COURSE IN AIIMS
(22022VIC)

Australasian Inter-service Incident Management System

Training Course
Participant Information

Duration: 40 hrs
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1.0 Information for Students Specific to the Course in AIIMS

Introduction
Welcome to the Course in Australasian Inter-service Incident Management System (AIIMS). This Participant Guide is part of an integrated set of training materials developed for this course.

What is the goal of this training?
The goal of this training is to provide you with a good overview of the AIIMS framework.

If you require the knowledge and skills to apply AIIMS in an operational context and to undertake specific roles within the AIIMS framework, you will need further training in a relevant course(s) based on the Public Safety Training Package (PUA12).

What is the background of this course?
This Course replaces the 2504AAA Diploma of Firefighting Management Module 4.04 Incident Control System, which expired on the 30th of June 2005. The latter had been used previously to train personnel in AIIMS, as well as other systems.

AIIMS is a management framework for emergencies and is owned under copyright by the Australasian Fire Authorities Council (AFAC). The various land management agencies, fire services, State Emergency Services and many other organisations utilise AIIMS for incident management. From 2002 to 2004, AIIMS underwent a two-year review, which involved an extensive national survey and a detailed analysis of findings. The agreed revised system is explained in The Australasian Inter-service Incident Management System - A Management System for any Emergency, Third Edition 2011, which forms the backbone of the Course in AIIMS.

How will this course be taught?
The AIIMS 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.

Who is this course intended for?
The Course in AIIMS has been developed for organisations which have adopted or intend to adopt AIIMS and their personnel who may be required to:
• perform a role within AIIMS or assist in a support capacity
• be informed on its underpinning principles and processes.

What will I learn at the end of this course?
When you have completed this training, you will be able to:
• Outline WA state emergency management arrangements.
• Explain the intended system outcomes, key features, and benefits when applied to incident management.
• Explain the key system concepts of AIIMS.
• Describe the scope of the incident control function.
• Explain the scope of the planning, operations, logistics and intelligence, investigation and public information functions.
• Identify the purpose and key features of an Incident Action Plan, and the factors considered in its development.
• Outline the essential information exchanges that should occur between incident personnel.
• Outline the features of an effective changeover of personnel and equipment.

What are the pre-requisites for this course?
There are no pre-requisites for this course.

What is the duration of this course?
The estimated duration of this course is 16 hours or 2 working days.

What materials will I need for this course?
For this training, you will need:
▪ Learning Manual
▪ An Activity Workbook containing materials required by participants who attend this training.
These will be provided to you on the first day of class.

What is the total cost of this course?
The total cost of this course is $945 (GST not applicable) per student, and includes all course fees, administration and materials fees. The full amount is to be paid either by cheque, direct deposit or credit card (1.2% fee) within 30 days after completion of the course.
What are the future pathways after completing these units?

This unit is a stand-alone unit that is not linked to any qualification. Students that wish to progress their knowledge of AIIMS can complete the Level 2 AIIMS course, which consists of the following units:

- Control a level 2 incident (PUAOPE018A)
- Manage operations for a level 2 incident (PUAOPE023A)
- Manage logistics for a level 2 incident (PUAOPE022A)
- Manage planning for a level 2 incident (PUAOPE025A).

2.0 Non-specific Course information for Students

Contact details

<table>
<thead>
<tr>
<th>Company name</th>
<th>Emergency and Incident Management Services Pty. Ltd.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABN</td>
<td>53130004901</td>
</tr>
<tr>
<td>ACN</td>
<td>130004901</td>
</tr>
<tr>
<td>Telephone</td>
<td>042 111 0573</td>
</tr>
<tr>
<td>Postal Address</td>
<td>Floreat Forum Post Office</td>
</tr>
<tr>
<td></td>
<td>PO BOX 461</td>
</tr>
<tr>
<td></td>
<td>FLOREAT WA 6014</td>
</tr>
<tr>
<td>Director</td>
<td>James THOMSON</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:james@eims.com.au">james@eims.com.au</a></td>
</tr>
<tr>
<td></td>
<td>042 111 0573</td>
</tr>
<tr>
<td>Director</td>
<td>Todd PENDER</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:todd@eims.com.au">todd@eims.com.au</a></td>
</tr>
<tr>
<td></td>
<td>040 405 0113</td>
</tr>
</tbody>
</table>
Attending a course

EIMS delivers training for corporate and government clients that fall into a category of training that we refer to as ‘Dedicated Training’. This essentially means that a client will book a training course specifically for their staff, colleagues or clients, and only the attendees nominated by the client will attend. This in effect means that if you are on a course, it is because someone within your organisation has arranged for you to attend. Individually, you will not have to worry about payment, invoicing or purchase orders, because that will be, or has been, taken care of by the person that organised your course. All you have to do is attend the training and work with us to take on the information that is presented. Of course, if you feel at any time that there is something that is being covered that you would like more information on, or additional areas of content that you would like to see included, please either talk to or contact your trainer or any staff from EIMS, or the person from your organisation that arranged the course, and they will be more than happy to help.

