COORDINATE RESOURCES FOR A MULTI-AGENCY INCIDENT TRAINING COURSE

Learner Handbook

FutureWest Institute

Registered Training Organisation (RTO): 41184

0421 110 573

0401 679 988

www.futurewest.com.au

Course contact hours: 16 hrs of training and assessment

CONTENTS

1. Course Information

Introduction

Welcome to the Coordinate Resources for a Multi-Agency Incident Course. This course comprises of one unit:

- PUAOPE017A Coordinate Resources for a Multi-Agency Incident

This document includes information about the content of the course and assessment process. This document has information that relates to not only the course you might be undertaking, but also areas such as details of the assessment process you may engage in, the processes that you may be part of, and how we can make your interaction with FutureWest Institute more enjoyable. This document is exhaustive, but it is also intended to represent a living document that will grow and expand over time. FutureWest Institute is wholly responsible for the quality of training and assessment in compliance with *Standards for RTOs 2015.* We do not engage third parties for any aspects of training and assessment. If there is anything that you feel is incorrect in this document, or that you wish to discuss, please contact James THOMSON (james@futurewest.com.au) or Ming THOMSON (ming@futurewest.com.au) and they will be able to help with any questions, concerns or queries.

What is the goal of this training?

The goal of this training is to provide students with the knowledge and skills required to bring together organisations and other resources to support an incident.

Incidents that require such resource coordination are typically Level 3 incidents, which are characterised by degrees of complexity that may require the establishment of divisions for effective management of the situation. These incidents will usually involve delegation of all functions.

This course also covers the systematic acquisition and application of organisational, human and equipment resources in an incident.

Unit application

PUAOPE017A Coordinate resources for a multi-agency incident

This unit applies to people who perform the role of emergency coordination at a Level 3 incident.

The authorisation to perform this role is subject to emergency state/territory emergency management arrangements.

How will this course be taught?

The Coordinate Resources for a Multi-Agency Incident Course is designed for *facilitator led* training in a *workshop* situation. Learners are encouraged to take an active part in their learning through participating in the many activities and case studies included in the training. Participants who successfully complete this course will be eligible to receive a Statement of Attainment listing the unit-:

PUAOPE017A Coordinate Resources for a Multi-Agency Incident

Who is this course intended for?

This course has been developed for personnel who may be required to perform the role of emergency coordination at a Level 3 incident. The authorisation to perform this role is subject to emergency state/territory emergency management arrangements.

What will I learn at the end of this course?

When this training has been completed, participants will be able to:

- Commence Coordination,
- Establish and maintain a coordination network,
- Manage resource requirements in accordance with control requirements,
- Conclude coordination activities, and
- Review coordination

Please contact James Thomson at james@futurewest.com.au or mobile 0421 110 573 if you require further information on the Unit description.

What are the pre-requisites for this course?

This course is intensive and you will be asked to complete a brief pre-entry assessment to determine your suitability to complete this training course. It is important that learners wishing to complete this course are mature aged students who have emergency management responsibilities within their workplace or volunteer role. Additionally, learners also need to be mature aged students who have completed secondary schooling and/or completed other qualifications.

What is the duration of this course?

The estimated duration of this course is 16 hours or 2 working days. Please note there are post-course assessments that will require completion and submission for assessment of competency.

What materials will I need for this course?

For this training, you will need:

- Learning Manual
- Activity Workbook containing materials required by participants who attend this training

Both will be provided to you on the first day of the course. You will also need access to a laptop.

How will I be assessed?

The assessments have been developed with the recognition that participants do not have the time to complete extensive post course assessments. Some of the assessments are conducted in-class. The written assessment is based on the participant's workplace and the observation assessment is conducted in-class.

Each component of the assessment strategy provides the assessor with a particular perspective on your achievement of the learning outcomes of this training program. FutureWest will complete student assessments within 21 business days of receiving them. Students have up to 12 months, from the completed date of the course, to submit all assessments required for assessing course competency. Students will be provided a reminder email 9 months post course advising them of the due date for their assessment. FutureWest will consider extensions for extenuating circumstances. Where assessments are submitted beyond the 12 months post training course date without extenuating circumstances, a fee of $250 per assessment extension will apply, for up to 3 months only.

What are the future pathways after completing these units?

