

ASTPC314

Deal with problems, unexpected situations and emergencies



Overview

This unit is about making judgements and dealing with the unexpected at work. It is about recognising when you need to step in to help resolve a problem, situation or emergency and then taking the appropriate action to resolve it. It is also about knowing when you need to report problems or situations to senior management.

You should be able to recognise and understand the difference between an emergency and an inconvenience, and your organisation's procedures for dealing with both of these situations. This includes knowing when you are able to deal with and resolve a problem yourself and knowing when you need to report it to management and/or the relevant emergency services.

When your intervention is required you should be able to identify and discuss problems with those involved and gather relevant information before making an informed judgement on the appropriate course of action.

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Performance criteria

- You must be able to:*
- P1 recognise when problems with other staff, customers or the public require your intervention
 - P2 discuss the facts of the problem with those involved to ensure you have a clear understanding
 - P3 carry out an accurate assessment of the situation
 - P4 select a course of action appropriate for those involved and within the limits of your competence and authority
 - P5 report problems to senior management where they are outside the limits of your authority
 - P6 ensure your response is proportional to the severity of the situation
 - P7 liaise with colleagues and/ or emergency services and other relevant individuals or organisations to resolve the situation
 - P8 where appropriate, provide assistance to emergency services, as required and appropriate to the situation
 - P9 take appropriate action to ensure that, following problems and emergencies, premises are made safe for customers' use
 - P10 where appropriate, ensure that the premises are able to be secured following resolution of the incident
 - P11 complete all necessary reporting requirements accurately and fully

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Knowledge and understanding

You need to know and understand:

- K1 the procedures for dealing with problems and when you are required to do so
- K2 the limits of your authority when dealing with problems and the procedures for reporting problems beyond your level of authority or responsibility
- K3 how to discuss the details of a problem in a clear, respectful and non-confrontational way with those involved
- K4 the importance of remaining calm when dealing with problems and emergency situations
- K5 how to use detailed information to inform and offer appropriate solutions to resolve problems
- K6 the different types of problems caused by environmental factors and how to identify them
- K7 how to carry out an accurate assessment of the problem and the factors to take into consideration
- K8 different types of remedial action and how to select the appropriate one for the problem
- K9 the limits of your responsibility, authority and competence when responding to problems and emergencies
- K10 the appropriate person/s to report to when you cannot deal with a problem yourself
- K11 how to recognise an emergency
- K12 your organisation's procedures for dealing with an emergency
- K13 the role of different emergency services and how to contact them
- K14 the information that emergency services require in order to respond effectively
- K15 the procedures for reinstating and securing premises following problems and emergencies
- K16 how to accurately record and report the details of an emergency

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Developed by Asset Skills

Version number 1

Date approved June 2010

Indicative review date June 2012

Validity Current

Status Original

Originating organisation Asset Skills

Original URN PC314

Relevant occupations Service enterprises; General

Suite Property Caretaking Facilities Services

Key words situations, emergencies, problems, dealing, recognising, situation, action, resolve, report, procedures, identify