Different Types of Courses

EIMS 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, your trainer will say so at the start of the course.
- The EIMS website will state that the course you are attending is accredited
- The pre-course document 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 are unsure, please don’t hesitate to ask and we will be able to find an answer for you immediately.

Language, Literacy and Numeracy

Most courses delivered by EIMS are based upon a foundation of sound reading and writing skills. For many reasons, 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. If we can discuss it with you, we will be able to develop a solution, confidentially, that suits you.

Assessments

For Accredited training courses, you will be required to complete an assessment 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.

- The Assessment decision can be appealed. 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. The people you can contact about an Assessment decision are:
  
  - James THOMSON james@eims.com.au 042 111 0573
  - Todd PENDER todd@eims.com.au 040 405 0113

Every assessment you successfully complete will be recorded on your final certificate and statement of attainment. Upon successful completion of your qualification, you will be issued with a certificate that details your qualification category, 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. EIMS 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. EIMS will consider extensions for extenuating circumstances.

Complaints and Grievances

EIMS 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 that issues. Complaints can be made in a number of ways:

- Verbal complaints can be made to your trainer, or any staff member at EIMS. All contact details are contained at the start of this document.
- Written complains can also be made to your trainer, or any staff member at EIMS. All contact details are contained at the start of this document.
- Confidential complaints can be made to James THOMSON
  james@eims.com.au 042 111 0573

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 do pass on a complaint a member of staff will contact you immediately to resolve it. You also have the option of contacting the Australian Skills Quality Authority (ASQA) on 1300 701 801.

Access and Equity

EIMS 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 EIMS staff and they will be happy to help. We have first-aid kits available if needed.
Emergency and Incident Management Services

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 EIMS 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 course participant 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, EIMS is also required to collect data (refer to Student Enrolment Form on your training course) under the Data Provision Requirements 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.

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 EIMS, 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 EIMS 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 EIMS 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 EIMS or once you have completed this course you can access your records by contacting James THOMSON on james@eims.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:

EIMS Director, James THOMSON on 042 1110573
3.0 Course in AIIMS Structure

- Register for the AIIMS Course
- Attend (2 days) training
- Complete in-class Activities and Assessments
  - Units
    - Australasian Inter-service Incident Management System (AIIMS) 22022VIC
  - Workplace Assessments
    - Assignment

- Successful Applicant Issuing of Statement of Attainment
- Un-successful applicant – they are given the opportunity to study and re-assess
4.0 Course Information

**Course in AIIMS Units**

**Australasian Inter-service Incident Management System (AIIMS) 22022VIC**

**Unit Descriptor**

This unit applies to personnel who are required to have a working knowledge of the principles of command and control, the structure and processes of the Australasian Inter-service Incident Management System (AIIMS). *A Management System for any Emergency*, which is currently in its third edition (3rd Edition 2011 Revision).

AIIMS is a functional incident management system that enables the seamless integration of activities and resources of multiple agencies when applied in the resolution of any emergency situation.

AIIMS is used by fire, land-management agencies, emergency services, several police jurisdictions, and other government and non-government organisations to manage incidents. The type of incident may be imminent or actual, natural, industrial or civil, or represent the many other situations in which emergency management organisations are involved. AIIMS and the principles upon which it is based can also be applied to the management of non-emergency activities such as major sporting and cultural events, exhibitions and conferences.

AIIMS is owned under copyright by the Australasian Fire and Emergency Service Authorities Council (AFAC).

This unit is not intended to assess the competency to perform individual AIIMS roles – units of competency within the PUA00 Public Safety Training Package cover these roles.

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

**Application of the Unit**

This unit applies to personnel within organisations that have adopted AIIMS as their incident management system and who may be required to:

- know the principles and processes which underpin AIIMS
- perform a role within AIIMS
- perform a support role to AIIMS personnel.