This unit form a part of the PUA60112 Advanced Diploma of Public Safety (Emergency Management) course. This unit can be used as a core unit for this qualification.

2. Student Information

Contact details

FutureWest Institute's contact details are:

RTO Name	FutureWest Institute
ABN	56 532 541 613
ACN	601 712 065
Postal Address	PO BOX 176 FLOREAT WA 6014
Web Address/URL	www.futurewest.com.au
Contact Persons:	James THOMSON Director – Training & Development james@futurewest.com.au 0421 110 573
	Ming THOMSON Director – Business Development ming@futurewest.com.au 0401 679 988

Different types of courses

FutureWest Institute offers courses that fall in to two further categories. Accredited and Non-Accredited. The differences are:

Accredited Courses

- Lead to a nationally recognised qualification
- Are delivered under the VET (vocational Education and Training) principles
- Have an assessment of some form that requires you to complete a project after the conclusion of the course

Non-Accredited Courses

- Do not lead to a qualification outcome

- Do not have an assessment to complete after the conclusion of the course

If you are unsure whether your course is accredited, there are a number of ways to tell:
- If your course is accredited, this will be accompanied by a Nationally Recognised Training logo (as above)
- The FutureWest Institute website will state that the course you are attending is accredited
- The Information Brochure will state whether the course you are attending is accredited
- You will usually only receive this document if you are undertaking an Accredited course.
- On Accredited courses, you will receive the assessment, or be given very clear directions about it, at the very start of the course.

If you have any further questions, please don't hesitate to ask and we will be able to find an answer for you immediately.

Language, literacy and numeracy

FutureWest Institute endeavours to support all suitable students to complete this course.

Most courses delivered by FutureWest Institute are based upon a foundation of sound reading and writing skills. For many reason, course participants sometimes worry that they may not have that foundation of reading and writing skills, and they worry about whether they can complete the course. We would like to assure you that we have many techniques and tools we can use to ensure that you will be able to complete the course no matter what your skill levels. Please advise prior to course enrolment if you require additional learning supports or requirements so we are able to assess and accommodate your needs.

Assessments

For Accredited training courses, you will be required to complete assessments for each unit of competency you are undertaking. Attached to this document are details of the assessment procedure for the course you are undertaking. When you complete the assessments you will be informed as to whether you were assessed as Competent or Not-Yet Competent. If you were assessed as Competent, you have met all requirements of the Assessment and will be awarded that unit of competency. If by chance your assessment is Not-Yet-Competent, there are some important points to note:

- You can repeat the assessment. Many people taking assessments use a number of attempts at the assessment to become comfortable with assessments and to feel used to the way assessments are run. There is no additional charge for repeating assessments, and we look forward to helping you in any way we can to meet the assessment requirements. Please note, however, you can only submit your assessment up to 3 times per unit of competency. After this time, a $250 re-assessment fee will be charged.

- The assessment decision is appealable. It is possible that you may feel your assessment was not conducted rigorously, or there was an issue that may make you feel that a different assessment decision should have been made. If that is the case, please use the appeals mechanism we have in place to have the decision examined (please refer to the Policy on Complaints and Appeals). The person to contact regarding an assessment decision is:

> James Thomson
> james@futurewest.com.au
> 0421 110 573

Every assessment you successfully complete will be recorded on your final certificate and statement of attainment. Upon successful completion of your statement of attainment, you will be issued with a certificate that details the unit of competency completed.

Each component of the assessment strategy provides the assessor with a particular perspective on your achievement of the learning outcomes of this training program. FutureWest Institute will complete student assessments within 21 business days of receiving them. Students have up to 12 months, from the completed date of the course, to submit all assessments required for assessing course competency. Students will be provided a reminder email 9 months post course advising them of the due date for their assessment. FutureWest Institute will consider extensions for extenuating circumstances.

Complaints and grievances

FutureWest Institute hopes that your time with us is enjoyable and beneficial. If you do a have a complaint though, please let us know and we will do everything we can to resolve the issues (please also refer to the Policy on Complaints and Appeals on www.futurewest.com.au). Complaints can be made in a number of ways:

- Verbal complains can be made to your trainer, or any staff member at FutureWest Institute. All contact details are contained at the start of this document.
- Written complains can also be made to any staff member at FutureWest Institute. All contact details are contained at the start of this document.

