

UNIT TITLE: PLAN AND CONDUCT AN EVACUATION OF PREMISES		NOMINAL HOURS: 20 hours
UNIT NUMBER: D1.HSS.CL4.10		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to produce a written evacuation/Emergency Management Plan for a premises that will guide the practical, safe and effective evacuation in the event of an emergency.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Prepare evacuation policies and procedures</p> <p>1.1 Involve <i>relevant personnel</i> in the planning process</p> <p>1.2 Identify the <i>legal implications</i> in relation to planning for an evacuation</p> <p>1.3 Identify <i>potential threats and risks</i> facing the establishment</p> <p>1.4 Develop a <i>written set of evacuation/Emergency Management Plans</i></p> <p>1.5 <i>Acquire necessary equipment</i> to support implementation of the evacuation/Emergency Management Plans</p> <p>1.6 <i>Locate evacuation//Emergency Management Plan and floor plans</i> in prominent and necessary positions</p> <p>Element 2: Prepare for evacuation situations</p> <p>2.1 <i>Inform staff</i> in relation to evacuation/Emergency Management Plans</p> <p>2.2 <i>Test emergency and evacuation systems</i> and equipment</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to organizations that are involved in the monitoring of staff performance within the labor divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p><i>Relevant personnel</i> may include:</p> <ul style="list-style-type: none"> • people with existing and specific assigned emergency and evacuation responsibilities • security staff • building/center management • maintenance department staff • anyone who could reasonably be expected to deal with a potential hazard which may include reception staff, night auditors, department managers • fire services 	

<p>2.3 <i>Train staff</i> in emergency and evacuation procedures</p> <p>2.4 Undertake <i>initial evacuation drill</i></p> <p>2.5 Undertake <i>on-going evacuation drills</i></p> <p>Element 3: Update evacuation/Emergency Management Plans</p> <p>3.1 Identify <i>schedule for communication</i> between relevant personnel</p> <p>3.2 <i>Inspect establishment</i> to identify emerging factors that impact on the evacuation/Emergency Management Plans</p> <p>3.3 <i>Revise evacuation/Emergency Management Plans on the basis of feedback</i></p> <p>3.4 Disseminate revisions to evacuation/Emergency Management Plans</p> <p>Element 4: Conduct evacuations</p> <p>4.1 <i>Identify and assess need for evacuation</i></p> <p>4.2 <i>Initiate evacuation</i> in-line with evacuation/Emergency Management Plans</p> <p>4.3 <i>Implement evacuation</i> in compliance with evacuation/Emergency Management Plans</p> <p>4.4 Respond to <i>unforeseen circumstances and situations and hazards arising</i></p> <p>Element 5: Review evacuation/Emergency Management Plan after actual implementation</p> <p>5.1 <i>De-brief</i> with staff and wardens</p> <p>5.2 <i>De-brief</i> with emergency services</p>	<ul style="list-style-type: none"> • ambulance • emergency services • police • army bomb disposal unit • convener/members of an Emergency Management Committee. <p><i>Legal implications</i> may include:</p> <ul style="list-style-type: none"> • considering common law duty of care obligations • potential for civil and criminal proceedings • occupational health and safety considerations. <p><i>Potential threats and risks</i> may include:</p> <ul style="list-style-type: none"> • fire • bomb • poisonous gases • highly flammable material • explosive devices • earthquake • power failure • other hazards peculiar to the individual establishment, including local geographic and environmental factors. <p><i>Written set of evacuation/Emergency Management Plans</i> could include:</p> <ul style="list-style-type: none"> • preparing detailed and grid-referenced site plans showing layout of rooms and location of alarms, fire detection, suppressions and fighting equipment as well as ingress and egress points and primary and secondary evacuation assembly points
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<p>5.3 <i>Revise evacuation/Emergency Management Plans on the basis of feedback</i></p> <p>5.4 Disseminate revisions to evacuation/Emergency Management Plans</p> <p>5.5 Provide for amended training and drills on the basis of revised evacuation/Emergency Management Plans</p>	<ul style="list-style-type: none"> • preparing floor plans, including identification of entry and exit points to the building and floor including doors, tunnels, trap doors and roof access points • defining clear roles and responsibilities, including chain of command and allocation of authority to individuals in the case of an emergency which should create the following positions and allocate responsibilities to them: <ul style="list-style-type: none"> ▪ Chief warden/s ▪ Communications officer/s ▪ Floor/area warden/s ▪ Floor warden/s ▪ Security officer/s • identifying methods for determining head counts and missing persons on completion of evacuation • placing the safety of persons above the protection of assets • providing for guest/patron and staff welfare, including provision of refreshments, clothing, toilet facilities, transport, communication with families and friends, and counseling • organizing media liaison, including nomination of media contact person and preparing scripted responses regarding establishment response to various likely scenarios • generating flip cards to guide responses in the event of designated emergencies • making provision for assistance to disabled persons, aged people and young people to facilitate their evacuation • ensuring Material Safety Data Sheets (or similar) for all chemicals held on-site are included in the plans/folder • preparing Bomb Threat Checklist • developing appropriate and flexible plans, including detailed response procedures based on identified hazards and risk severity • creating effective warning and information systems
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- creating emergency communication systems
- identifying necessary staff training to support evacuations
- planning for immediate evacuation and pre-warned evacuation situations
- requesting the emergency services read and provide feedback on draft plans
- revising the draft plan on the basis of feedback from emergency services.

