

**U31801: Deal with emergency situations**

Unit Descriptor:

This unit deals with the skills and knowledge required to deal with emergency situations that may occur or affect clients and workers.

ELEMENT	PERFORMANCE CRITERIA
<i>To be competent you must achieve the following:</i>	
1. Carry out emergency procedures in the event of a fire	1.1 Firefighting equipment is correctly used in accordance with manufacturer's specifications.  1.2 Appropriate <b>emergency procedures</b> are followed in accordance with organisational venue emergency plan.  1.3 Evacuation procedures are correctly followed in a calm and orderly manner.  1.4 Unexpected situations are dealt with in accordance with established procedures and guidelines.  1.5 Information is accurately recorded and submitted to the relevant authority in accordance with organisational and national policies and procedures
2. Carry out emergency procedures in the event of accidents.	2.1 <b>Accidents</b> are identified and action taken immediately.  2.2 <b>Emergency procedures</b> applied are in accordance with given instructions.  2.3 <b>Appropriate action</b> is taken to ensure safety of injured and uninjured persons in accordance with given guidelines.  2.4 Comfort and reassurance is given to injured persons.  2.5 Personal <b>emergency</b> and <b>accidents</b> are reported in an appropriate manner, to the <b>appropriate personnel</b> .

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| 3. | Deal with suspicious items  | 3.1 | Suspicious items and packages are identified and promptly reported to the <b>appropriate personnel</b> .                                |
|    |   | 3.2 | Correct safety and security procedures are followed in a calm and orderly manner.   |
| 4. | Deal with suspicious occurrences                                  | 4.1 | Suspicious behavior and occurrences are promptly identified.  |
|    |   | 4.2 | Any suspicious behavior or occurrences are promptly reported to the designated personnel.   |
| 5. | Carry out emergency procedures in the event of a natural disaster | 5.1 | Appropriate steps are taken to protect life and property in the event of a natural disaster.  |
|    |   | 5.2 | Damages to life and property are identified and all relevant documents accurately prepared and dispatched to the appropriate personnel. |
|    |   | 5.3 | Unsafe areas are identified and persons evacuated immediately.  |
|    |   | 5.4 | Correct evacuation procedures are followed in a calm, orderly manner in accordance with organisational procedures.                      |
|    |   | 5.5 | <b>Emergency procedures</b> are followed in accordance with statutory and enterprise guidelines.  |
|    |   | 5.6 | Information is documented and communicated clearly and accurately.  |

**RANGE STATEMENT**

*You must cover the items below:*

**A. Emergency procedure (at least 2)**

- (i) first aid
- (ii) eliminating cause of fire
- (iii) use of fire extinguishers
- (iv) alerting appropriate personnel
- (v) reassuring client

**B. Appropriate action (at least 2)**

- (i) eliminating cause of accidents where possible
- (ii) rendering first aid
- (iii) alerting relevant department or personnel
- (iv) follow evacuation procedures

**C. Emergencies (at least 3)**

- (i) gunshot wounds
- (ii) stroke
- (iii) asthma attack
- (iv) heart attack
- (v) drug overdose
- (vi) fainting
- (vii) diarrhea
- (viii) vomiting
- (ix) food poisoning

**D. Accidents (at least 3)**

- (i) falling/flying objects
- (ii) burns
- (iii) choking
- (iv) cuts
- (v) falls
- (vi) electrical shock
- (vii) chemical spills

**E. Appropriate Personnel (at least 2)**

- (i) supervisor
- (ii) stage manager
- (iii) producer
- (iv) emergency personnel

**UNDERPINNING KNOWLEDGE AND SKILLS**

1. Types of firefighting equipment.
2. Proper use of firefighting equipment.
3. Safety precautions and procedures in evacuating a building in which there is fire.
4. Emergency procedures in the event of fire.
5. Cues in identifying suspicious items or packages.
6. How to deal with emergencies such as heart attack, drug overdose, fainting, diarrhea, vomiting, food poisoning and gunshot wounds.
7. Emergencies that may occur following a natural disaster.
8. Post natural disaster safety precautions.
9. Precautionary measures in preparing for an impending hurricane.
10. Roles and function of bodies responsible for emergency preparedness and responses.
11. Deal with the discovery of suspicious items/packages.
12. Carry out emergency procedures in the event of accidents.
13. Follow emergency procedures in the event of a hurricane.
14. Follow emergency procedures in the event of a natural disaster.

## EVIDENCE GUIDE

### (1) Critical Aspect of Evidence

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of established emergency procedures and appropriate authorities responsible for dealing with emergencies
- correct use of fire extinguishers and application of emergency procedures when dealing with fires
- prompt response to deal with injuries within area of responsibility and to protect self and others
- demonstrate the ability to deal with emergency situations mentioned in the range of instances
- identify situations and carry out correct procedures for dealing with hazards, suspicious items and accidents
- identify and deal appropriately with security threats
- perform required for documentation authority to deal with promptly
- compliance with all statutory and organisational emergency policies and procedures

### (2) Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Assessment should be by direct observation of tasks and/or samples of work and questioning on underpinning knowledge.

- direct observation
- oral questioning
- written test
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties).

### (3) Context of Assessment

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.