- Confidential complaints can be made to James THOMSON james@futurewest.com.au or phone 0421 110 573.

Please note that complaints do not have to be in writing, but if you do wish to put them into writing, any written format is fine, you do not have to use a special form. If you make a complaint a member of staff will contact you within 48 hours to address it.   You also have the option of contacting National Training Complaints Hotline on 13 38 73 and the national regulator Australian Skills Quality Authority (ASQA) on their website www.asqa.gov.au .

In the unlikely event FutureWest Institute as an RTO closes or ceases to deliver any part of the training product that you are enrolled in, we will endeavour to identify suitable alternative RTOs to transfer your training across so you can continue the completion of your training course.

Access and equity

FutureWest Institute aims to provide students with the opportunity to study, learn and develop skills in a safe and supportive educational and social environment. As a student you will have rights and responsibilities. You can have timely access to:

- training, assessment and support services that meet your individual needs, and
- current and accurate records of your participation and progress.

Occupational health and safety

All of our courses include information on occupational health and safety relevant to your training. If you have any questions about safety please ask any member of FutureWest Institute staff and they will be happy to help. We have first-aid kits available if needed.

Anti-discrimination

In many circumstances, including employment, it is against the law to discriminate against people on the grounds of:

- sex (including sexual harassment or pregnancy);
- race (including colour, ethnicity, ethno-religious identity, national identity or background);
- marital status;
- carers' responsibilities;
- homosexuality (male or female, actual or presumed);
- age;
- disability; or
- transgender.

It is against the law to incite vilification on the grounds of race, HIV/AIDS, transgender or homosexuality. If you feel any form of discrimination has occurred please speak to any member of FutureWest Institute and we will resolve the issue immediately in a way you are comfortable with. If the issue is not resolved you can also seek advice from the Equal Opportunity Commission of Western Australia on (08) 9216 3900 or 1800 198 149 for country callers. Emails can be sent to eoc@eoc.wa.gov.au

Privacy and confidentiality

As a student we would like to assure you that the personal information you, or anyone else, provide is protected under the Privacy and Personal Information Protection Act 1998. As a Registered Training Organisation, FutureWest Institute is also required to collect data (refer to Student Enrolment Form on your training course) under the Data Provision Requirements 2012 made under the National Vocational Education and Training Regulator Act 2011.

Whenever we collect information about you, the purpose of collecting personal information, who receives this information and where it is held will be explained and made clear to you. We will also ensure your ongoing rights to access this information about yourself and make corrections. We will also protect your personal and private information and not disclose it without your knowledge and approval. Information we ask you to provide will only be that necessary for the purposes of your course, learning and study records. The study records that we retain will be limited to contact details for you, and the details of courses and assessments you undertook while with us, and the results of those assessments, including qualification or competency outcomes.

Please note on occasions during some in-class training courses that photos may be taken and used by FutureWest Institute for their website/Facebook/LinkedIn marketing page and should you wish to not be included, please contact us on ming@futurewest.com.au

Mutual recognition

Under the policy of mutual recognition if you have any previous qualification we will happily work with you to provide you with recognition of those qualifications.

Recognition of prior learning

If you have skills that you believe meet the requirements of the assessments for a unit of competency, or even multiple units, we would enjoy working with you to determine which units you can gain through that Recognition of Prior Learning Process. The process usually involves an interview with a trainer and assessor from FutureWest

Institute, and then the examination of evidence against the requirements of the units of competency and qualification. You will be provided a RPL kit that must be completed. Please approach any member of FutureWest Institute to start the RPL Process.

Medical/disability Issues

If you have any medical or disability issues that you feel the course facilitators should be aware of, please ensure you advise FutureWest Institute as soon as possible. This will enable us to more properly cater for your special needs.

Access to student records

If you have completed a prior course with FutureWest Institute or once you have completed this course you can access your records by contacting Ming Thomson on 0401 679 988 or email ming@futurewest.com.au

Contact

If there is anything that may prevent you from progressing through the course, for example, numeracy and literacy level, disability or learning difficulties etc, please contact us and we will make every effort to assist you.

