and processes
- possessing a high level of RII training product knowledge
- having an understanding and knowledge of legislation and regulations relevant to the industry and to employment and workplaces
- demonstrating the performance evidence, and knowledge evidence outlined in this unit of competency, and
- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must hold the relevant vocational competencies and have current industry skills directly relevant to the training and assessment being provided and must work alongside a trainer and/or assessor to conduct the assessment. This means the industry subject matter expert should hold the unit being assessed (or an equivalent unit), and must also demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector	AQF indicator level***	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure	3-6	3 years
Other sectors	Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in-line with industry standards for the sector in which it is being assessed and where no industry standard	

	is specified should comply with any relevant regulation.
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*Guidance on simulated environments has been stipulated in the RII Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

*** While a unit of competency does not have an AQF level, where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered as the AQF indicator level for assessment purposes.

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