The authorisation and authority to perform an AIIMS role is subject to organisational policies and procedures.
# 5.0 Course Schedule

## Program Outline:

### DAY 1

<table>
<thead>
<tr>
<th>Session</th>
<th>Session Title</th>
<th>Duration</th>
<th>Start Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Getting Started</td>
<td>20 mins</td>
<td>0900 hrs</td>
</tr>
<tr>
<td>1</td>
<td>Introduction to AIIMS</td>
<td>1 hr</td>
<td>0920 hrs</td>
</tr>
<tr>
<td>2</td>
<td>Concept of AIIMS</td>
<td>1hr 15 mins</td>
<td>1020 hrs</td>
</tr>
<tr>
<td></td>
<td><strong>MORNING TEA</strong></td>
<td>15 min</td>
<td>1135 hrs</td>
</tr>
<tr>
<td>3</td>
<td>Incident Control Function</td>
<td>30 mins</td>
<td>1140 hrs</td>
</tr>
<tr>
<td></td>
<td><strong>LUNCH</strong></td>
<td>40 mins</td>
<td>1210 hrs</td>
</tr>
<tr>
<td>3</td>
<td>Incident Control Function cont</td>
<td>50 mins</td>
<td>1250 hrs</td>
</tr>
<tr>
<td>4</td>
<td>Planning Function</td>
<td>1 hr</td>
<td>1340 hrs</td>
</tr>
<tr>
<td></td>
<td><strong>AFTERNOON TEA</strong></td>
<td>20 min</td>
<td>1440 hrs</td>
</tr>
<tr>
<td>5</td>
<td>Operations Function</td>
<td>1 hr</td>
<td>1500 hrs</td>
</tr>
<tr>
<td>6</td>
<td>Logistics Function</td>
<td>1 hr</td>
<td>1600 hrs</td>
</tr>
<tr>
<td></td>
<td><strong>END OF DAY ONE</strong></td>
<td></td>
<td>1700 hrs</td>
</tr>
</tbody>
</table>

### DAY 2

<table>
<thead>
<tr>
<th>Session</th>
<th>Session Title</th>
<th>Duration</th>
<th>Start Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Review of Day 1</td>
<td>15 mins</td>
<td>0900 hrs</td>
</tr>
<tr>
<td>7</td>
<td>Incident Action Planning</td>
<td>1.5 hrs</td>
<td>0915 hrs</td>
</tr>
<tr>
<td></td>
<td>(Theory) (Practical)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>MORNING TEA</strong></td>
<td>15 mins</td>
<td>1045 hrs</td>
</tr>
<tr>
<td>8</td>
<td>Communication Flows &amp; Effective</td>
<td>20 mins</td>
<td>1100 hrs</td>
</tr>
<tr>
<td></td>
<td>Changeovers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Public Information</td>
<td>20 mins</td>
<td>1120 hrs</td>
</tr>
<tr>
<td></td>
<td><strong>LUNCH</strong></td>
<td>40 mins</td>
<td>1140 hrs</td>
</tr>
<tr>
<td>10</td>
<td>Exercise Jeopardy or Eye of the Storm</td>
<td>2 hrs</td>
<td>1220 hrs</td>
</tr>
<tr>
<td></td>
<td><strong>AFTERNOON TEA</strong></td>
<td>20 min</td>
<td>1420 hrs</td>
</tr>
<tr>
<td>10</td>
<td>Exercise Jeopardy or Eye of the Storm</td>
<td>1 hr 40 mins</td>
<td>1440 hrs</td>
</tr>
<tr>
<td></td>
<td>Group Presentation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Assessment and Workshop</td>
<td>40 mins</td>
<td>1620 hrs</td>
</tr>
<tr>
<td></td>
<td>Critique / Survey</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Review &amp; Closing</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>END OF DAY TWO</strong></td>
<td></td>
<td>1700 hrs</td>
</tr>
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</table>
6.0 Assessment Description

The suggested assessment strategy for this course will require you to complete two assessment activities. These are:-

1. Multiple-Choice Test
2. Written Assignment
3. Observation 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. EIMS 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.

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 EIMS Director, or further training.

1. **Multiple-Choice Test**

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 AIIMS training program. You must receive 80% to be deemed competent in this assessment.

2. **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.

To ensure fairness in the assessment process and to assist in the administration of 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 your written assignment you should consider:-

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

You must receive 100% to be deemed competent in this assessment. This assessment is open-book.
3. Observation Assessment

This Observation Assessment (IMT) assesses the individual in the knowledge and skills to control, manage and plan the response to an incident. The class must be split into groups consisting of between 4 to 5 participants depending on the size of the class.

The IMT 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 Course in Australasian Inter-service Incident Management System (AIIMS) 22022VIC.

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 3 ½ 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.

You must receive a 100% mark to pass the assessment. This assessment is open-book.
Assessment Guide

COURSE IN AIIMS

Assessment – Learners Resource
7.0 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 AIIMS 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 AIIMS.
- Assist you to identify development needs, if required
- Provide feedback to the assessor regarding the assessment process and the assessment tools used

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 Quality Training Framework (AQTF).

Principles of Assessment

Assessment for the AIIMS course must be consistent with Standard 3 of the Standards for NVR Registered Training Organisations 2011, i.e. ‘assessment processes shall be valid, reliable, flexible and fair’. These principles must be applied in the development of assessment tools and in the conduct of assessment for this course as follows:-

<table>
<thead>
<tr>
<th>Valid</th>
<th>The assessment tool actually assesses what it claims to assess and what it has been designed to assess</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliable</td>
<td>The assessment process can reliably and consistently be reproduced</td>
</tr>
<tr>
<td>Flexible</td>
<td>Assessors are capable of taking a flexible approach to the gathering and assessment of evidence</td>
</tr>
<tr>
<td>Fair</td>
<td>Process and procedures are in place to assist in making the assessment process equitable and inclusive</td>
</tr>
</tbody>
</table>
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 NVR Registered Training Organisations 2011.

- SNR 15 – The NVR registered training organisation provides quality training and assessment across all of its operations
- SNR 15.4 - Training and assessment are delivered by trainers and assessors who:
  
a have the necessary training and assessment competencies determined by the National Quality Council or its successors; and
b have the relevant vocational competencies at least to the level being delivered or assessed, and
c can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and
d continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

If a person does not have the assessment competencies as defined in (a), (b), (c) or (d) above and the relevant vocational competencies at least to the level being assessed, one person with all the assessment competencies listed in (a), (b), (c) or (d) above and one or more persons who have the relevant vocational competencies at least to the level being assessed may work together to conduct the assessments.
Role of the Participant

Participants are encouraged to:-

- Attend all sessions in the AIIMS 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 Course in AIIMS.

Each component of the assessment strategy provides the assessor with a particular perspective on your achievement of the learning outcomes of this training program. EIMS 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. EIMS will consider extensions for extenuating circumstances.
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<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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<td>Elements describe the essential outcomes of a unit of competency. Elements describe actions or outcomes that are demonstrable and assessable.</td>
<td>Performance criteria describe the required performance needed to demonstrate achievement of the element – they identify the standard for the element. Where bold/italicised text is used, further information or explanation is detailed in the required skills and knowledge and/or the range statement¹. Assessment of performance is to be consistent with the evidence guide².</td>
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1. **Confirm the purpose, principles and key system concepts of AIIMS**

| 1.1 Benefits of using AIIMS and the intended outcomes, when it is applied to incident management, are identified |
| 1.2 Purpose of AIIMS, within the context of organisational, state and national *emergency management arrangements*, is identified |
| 1.3 *Pre-incident emergency management arrangements*, that underpin the effective implementation of AIIMS at multi-agency incidents, are identified |
| 1.4 Emergency management tasks of control, command and coordination, when applied to AIIMS, are explained |
| 1.5 Principle of management by objectives and how this is applied in AIIMS is explained |
| 1.6 Four key AIIMS functions and the key responsibilities of the Incident Management Team are described |
| 1.7 Difference between the delegation of functions within AIIMS and accountability for the performance of delegated officers is compared |
| 1.8 Concept and purpose of having a defined span of control for the management of *resources* is explained |
| 1.9 Characteristics of Level 1, 2 and 3 incident management structures are differentiated |
| 1.10 Means by which the AIIMS structure can escalate and de-escalate to suit any *incident type*, size and complexity, from first notification to demobilization, is demonstrated |

2. **Explain the scope of the incident control function in AIIMS**

<p>| 2.1 Overall responsibilities of the Incident Controller are identified |
| 2.2 Actions taken by an Incident Controller in order to assume control of an incident, establish a control facility and to ensure that incident personnel and stakeholders are aware of these arrangements are described |</p>
<table>
<thead>
<tr>
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<th>2.3 Factors that an Incident Controller would consider when determining the appropriate management structure for an incident are established</th>
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<td>2.4 Role of the Incident Controller in the development, approval and the subsequent implementation and monitoring of the Incident Action Plan is described</td>
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<td>2.5 Role of the Incident Controller in liaising with the delegating authority, support agencies, external stakeholders and affected parties is outlined</td>
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<td>2.6 Responsibility of the Incident Controller for briefing and debriefing incident personnel is determined</td>
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<td>2.7 Role of Safety Advisor/s and the circumstances where this appointment might be appropriate is explored</td>
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<td>2.8 Role of Deputy Incident Controller and the situations where this appointment might be appropriate is explored</td>
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5. Explain the scope of the logistics function in AIIMS

| 5.1 Scope of the logistics function, including the key tasks performed within this function, is outlined |
| 5.2 Where an Incident Management Team has been appointed, the essential interactions between the Logistics Officer and the other team members are identified |
| 5.3 Management structure for the AIIMS logistics section is described |

6. Establish the purpose, content and implementation of an Incident Action Plan

| 6.1 Purpose and key features of an Incident Action Plan are identified |
| 6.2 Content of an Incident Action Plan is explored, including the linkage between the objective, strategy and tactics, and also how the Plan could assist with safety at an incident |
| 6.3 Plans and documentation that might support an Incident Action Plan are identified |
| 6.4 Characteristics of an effective shift **changeover** at incidents are determined |
| 6.5 Timing and content of incident briefings and debriefings is confirmed |

7. Confirm the role of incident personnel in communicating critical information

| 7.1 Role of the Incident Controller, incident personnel at each level in the management structure and all involved agencies for maintaining the safety and welfare of incident personnel and the public is established |
| 7.2 Importance of incident personnel communicating critical information, particularly where there is a risk to life, is explored |

**REQUIRED SKILLS AND KNOWLEDGE**

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

The following **skills** are required for the demonstration of competence in this unit:
- Analyse information
- Produce case studies
- Undertake research
- Work in a team.

The following **knowledge** is required for the demonstration of competence in this unit:
• Australasian Inter-service Incident Management System: management by objectives, functional management, span of control
• Control, command and coordination
• AIIMS structure
• Incident Management Team
• Functions and responsibilities of the Incident Management Team: incident control, planning, operations, logistics
• Classification of incident: Level 1 Incident, Level 2 Incident, Level 3 Incident
• Incident Control Function: scope of the incident control function, responsibilities of the incident controller, incident controller support
• Planning function: scope of the planning function, role and responsibilities of the planning officer, planning briefings, units within the Planning Section (Situation Unit, Resources Unit, Communications Planning Unit, Management Support Unit, Information Unit), develop the incident demobilisation plan, recovery and rehabilitation planning
• Operations function: scope of the operations function, role and responsibilities of the operations officer, operations officer briefings, conduct of operations (resource identification, development of an incident), roles and responsibilities of Commanders and Leaders (operations section structure, subdivision of incidents)
• Logistics function: scope of the logistics function, role and responsibilities of the logistics officer, logistics briefings, units within the Logistics Section (Supply Unit, Communications Support Unit, Facilities Unit, Ground Support Unit, Finance Unit, Medical Unit, Catering Unit
• Incident action planning: objective setting, the planning meeting
• Briefings
• Communications within the control structure

Critical aspects for assessment and evidence required to demonstrate competency in this unit
For successful completion of this unit it is critical that the candidate can:
• Identify the benefits of using AIIMS when it is applied to incident management.
• Confirm the context of AIIMS within emergency management arrangements at organisational, state and national levels.
• Distinguish between the control, command and coordination management tasks in incident management.
• Explain the principles of AIIMS (management by objectives, functional management and span of control as it applies to resources management).
• Demonstrate the means by which the AIIMS structure can escalate and de-escalate, to suit any incident type, size and complexity from first notification of the emergency to demobilization.
• Differentiate the characteristics of Level 1, 2 and 3 incident management structures.
• Sort the key functions performed at incidents into the responsibilities of the Incident Management Team members.
• Distinguish between the incident control, planning,
operations and logistics functions.

- Confirm the purpose and key features of an Incident Action Plan.
- Confirm the timing and content of briefings and debriefings.
- Confirm the responsibility of incident management personnel for occupational health and safety and public safety at an incident.