I sincerely hope that you will enjoy participating in this course and wish you every success. If you have any questions please do not hesitate to contact:

FutureWest Institute
James Thomson
Director – Training & Development
0421 110 573
james@futurewest.com.au

3. Coordinate Resources for a Multi-Agency Incident Course Structure

```
Register for the Training
Course
        →
Attend Course (2 days)
        →
Complete in-class
activities and
Assessments
        →   Un-successful applicant –
            they are given the
            opportunity to study and
            re-assess

        →   Receive certificate for
            Statement of
            Attainment
```

PUAOPE017A Coordinate resources for a multi-agency incident

Post Course Assessment
- Workplace assessment

Mandatory Activity
- Supervisor review
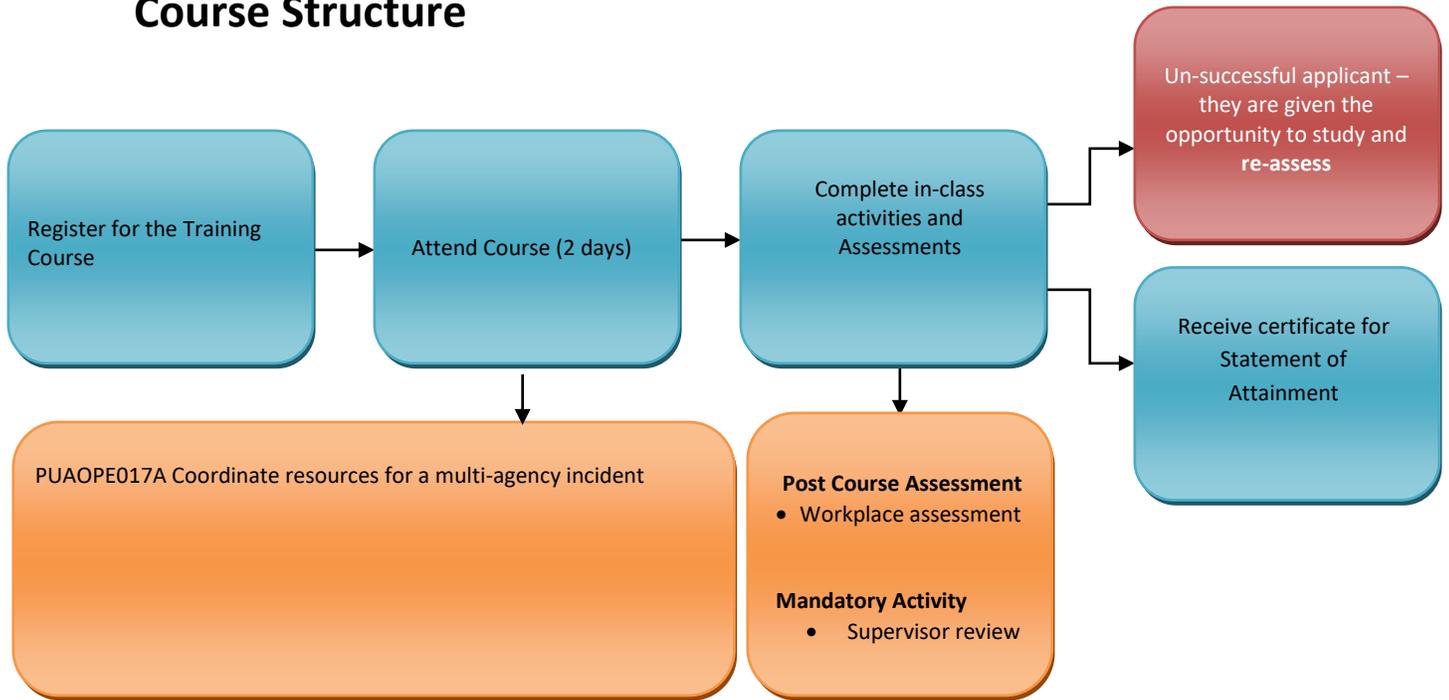
The Coordinate Resources for a Multi-Agency Incident Course structure is demonstrated in the figure above which details the requirements for course completion for students.

4. Course Unit Information

Coordinate Resources for a Multi-Agency Incident Unit

PUAOPE017A Coordinate Resources for a Multi-Agency Incident

Unit Descriptor
This unit covers the competency required to bring together organisations and other resources to support an incident.

Incidents that require such resource coordination are typically Level 3 incidents, which are characterised by degrees of complexity that may require the establishment of divisions for effective management of the situation. These incidents will usually involve delegation of all functions.

