

CONTROL A LEVEL 2 INCIDENT TRAINING COURSE (PUAOPE018)

Learner Handbook

FutureWest Institute
Registered Training Organisation (RTO): 41184
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www.futurewest.com.au

Course contact hours: 16 hrs

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1. Course Information

Introduction

Welcome to the Control a Level 2 Incident Training Course. This course comprises of one unit of competency:

- Control a level 2 incident (PUAOPE018)

This document includes information about the content of the course and assessment process. This document has information that relates to not only the training 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. If there is anything that you feel is incorrect in this document, or that you wish to discuss, please contact James THOMSON and he 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 you with the knowledge and skills to perform the role of an Incident Controller at a Level 2 Incident.

What is the background of this course?

Incident Management has many frameworks/structures for emergencies. This course will explore Incident Control System (ICS), Incident Command and Control System (ICCS) Plus and Australasian Inter-Service Incident Management System. The various land management agencies, fire services, State Emergency Services and many other organisations utilise AIIMS® for incident management.

It has been recognised that the Course in AIIMS provides a basic foundation, and further knowledge and skills to apply Incident Management in an operational context and undertake specific roles within the AIIMS framework is required. The Level 2 Incident Management units were introduced into the Public Safety Training Package in January 2011. This course has been designed to assist in providing the knowledge and skills required to apply Incident Management in an operational context.

This 2-day Control a Level 2 Incident Training Course comprises one unit of competency within the Public Safety Training Package; consisting of the competencies required to control a multi-team response to an incident and perform the roles of an Incident Controller at a Level 2 Incident.

Level 2 incidents are complex either in size, resources or risk. They are characterised by the need for:

deployment of resources beyond initial response

OR

sectorisation of the incident

OR

establishment of functional sections due to the levels of complexity (e.g. operations and planning)

OR

a combination of the above.

How will this course be taught?

The course is designed to be led by a facilitator in a *workshop* format. A number of learning strategies will be used throughout training including case studies, group work and activities that draw upon the experiences of participants in actual emergency situations. Participants who have successfully completed this course will be eligible to receive a Statement of Attainment listing the successful completion of the following unit within the Public Safety Training Package:

PUAOPE018 Control a Level 2 incident

Who is this course intended for?

The Control a Level 2 Incident Training course has been developed for organisations that require their personnel to:

- perform a role within an Incident Management Team or assist in a support capacity;
- be informed of the IMT's underpinning principles and processes.

What will I learn at the end of this course?

Please refer to an outline of the Unit description at www.training.gov.au. Please contact James Thomson at james@futurewest.com.au or mobile 0421 110 573 if you require further information.

What are the pre-requisites for this course?

Please note this course is intensive and you will be asked to complete a brief pre-entry assessment for this course to determine your suitability to complete this course.

This course is not fire specific. FutureWest Institute does not include fire specific hazards within this course.

The fire sector is those sections of government departments, statutory authorities or organisations that have responsibility under jurisdictional arrangements for the delivery of firefighting and fire management services. It is essential that the prerequisite unit PUAOPE012 Control a Level 1 incident is obtained prior to the issuance of PUAOPE018 Control a Level 2 incident **for individuals within the fire sector or the units contributing to the attainment of a fire qualification.**

What is the duration of this course?

The estimated duration of this course is 16 hours or 2 working days. Please note there is a post-course assessment and third-party report 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 to bring a laptop with you for entire training course.

How will I be assessed?

The assessments have been developed to assess your knowledge and skills of controlling a level 2 incident. There are three assessments, a Post Course Case-study Assignment (open-book), an Observation Assessment (open-book) and Short Answer Assessment (closed-book). Further information concerning the assessments are located on page 21 of this handbook.

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. An application for an extension due to extenuating circumstances must be made prior to the course closure date (due date of assessments). 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. The student must advise a Director of FutureWest within one week after the assessment due date of their intent to complete the assessments.

What are the future pathways after completing these units?

This unit can form a part of:

PUA50519 - Diploma of Public Safety (Firefighting Management), and

PUA50219 - Diploma of Public Safety (Biosecurity Emergency Response Management)

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 towards the qualification. 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 your level and competencies 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 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 .

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 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