Acquire necessary equipment may include:

- purchasing and fitting fire detection, protection and fighting equipment, including smoke and heat detectors, extinguishers, sprinklers, hoses, fire boards
- purchasing and activating communication systems, units and equipment, including two-way radios, megaphones
- purchasing and fitting emergency lighting, including battery-powered lights and exit signage
- creating an operational emergency command post or control room
- purchasing and issuing necessary personal protective clothing and equipment for staff
- purchasing suitable first aid kits and facilities.

Locate evacuation/Emergency Management Plan and floor plans may include:

- displaying floor plans on each floor, including display in multiple locations on the same floor
- inserting plans into Emergency Management Plan folder
- placing plans in command and control rooms
- placing plans in staff room
- including evacuation//Emergency Management Plans into mandatory establishment training program
- placing Bomb Threat Checklist by each telephone
- ensuring each member of the Emergency Management Committee has their own copy of all plans
- placing an abridged version of the evacuation in guest rooms and public areas, including wall posters and in in-room compendiums

Inform staff may include:

- conducting staff information and briefing sessions
- conducting staff question and answer sessions
- conducting formal and informal staff feedback sessions
- inspecting and familiarizing staff with equipment/resources
- explaining timelines for introduction and implementation of plans establishment-wide
- identifying and locating assembly areas
- identifying and locating primary and alternative evacuation routes.

Test emergency and evacuation systems may include:

- testing communication systems and units
- testing alarm systems
- testing detection, suppression and fire fighting systems
- trialing utility of evacuation routes
- trialing evacuation assembly points.

Train staff may include:

- delivering in-house formal training to all staff, including theory and practical
- engaging in off-site training by emergency services or external providers
- enabling staff to use emergency equipment
- providing specialist training to designated wardens and officers
- implementing role plays to simulate evacuation situations.

Initial evacuation drill may include:

- promoting the conduct of the drill to staff and patrons
- scheduling the drill at an appropriate time

	<ul style="list-style-type: none"> • identifying a simple evacuation scenario • identifying observers to monitor the drill and provide feedback on its implementation • informing emergency services of the drill • activating the alarms and following procedures as laid down in the evacuation/Emergency Management Plan. <p><i>On-going evacuation drills</i> may include:</p> <ul style="list-style-type: none"> • increasing the complexity of the emergency scenarios into on-going drills • altering the timing of the drills, including changing days, time of the day, level of trade and occupancy • introducing different causes for the evacuation into the simulated scenarios • introducing different locations for the cause of the evacuation into the simulated scenarios • ensuring all staff are included in drills on a rotational basis, including casual, part-time and full-time staff • liaising with emergency services • ensuring all drills are as realistic as possible • identifying observers to monitor the drill and provide feedback on its implementation • activating the alarms and following procedures as laid down in the evacuation/Emergency Management Plans. <p><i>Schedule for communication</i> may include:</p> <ul style="list-style-type: none"> • arranging dates, times and venue for formal in-house meetings • involving external emergency services • determining personnel required to attend meetings • allocating roles for designated staff within meetings • recording and storing the content of meetings and communications • identifying new hazards and risks and providing draft responses to them
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	<ul style="list-style-type: none"> • reviewing drills • considering new/updated emergency equipment and procedures. <p><i>Inspect the establishment</i> may include:</p> <ul style="list-style-type: none"> • involving management • involving members of the Emergency Management Committee • scheduling regular site inspections for the purpose of verifying and/or revising evacuation/Emergency Management Plans • ensuring all areas of the premises are inspected • verifying applicability of existing evacuation routes, including identification of issues that compromise those routes • identifying risks that may impact upon an evacuation route • verifying applicability of existing evacuation assembly points, including identification of issues that compromise those assembly points • recording issues arising for integration into revised evacuation/Emergency Management Plans using an Emergency Preparedness Checklist. <p><i>Revise evacuation/Emergency Management Plans on the basis of feedback</i> may include:</p> <ul style="list-style-type: none"> • analyzing feedback from staff and observers • incorporating suggestions and recommendations from emergency services • factoring in suggestions and recommendations from Emergency Management Committee. <p><i>Identify and assess need for evacuation</i> may include:</p> <ul style="list-style-type: none"> • deciding whether or not an evacuation is warranted • selecting between immediate evacuation or a pre-warned evacuation • involving Emergency Management Committee in the decision if time allows. <p><i>Initiate evacuation</i> may include:</p> <ul style="list-style-type: none"> • activating alarms
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- notifying emergency services
 - notifying internal staff and wardens
 - notifying guests and patrons, including assisting them to vacate the premises as required.
- Implement evacuation* may include:
- different actions involved dependent on the type of emergency
 - activating command, control and communications room
 - placing safety of persons above the protection of assets
 - keying off lifts
 - shutting down air conditioning
 - closing doors and windows
 - wearing designated personal protective equipment and clothing
 - securing the premises and assets
 - discharging designated responsibilities
 - advising command of actions taken, threats identified, progress and general emergency procedures being taken and completed
 - preparing to meet emergency services on arrival and facilitate their activities
 - providing first response, where appropriate and safe to do so
 - applying appropriate skills to maintain calm and avoid panic
 - providing clear instructions to guests, patrons and staff
 - determining relevant environmental factors that may affect response to the emergency, including direction of wind, type of threat, location of threat, number of people involved, time of day.
- Unforeseen circumstances and situations and hazards arising* may include:
- emergencies for which no specific plans were prepared