This unit also coves the systematic acquisition and application of organisational, human and equipment resources in an incident.

Application of the Unit
This unit applies to people who perform the role of emergency coordination at a Level 3 incident.

The authorisation to perform this role is subject to emergency state/territory emergency management arrangements.

5. Course Schedule

DAY 1

Session	Session Title	Duration
	Getting Started	20 mins
1	Introduction to Emergency Management	2 hr 40mins
	MORNING TEA	**20 mins**
2	AIIMS Principles and Underpinning Concepts	1 hr
	LUNCH	**40 mins**
2 cont	AIIMS Principles and Underpinning Concepts	30 mins
3	ECC and Roles	1 hr
	AFTERNOON TEA	**20 mins**
3 cont	ECC and Roles	1hr 10 mins
	END OF DAY ONE	

DAY 2

Session	Session Title	Duration
4	Revision for assessment	20 mins
5	Short answer assessment	1 hr 20mins
	MORNING TEA	**20 mins**
6	Exercise assessment	4 hrs
	AFTERNOON TEA	**20 mins**
7	Debrief Exercise	30 mins
8	Conduct reassessments if necessary Complete AQTF surveys	1 hr
	END OF COURSE	

6. Assessment Description

The suggested assessment strategy for this course will require you to complete all of the following assessment activities. These are:-

1. Post Course Assignment (Workplace Assessment)

2. Observation Assignment

3. Written Assessment (short answer)

Each component of the assessment strategy provides the assessor with a particular perspective on your achievement of the learning outcomes of this training program. FutureWest Institute will complete student assessments within 21 business days of receiving them. Students have up to 12 months, from the completed date of the course, to submit all assessments required for assessing course competency. Students will be provided a reminder email 9 months post course advising them of the due date for their assessment. FutureWest Institute will consider extensions for extenuating circumstances.

Each student has up to 3 attempts at completing each assessment. Additional support after each attempt will be provided. This additional support may include, but not limited to email support, phone discussion with the facilitator or FutureWest Institute Director, or further training.

1. Post course assignment (workplace assessment)

The purpose of the post course assignment is to provide you with the opportunity to demonstrate the depth of your understanding of the course content by applying the principles and concepts covered in the training.

The workplace assignment involves analysing the workplace emergency plan/ arrangements, liaising with stakeholders and answers the assessment questions.

To ensure fairness in the assessment process and to assist in the administration of the assessment, a date will be set as a deadline for the submission of completed assignments. Any extension of the deadline will require the submission of a formal request explaining the reasons for the request for extension and should be negotiated between yourself and the assessor.

In preparing the assignment, learners are informed that the assessor will consider the following when assessing assignments:-

– **Completion of Tasks:** How well has the student covered the tasks or points required in the assignment?
– **Application of Concepts and Principles:** How well have the student understood and applied Incident Management concepts and principles in your analysis of issues?
– **Structure and Organisation:** How well has the student organised and presented information and ideas? Is there a logical sequence to the content? Are ideas easy to follow?
– **Language:** Is the students' language clear, logical and straightforward? Is Incident Management terminology used appropriately?

Students must receive a minimum 100% mark to pass the assessment. This assessment is open-book.

2. Observation Assessment (Emergency Coordination Centre)

This Observation Assessment assesses the individual in the performance criteria knowledge and skills relating to the unit.

The Emergency Coordination Centre (ECC) Assessment will follow the traditional format of an Emergency Management Desk-top Exercise. The Assessment phases and the tasks provided to the participants are focused on providing the individuals the opportunity to satisfactorily perform the criteria displayed within the answer sheets. These assessment tasks are linked to criteria, knowledge, skills and critical aspects of the two units.

During the Assessment the participants will be assessed both as a team member and an individual. Students will be required to record their answers on note paper provided.

The Assessment will run for 4 hours.

Each team will be observed by an assessor. The assessors will follow their team throughout the Assessment using the Answer Sheet Templates to record the performance of their participants.

Students must receive a minimum 100% mark to pass the assessment.

3. Written Assessment (Short Answer)

The short answer written test gives an indication of the breadth of your knowledge of the training content. This test covers the main content areas of the Coordinate resources for a multi-agency incident course.

