



Australian Government

Department of Education, Employment and Workplace Relations

SISXEMR402A Coordinate emergency responses

Release: 2

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Modification History

Not Applicable

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate a response to an emergency situation according to an organisation's policies and procedures. The unit focuses on assessing emergency situations, implementing an emergency action plan, and coordinating a prompt and effective response.

Application of the Unit

This unit applies to staff members designated as safety officers during a specific indoor or outdoor activity at locations such as camp sites, training areas and outdoor sites; or the warden in a sport, recreation or fitness centre, which may include a community leisure centre, aquatic centre or indoor activities centre.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

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| <p>1. Coordinate response to emergency reports or signals.</p> | <p>1.1. Identify and respond to emergency <i>reports or signals</i>.</p> <p>1.2. Attend, where appropriate, <i>emergency situations</i> and respond according to <i>organisational policies and procedures</i>.</p> <p>1.3. Assess emergency situations and report details to <i>designated personnel</i> according to organisational policies and procedures.</p> <p>1.4. Coordinate emergency response actions according to organisational policies and procedures.</p> |
| <p>2. Assess the emergency.</p> | <p>2.1. Conduct an assessment of the situation according to organisational policies and procedures.</p> <p>2.2. Establish an emergency action plan based on assessment of current situation and possible <i>potential for escalation</i>.</p> <p>2.3. Prioritise actions promptly.</p> |
| <p>3. Coordinate the response.</p> | <p>3.1. Implement organisational emergency procedures and policies.</p> <p>3.2. Supervise equipment selection to match the type of emergency.</p> <p>3.3. Confirm and coordinate the safe use of <i>emergency equipment</i>.</p> <p>3.4. Supervise selection and use of rescue techniques according to <i>relevant legislation</i> and organisational policies and procedures.</p> <p>3.5. Improvise, where necessary, equipment and technique.</p> <p>3.6. Arrange and confirm the safety of staff and clients.</p> |
| <p>4. Liaise with relevant authorities.</p> | <p>4.1. Liaise with members of the <i>emergency team</i> and monitor the emergency.</p> <p>4.2. Refer situations beyond the capability of the</p> |

ELEMENT	PERFORMANCE CRITERIA
5. Finalise operational procedures.	<p>emergency team to the <i>appropriate authorities</i> for assistance.</p> <p>4.3. Provide information and assistance to authorities.</p> <p>4.4. Control and coordinate, if necessary, <i>emergency evacuation</i> according to organisational procedures or directions from relevant authorities.</p> <p>5.1. Complete and maintain an operational log according to organisational policies and procedures.</p> <p>5.2. Debrief emergency team members according to organisational policies and procedures.</p> <p>5.3. Evaluate operation of emergency procedures and recommend any changes.</p> <p>5.4. Advise emergency team members to refer media inquiries to the nominated spokesperson.</p>

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - liaise with all parties to coordinate effective responses to emergency situations
 - convey information to relevant authorities
 - debrief emergency team members
- problem-solving skills to:
 - assess emergency situations and develop action plans
 - improvise equipment or techniques where required
- planning and organisational skills to coordinate resources and equipment necessary to respond effectively to emergency situations
- self-management skills to review and reflect on own work performance in coordinating emergency responses
- language and literacy skills to:
 - complete emergency documentation
 - interpret and respond to emergency reports and signals.

Required knowledge

- organisational emergency policies and procedures to enable prompt and effective response to emergencies and incidents
- legislation to enable application of legal requirements according to own work role and level of responsibility
- location and use of rescue and emergency equipment to enable effective implementation of an emergency response
- rescue techniques to enable selection of technique appropriate to type of emergency
- emergency response agencies within the activity area and direct communication channels to enable information about an emergency to be communicated quickly and directly
- factors that impact on emergency situations to enable appropriate contingency planning
- behaviour and characteristics of typical emergencies to enable the development of an action plan to quickly and effectively bring the situation under control.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- identifies and implements organisational policies and procedures to assess and coordinate emergency responses promptly and safely
- coordinates participatory arrangements for the management of the emergency response
- completes all relevant documentation
- evaluates and reflects on performance to identify ways in which emergency procedures can be improved.

Context of and specific resources for assessment

Assessment must ensure coordination of multiple emergency responses, which may be simulated to reflect the candidate's current or intended work environment, to demonstrate competency and consistency of performance.

Assessment must also ensure access to:

- equipment and resources to ensure adequate response to emergencies
- staff and clients in industry-appropriate ratios
- legislation and organisational policies and procedures.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of applying organisational emergency procedures when responding to emergency situations
- observation of interacting with safety officers and wardens to ensure effective coordination of emergency situations
- oral and or written questioning to assess knowledge of relevant legislation which underpins the effective implementation of organisational emergency procedures
- third-party reports from a supervisor detailing work performance.

Holistic assessment with other units relevant to the

industry sector, workplace and job role is recommended, for example:

- SISXOHS402A Implement and monitor occupational health and safety policies.

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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

- Reports or signals*** may include:
- verbal
 - emergency warning and alarm systems
 - hand signals
 - telephone and radio communications
 - whistles.
- Emergency situations*** may include:
- fire
 - hazardous release of chemicals
 - bomb threats or civil disorder
 - environmental conditions
 - other natural or man-made disasters
 - activity-specific.
- Organisational policies and procedures*** may include:
- occupational health and safety
 - emergency procedures
 - reporting incidents
 - staff roles and responsibilities in the event of an emergency
 - communication lines
 - exit and assembly points.
- Designated personnel*** may include:
- supervisors
 - managers.
- Potential for escalation*** may include:
- spread of fire
 - threat to adjoining areas
 - danger of explosion
 - loss of communications
 - involvement of additional persons
 - deterioration in environmental conditions.
- Emergency equipment*** may include:
- hoses
 - monitors
 - foam equipment and extinguishers
 - blankets
 - spill kits
 - personal protective clothing and equipment
 - ladders
 - salvage gear

- rescue equipment
 - first-aid and evacuation equipment and resources.
- Relevant legislation*** may include:
- occupational health and safety
 - duty of care
 - environment protection
 - hazardous substances and dangerous goods
 - public health and safety
 - industry codes of practice.
- Emergency team*** may include:
- nominated safety officers or wardens
 - emergency team members
 - emergency response related persons.
- Appropriate authorities*** may include:
- Police Search and Rescue
 - State Emergency Service
 - Fire Brigade
 - Ambulance Service
 - Land Management Authorities
 - Australian Volunteer Coastguard.
- Emergency evacuation*** may include:
- total or partial
 - to an internal or external refuge
 - to an assembly point.

Unit Sector(s)

Cross-Sector

Co-requisite units

Competency Field

Emergency Response