



Australian Government

SISXEMR004 Coordinate emergency responses

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to assess emergency incidents, determine appropriate actions suited to the circumstances, and coordinate team members to provide a prompt and effective emergency response. It requires the ability to monitor emergencies and modify responses according to changing circumstances.

This unit applies to any type of sport, fitness, aquatic or recreation organisation including commercial, not-for-profit, community and government organisations. It can be applied to a particular environment or workplace, and to specific types of emergency incidents.

It applies to senior staff and managers who use discretion and judgement to manage significant problems and emergencies when they arise.

Rescue operations are covered in complementary outdoor recreation units (coded SISOORSC) and aquatics units (coded SISCAQU).

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Emergency Response

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Assess the situation

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1. Assess situation promptly, identify hazards and risks and

- and establish emergency action plan.
- 1.2. Determine appropriate emergency response actions for situation based on initial assessment and established emergency plans and procedures.
- 1.3. Prioritise emergency response actions according to degree of urgency and condition of any casualties.
- 1.4. Identify required types of emergency response equipment suited to emergency situation.
- 1.5. Determine roles and responsibilities for team members according to abilities and established roles.
2. Coordinate team response to emergency.
- 2.1. Confirm chain of command, roles and responsibilities of team members and provide prompt briefing according to time constraints.
- 2.2. Provide clear and concise instructions and confirm team understanding of roles, communication protocols and emergency response actions.
- 2.3. Coordinate and confirm selection of equipment suited to the emergency situation.
- 2.4. Supervise safe use of equipment and emergency response actions, and provide corrective instruction to ensure safety of team members and those impacted by emergency.
3. Monitor and coordinate ongoing emergency response.
- 3.1. Monitor hazards and risks, changing circumstances and actions of team to provide ongoing direction.
- 3.2. Provide clear and concise ongoing instructions to team and those impacted by emergency according to changing risks.
- 3.3. Organise isolation of impacted equipment and areas based on identified hazards and risks.
- 3.4. Coordinate, monitor and control emergency evacuation according to need, situational physical and time constraints.
- 3.5. Determine need for emergency services or medical assistance and relay concise information to authorities.
- 3.6. Provide information and assistance to emergency services to enable control of emergency incident.
- 3.7. Refer any media enquiries to nominated organisational spokesperson, according to organisational emergency plans and procedures.
4. Debrief, evaluate and document the incident.
- 4.1. Lead debrief with team members to identify emergency response successes, problems, failures and future improvements.
- 4.2. Evaluate compliance with organisational emergency response plans and procedures, their suitability and any need to amend.
- 4.3. Evaluate need for self and others to access support services

to assist with post-incident stress.

- 4.4. Complete required incident reports according to organisational emergency response procedures.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	interpret detailed familiar organisational plans and procedures for emergency response.
Writing skills to:	use fundamental sentence structure to record accurate factual information about emergency responses in template incident reports.
Oral communication skills to:	use clear and unambiguous verbal and non-verbal communications to make intent known.
Teamwork skills to:	pro-actively and cooperatively direct and work within teams to coordinate emergency logistics, solve arising problems and effect efficient emergency responses.
Problem-solving skills to:	critically analyse all circumstances and implications to provide a prompt and considered emergency response.

Unit Mapping Information

Supersedes and is not equivalent to SISXEMR002 Coordinate emergency responses.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>

Assessment Requirements for SISXEMR004 Coordinate emergency responses

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- coordinate responses to three different types of simulated emergency incidents relevant to the specific sport, fitness, aquatic or recreation environment and activity
- for one of the above three incidents, coordinate an emergency that escalates, and modify response according to changing circumstances
- for each above emergency response:
 - establish a chain of command, and allocate and communicate roles and responsibilities to team members
 - coordinate selection and safe and effective use of emergency equipment and actions by team members
 - communicate effectively with team members to provide and receive instructions
 - lead a debrief with team members and complete an incident report.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational emergency response plans and procedures
- specific to the sport, fitness, aquatic or recreation environment and activity:
 - principles of an emergency response chain of command, and:
 - emergency response roles of workers at different levels of seniority
 - how roles may change as an emergency incident evolves
 - role of coordinator, including when emergency control is handed over to emergency services personnel
 - role of organisational media spokesperson
 - hazard identification and risk assessment processes implemented during initial and ongoing stages of emergency incidents, and importance of urgent decision making
 - types of emergencies that can occur, effective responses during initial stage, signs of escalation and effective responses to changing circumstances:
 - hazardous environmental conditions and events, indoor and outdoor
 - equipment failure, including processes for isolating
 - adverse participant responses and panic during activities

- medical and accident events
- violent behaviour including threats
- threats to safety and security of facilities
- key considerations for determining emergency response actions:
 - coverage of incident type in established emergency plans and procedures
 - severity of hazards, and extent of areas impacted by hazards
 - number and condition of persons impacted by the emergency, including casualties
 - abilities of self and team members
 - availability of emergency response equipment and numbers
 - potential for escalation and degree of urgency to avoid this
- location, functions, features and safe operation of emergency equipment
- communication systems and protocols used in emergency situations:
 - emergency warning and alarm systems
 - phone and radio systems
 - calls
 - whistles
 - hand signals
- for emergency evacuation of groups of people:
 - situations that would call for evacuation and typical time constraints
 - methods used to coordinate, monitor and control team member and evacuee actions
 - physical constraints that may be present and how to manage safe use of exit and assembly points
- functions of emergency services, and how to establish direct communication channels to provide and receive information and instructions:
 - police
 - fire
 - ambulance
 - state and territory emergency services
 - volunteer rescue agencies
- assertive and constructive communication techniques used with emergency response team members to:
 - provide direction
 - obtain clear information
 - provide corrective instruction
- features of emergency briefings and debriefings for team members
- purpose, formats and inclusions of different types of written incident reports for emergencies:
 - organisational
 - reports to emergency services
 - reports to regulatory authorities.

Assessment Conditions

Skills must be demonstrated in a sport, fitness, aquatic or recreation environment. This can be:

- a workplace, or
- a simulated environment set up for the purposes of skills assessment.

Assessments can only be completed through simulated activities. Simulations must incorporate time critical requirements.

First aid equipment must be available to replicate industry conditions of operation.

Assessment must ensure use of:

- interaction with individuals who act as team members, emergency services personnel and participants during simulated activities
- communication equipment for emergency response
- emergency equipment relevant to the specific sport, fitness, aquatic or recreation environment and activity
- template incident reports
- organisational emergency response plans and procedures.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors.

Links

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