Students must receive a minimum 100% mark to pass the assessment. This assessment is closed-book.

7. Mandatory Activity – Supervisor Review (Third Party Report)

As part of the completion of the training course, a mandatory activity must be conducted by the learner. This is in the form of a Supervisor Review. The completion of the third party-reports is an opportunity for the student to discuss their post course assignment with their supervisor(s). The Third Party Reports are not formal assessments used to assess competency, however it is a component that must be completed.

It is recognised by Industry that organisations use customised emergency management processes and procedures. Therefore it is incumbent on you to be aware of your organisation's emergency plans, policies and procedures. The review document is to be completed in partnership with your supervisor.

The purpose of the supervisor review is to ensure the knowledge gained during the course is understood from an agency perspective. It is incumbent on you to be aware and to be able to perform the review items. If you are unaware of particular review items, this information must be gained from the Supervisor and/or other Emergency Management exponents within your organisation.

The supervisor is instructed to tick the box within the **Yes** column if they believe you can perform the task or tick the box within the **No** column if they believe you cannot perform the task. Observing you can assist to ascertain whether or not you can perform the task; however this is not always possible and therefore the supervisor has the option of questioning you to assist in providing evidence of your knowledge concerning the task. Once the supervisor review has been completed and received by FutureWest Institute, a FutureWest Institute Instructor will conduct an audit to confirm the identity of the Supervisor and ascertain that the review was completed correctly as per the supervisor instructions.

COORDINATE RESOURCES FOR A MULTI-AGENCY INCIDENT COURSE

Assessment – Learners Resource

8. Assessment Guide

Purpose of this Guide

The purpose of the Assessment Guide is to provide you with information on the strategies which will be used to assess your achievement of the learning outcomes of the Coordinate Resources for a Multi-Agency Incident course. The suggested strategies are designed to assist the assessor in collecting evidence and to:-

- Give you feedback on the level of your understanding of the principles of Emergency Management

- Assist you to identify development needs, if required, and

- Provide feedback to the assessor regarding the assessment process and the assessment tools used

Each student has up to 3 attempts at completing each assessment. Additional support after each attempt will be provided. This additional support may include, but not limited to email support, phone discussion with the facilitator or FutureWest Director Training & Development, or further training.

Assessment Process

The process of collecting evidence and making judgements on whether a competency or learning outcomes have been achieved must adhere to the principles and quality standards specified under the Australian Qualifications Framework (AQF).

Principles of Assessment

Assessment for the Coordinate Resources for a Multi-Agency Incident Course must be consistent with *Clauses 1.8-1.12* of the *Standards for Registered Training Organisations 2015*, which refer to the principles of assessment being 'assessment processes shall be valid, reliable, flexible and fair' as well as the rules of evidence. These principles must be applied in the development of assessment tools and in the conduct of assessment for this course as follows:-

Valid -	The assessment tool actually assesses what it claims to assess and what it has been designed to assess
Reliable -	The assessment process can reliably and consistently be reproduced
Flexible -	Assessors are capable of taking a flexible approach to the gathering and assessment of evidence

Fair -   Process and procedures are in place to assist in making the assessment process equitable and inclusive

Rules of Evidence

Validity   The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency   The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity   The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency   The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Quality assessment processes should also include:-

- Active involvement of participants in the assessment process
- Specific targeting of the evidence that participants are required to demonstrate or provide
- Defined procedures for how assessment decisions are made
- Constructive advice and feedback to participants of the outcomes of assessment

Assessor Qualifications

The following trainer requirements have been prescribed in the Standards for Registered Training Organisations 2015 under Clause 1.13:

In addition to the requirements specified in Clause 1.14 and Clause 1.15, the RTO's training and assessment is delivered only by persons who have:

a. vocational competencies at least to the level being delivered or assessed,

b. current industry skills directly relevant to the training/assessment being provided, and

c. current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainers and/or assessor to conduct the assessment.

Role of the Student

Students are encouraged to:-

- Attend all sessions in the Course (unless a RPL submission has been accepted)
- Lead or participate actively in group discussions and presentations during the training
- Record appropriate notes and answers to questions in the Activity Workbook
- Complete all assessment tasks and submit them by the deadlines prescribed
- Provide feedback to the facilitators and course organisers to help improve the design and delivery of the Course.