- trapped and injured people
 - falling debris
 - lack of information regarding the type, source or location of the need for evacuation
 - blocked exits, routes and stairways
 - designated assembly points that are unsafe to use
 - malfunctioning equipment and systems.
- De-brief* may include:
- seeking feedback from staff, guests and emergency services
 - identifying elements of the evacuation/Emergency Management Plans that operated effectively
 - identifying elements of the evacuation/Emergency Management Plans that require revision
 - defining the emergency situation giving rise to the evacuation
 - determining establishment reaction and response
 - assessing logistics in relation to the emergency
 - assessing command and control activities
 - identifying factors that impeded the initiation and implementation of the evacuation/Emergency Management Plans
 - identifying new, additional or alternative equipment and systems that are required
 - identifying the need for revisions to training, site inspections and drills
 - identifying action to prevent recurrence of the emergency, where appropriate
 - suggesting alterations to the building to be incorporated into the plans, including building alterations, changes to use of areas and new equipment.
- Assessment Guide**
- The following skills and knowledge must be assessed as part of this unit:
- ability to comply with the enterprise's policies and procedures in regard to evacuation of the premises

	<ul style="list-style-type: none"> • ability to use fire fighting equipment and techniques • ability to identify hazards and manage risks • knowledge of site layout • knowledge of location of emergency equipment • ability to operate communication equipment • ability to use interpersonal skills to enable authoritative and inspiring leadership and direction in times of emergency. <p>Linkages To Other Units</p> <ul style="list-style-type: none"> • Work effectively with colleagues and customers • Develop and implement operational policies • Manage physical assets and infrastructure • Establish and maintain a safe and secure workplace • Provide for the safety of VIPs • Follow safety and security procedures. <p>Critical Aspects of Assessment</p> <p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • demonstrated ability to prepare evacuation/Emergency Management Plan • demonstrated ability to prepare a venue to respond to an evacuation situation • demonstrated ability to explain the contents and requirements of an evacuation/Emergency Management Plan to staff • demonstrated ability to organize and implement evacuation drills • demonstrated ability to revise evacuation/Emergency Management Plan on the basis of drills • demonstrated ability to initiate and implement an evacuation/Emergency Management Plan • demonstrated ability to revise an evacuation/Emergency Management Plan following actual initiation and implementation of the plan.
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Context of Assessment

Assessment must ensure:

- simulated workplace application of the implementation of an evacuation/Emergency Management Plan.

Resource Implications

Training and assessment must include real equipment, systems, personal protective equipment and clothing, and people.

Assessment Methods

The following methods may be used to assess competency for this unit:

- observation of practical candidate performance
- simulated exercises
- role plays
- oral and written questions
- third party reports completed by a supervisor
- project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	2	Gather and apply relevant information to threat assessments and risk analysis

	Communicating ideas and information	2	Communicate with emergency services and designated internal staff during an evacuation
	Planning and organizing activities	2	Schedule training, meetings and training for relevant personnel
	Working with others and in teams	1	Liaise with emergency services and internal staff in implementing an evacuation
	Using mathematical ideas and techniques	-	
	Solving problems	3	Design evacuation/Emergency Management Plans to meet identified threats and hazards
	Using technology	1	Use fire fighting equipment and communications systems