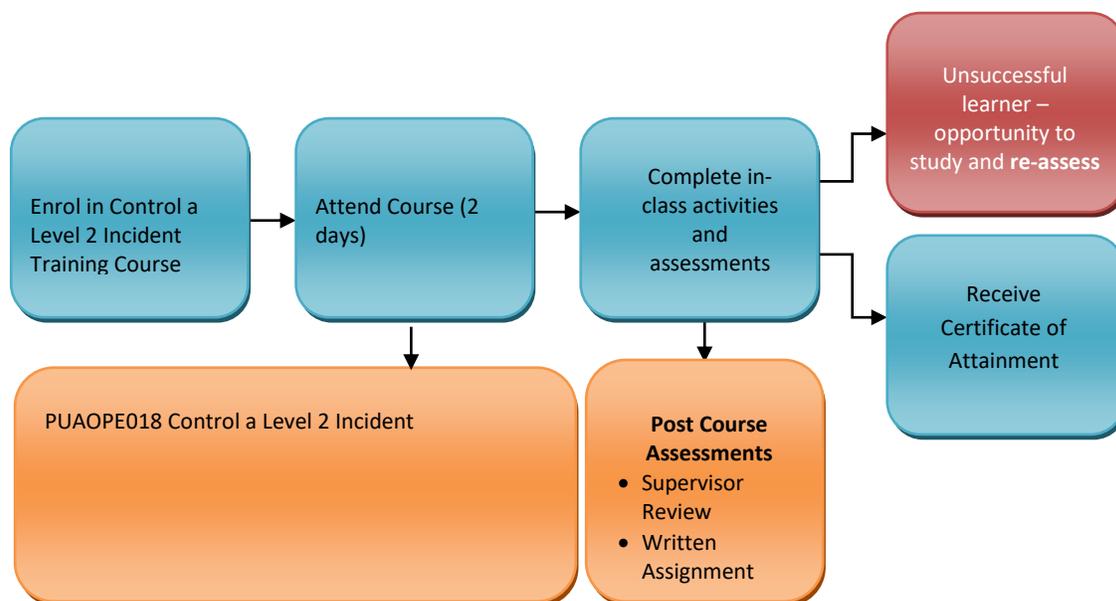
Contact

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. Control a Level 2 Incident Training Course Structure



The Control a Level 2 Incident Training Course structure is demonstrated in the figure above which details the requirements for course completion for students.

4. Course Unit Information

PUAOPE018 Control a Level 2 incident

Application

This unit of competency involves the skills and knowledge manage all activities and personnel deployed to resolve Level 2 incidents through use of internal and external resources.

It includes establishing a control facility, developing and maintaining control structures, developing and maintaining coordination arrangements, assessing situation and determining priorities, providing public information, developing an incident action plan and complementary plans, maintaining control of incident, managing implementation of incident plans, concluding incident activities and reviewing incident activities.

Level 2 incidents are characterised by the need for deployment of resources beyond the initial response or sectorisation of the incident or the establishment of functional sections due to the levels of complexity or a combination of the above.

A person performing this role is appointed by the organisation with the legislative responsibility for overall management of the incident. The Incident Controller may delegate one or more functions to members of the Incident Management Team (IMT) based on the requirements of the incident. Authorisation to perform this role is subject to organisational policies and procedures.

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

5. Course Schedule

Program Outline:

DAY 1

Session	Session Title	Duration
	Getting Started	20 mins
1	Introduction to Incident Control (Incident Control defined)	1 hr 40 mins
	MORNING TEA	15 mins
2	Incident Control Function	2 hrs 15 mins
	LUNCH	40 mins
2 (cont)	Incident Control Function	2 hrs
	AFTERNOON TEA	10 mins
3	Incident Control function Desk-top Activity	1 hr 20 mins
4	Written/multiple-choice revision	20 mins
	END OF DAY ONE	

DAY 2

Session	Session Title	Duration
4	Complete written/multiple-choice assessment	30 mins
5	Conduct practical assessment (Groups that are waiting to be assessed will work on Level 2 IC assignment)	3 hrs 30 mins
5	Conduct practical assessment (Groups that are waiting to be assessed will work on Level 2 IC assignment)	3 hrs 30 mins
	MORNING TEA, LUNCH AND AFTERNOON TEA TAKEN DURING PRACTICAL ASSESSMENT	
6	Collect assessment documents and course closing	30 mins
	END OF TRAINING 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. Written Assignment
2. Short Answer Written Assessment
3. IMT Assessment

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. Written Assignment

The purpose of the written 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. This is an open book assessment.

The written assignment is based on an Emergency Incident at a particular situational context. You are provided briefings to set the scene; the information contained in the briefings must be used as a guide when answering the questions. You are instructed to answer the questions in relation to the perspective of the role (each question will have one or multiple abbreviations alongside the question). You are instructed to place yourself in the role of an Incident Controller who is responding to this incident.

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 written 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?

2. Short Answer Written Assessment

The multiple-choice test gives an indication of the *breadth* of your knowledge of the training content. This test covers the main content areas of the Incident Management training program.

You must answer all assessments correctly to be deemed satisfactory in this assessment. This is a closed book assessment.

3. Incident Management Team (IMT) Assessment

The Incident Management Team exercise assesses the individual's knowledge and skills to control a level 2 incident(s).

The IMT exercise will follow the traditional format of an Emergency Management Exercise (Emergency Operations Centre). Serials (scenarios) will be provided by the way of actors communicating on the phone and in person. The exercise phases and the tasks provided to you and your fellow students are focused on providing you the opportunity to satisfactorily perform the unit(s) criteria. These assessment tasks are linked to performance criteria, knowledge evidence and performance evidence within the unit: PUAOPE018 Control a Level 2 incident. This is an open book assessment.

Each group will consist of between 3 to 5 students depending on the size of the class.

During the exercise you will be assessed both as a team member and as an individual. You will each have an opportunity to perform the role of Incident Controller. You will be observed by an assessor. Your assessor will follow your team throughout the exercise using the Answer Sheet Templates to record your performance.

The assessors will ensure that the serials are provided to you in order to provide you with an opportunity to be assessed in each criterion.

At the conclusion of the exercise the Assessors will debrief your group as a team, as well as debriefing you individually. This will also provide the opportunity to question you regarding your knowledge concerning any of the criteria you were unable to perform at a satisfactory level, and provide an opportunity for you to be deemed satisfactory.

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

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. In partnership with your supervisor, the review document is completed. The completion of the third party-report 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.

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.

CONTROL A LEVEL 2 INCIDENT TRAINING COURSE

Assessment – Learner Resource

7. 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 Control a Level 2 Incident Training 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 Incident Management and the corresponding IMT roles.
- 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 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 training program (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 training course.