

TLIF2007B

Manage emergencies

Unit Descriptor

This unit involves the skills and knowledge required to manage emergencies in accordance with regulatory requirements, relevant codes of practice and workplace procedures, includi

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| 3 Arrange follow-on support and assistance | 3.1 Medical assistance and support is arranged as required in accordance with workplace procedures
3.2 First aid is provided pending the arrival of medical assistance within limits of responsibility and competence in accordance with workplace procedures |
| 4 Communicate with staff | 4.1 Staff and customers are provided with relevant, appropriate and timely advice on emergency situations and instructions to be followed on an ongoing basis
4.2 Evacuation procedures for staff/customers are demonstrated and explained in accordance with workplace procedures
4.3 Customer service and safety needs arising from emergency situations are identified and acted upon in accordance with regulatory and workplace requirements |

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Australian codes of practice, regulations and safeworking systems relevant to the management of emergencies, including the Australian Dangerous Goods Code and any applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the management of emergencies, including the elements of an emergency response plan and first aid procedures where applicable
- Focus of operation of work systems, equipment, management and site operating systems for the management of emergencies
- Problems that may occur when managing emergencies and appropriate action that can be taken to resolve the problems
- Documentation and reporting requirements for the management of emergencies
- Hazards that may occur in transport and allied industries that can lead to emergency situations, and related hazard control strategies, including: handling hot food and equipment; sudden and unexpected movement; infectious and contagious diseases; self-closing doors; sharp objects; syringes and drugs; contact with human and biological waste; fire and explosion; collision; derailment of trains; handling, storage and carriage of dangerous goods and other hazardous substances; and the handling, storage and carriage of explosives
- Data collection and analysis techniques required when managing emergencies

Required skills:

- Communicate effectively with others when managing emergency situations
- Read and interpret instructions, procedures, information and signs relevant to the management of emergency situations

- Interpret and follow operational instructions and prioritise work
- Conduct interviews and take statements
- Complete documentation related to the management of emergency situations
- Prepare reports and recommendations
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing emergency situations
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when managing emergency situations in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated developments that may occur when managing emergency situations
- Follow emergency response plan and procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during emergency situations
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant computer/communication/office equipment required when managing emergencies
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

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.

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| Work may be conducted: | <ul style="list-style-type: none"> • in a range of work environments • by day or night |
| Customers may be: | <ul style="list-style-type: none"> • internal or external |
| Workplaces may comprise: | <ul style="list-style-type: none"> • large, medium or small worksites |
| Work may be conducted in: | <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments |

Emergency situations may include:

- chemical spills
- fires
- bomb threats
- derailments
- customer emergency

Hazards in the work area may include exposure to:

- chemicals
- dangerous or hazardous substances
- movements of equipment, goods, materials and vehicular traffic

Consultative processes may involve:

- other employees, supervisors and managers
- affected customers
- official representatives
- relevant authorities and institutions
- management and union representatives
- industrial relations and OH&S specialists

Communication in the work area may include:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- RF systems
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- relevant regulatory and/or code requirements for the management of emergencies
- workplace procedures and policies for the management of emergencies including emergency response plan where applicable
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including the ADG Code and Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods
- operations manuals, job specifications and induction documentation including first aid manual
- manufacturers specifications for equipment
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, and other industrial arrangements
- relevant Australian standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant state/territory regulations, codes of practice and safeworking system requirements for management of emergencies
- the Code of Practice for the Defined Interstate Rail Network in situations where emergencies occur on that network
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
 - o Australian and International Dangerous Goods Codes
 - o Australian and International Explosives Codes
- Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- workers compensation regulations

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and/or equipment, and/or
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through appropriately simulated activities at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace