WGG Offshore Academy
COORDINATE INCIDENT RESPONSE (CIR)
(Diploma Level 4 in Incident Response Management & Recovery)

Unit Descriptor

This unit covers the coordination of the response to off-shore incidents. The person may be the incident coordinator, or could be a member of the incident control centre team. The incident coordinator typically responds to the incident manager, who may be stationed away from the facility or plant.

Performance Criteria

The following modules and elements will be delivered:

Module 1   **Assess the Situation and Determine Priorities**
Element 1.1   Seek incident information from appropriate on-site personnel
Element 1.2   monitor changes in the nature, extent and potential implications of the incident
Element 1.3   develop an incident response tactics based on analysis of the situation and consistent with the philosophies and strategies of the organization
Element 1.4   identify required resources in accordance with the tactics developed
Element 1.5   continually review objectives in light of information updates, reports and feedback

Module 2   **Manage Incident Control Centre**
Element 2.1   brief incident control centre personnel on the scenario and tactics, their roles and responsibilities and of the way the centre will operate
Element 2.2   allocate tasks to incident control centre personnel commensurate with their roles and level of competence
Element 2.3   monitor performance of incident control centre personnel and review as the incident unfolds to determine ongoing requirements

Module 3   **Liaise with Internal Management & Support Structures**
Element 3.1   regularly brief and provide communications to appropriate personnel in accordance with procedures
Element 3.2   monitor and review resources to determine changing requirement in accordance with changing circumstances
Element 3.3   ensure resources are available as required
Element 3.4   provide or obtain guidance and support to/from management and support structures

Module 4   **Ensure Communications Systems are Effective**
Element 4.1   establish communications with personnel at the incident scene
Element 4.2   establish communications with other personnel on or off-site as required
Element 4.3   ensure communications systems are managed to provide optimum capability

Module 5   **Conclude and Review Incident Activities**
Element 5.1   account for all personnel and other resources
Element 5.2   conduct a debrief and complete company incident reports
Element 5.3   evaluate and review tactics and procedures
Element 5.4   evaluate and document effectiveness of the control
Element 5.5   communicate reports in accordance with company procedures

Critical Aspects for Assessment & Evidence required to Demonstrate Competency in this unit

Competency must be demonstrated in the ability to recognize and analyse potential situations requiring action and then in implementing appropriate responsive action. The emphasis should be on the ability to deal effectively with the incident or to contribute effectively to the recovery from the incident.

- Incident responses are in accordance with company procedures
- Correct incident response equipment (where required) is used appropriately
- The safety and/or successful recovery of personnel and others affected by the incident response is afforded priority in the actions taken
- Actions taken do not inhibit incident response effectiveness or further contribute to the incident
- Appropriate documentation including reports, journal entries, logs and/or clearances are completed in accordance with procedures

These assessment activities should include a range of problems, including new, unusual and improbable situations which may have been generated from past workplace incident history, incidents in similar workplaces around the world, hazard analysis activities and/or similar sources.

Required Skills & Knowledge

This describes the essential skills and knowledge and their level, required for this unit.
Competency includes the ability to isolate the causes of problems within the incident
Response system and to be able to distinguish between causes of problems indicated by:

- Incorrectly determining the range and performance of resources required to address the incident
- Inappropriate resources being assigned to the incident response operation
- Failure of communications systems within the command post
- Overestimating the capabilities and competence levels of personnel

The knowledge referred to in the evidence guide for this unit includes:

- Incident management techniques
- Operational duration of essential equipment
- Legislative and regulatory requirements
- Coaching and team building concepts
- The organizations policies and procedures protocols
- How to communicate effectively under stress

Duration, Timings & Numbers

The optimum "contact time" for this training is seen as 26 hours. Approximately 35% of the course will be classroom-based, including pre scenario briefings, and 65% is spent on running the scenarios and debriefing.

The total contact time per day will not exceed 8 hours. The total training day will not exceed 10 hours.
The maximum number of delegates per CIR training programme is six (6).

The Course Format

Following a day of classroom study, the delegates enter a command centre simulator in which they will each experience, at least twice, the role of Incident Responder, in the conduct of realistic scenarios.

Table-top discussions of some of the generic emergency scenarios will prepare the delegates for the exercises; in other cases, they are given an emergency scenario without any prior knowledge.

A post-exercise debrief will be held where an appraiser will comment on the strengths and weaknesses of the individual and the team performance.