mos | Training

SUPERVISORPROGRAM

Emergency Response

The first minutes decide the rest.

Emergency situations develop quickly underground. Supervisors need a clear response logic that protects people, establishes control and gets accurate information to the right people early.

This course builds practical emergency-response capability from the supervisor's point of view. It runs from legal and site preparedness through incident classification, TARPs, first response, scene isolation, communications, escalation and post-incident learning. Scenario work reinforces the decisions that matter under pressure: account for personnel, assess conditions, communicate clearly, protect escapeways, prepare withdrawal and escalate when local action is no longer enough.

At a glance

Format
Online / LMS-based training

Structure
11 emergency-response modules

Audience
Underground coal mine supervisors and frontline leaders

Approach
Interactive learning, TARPs and scenario practice

Focus
People, control, communication, withdrawal and escalation

Who this course is for

- Underground coal mine supervisors and frontline leaders
- Production and development supervisors
- Personnel with emergency-response or statutory responsibilities
- Supervisors responsible for personnel accountability and withdrawal
- New or developing supervisors preparing for emergency leadership

The course consistently reinforces that people come first.

Learning outcomes

- Recognise emergency triggers and classify changing incident conditions.
- Use site emergency documents and TARPs to guide response actions.
- Establish immediate priorities: people, accountability, scene safety and control.
- Make a clear emergency call and provide accurate operational information.
- Isolate scenes, preserve critical information and maintain reporting discipline.
- Work with Communications, incident management and external response resources.
- Lead withdrawal and escalation when conditions cannot be safely controlled.
- Support controlled re-entry, post-incident review and organisational learning.

Pricing

Pricing depends on delivery format and group size. Get in touch and we'll put a quote together for your site.

info@mappedoutsolutions.com

Course structure: Emergency Response

Eleven modules build the complete emergency-response pathway, from preparedness and initial recognition through incident control, communications, escalation, scenario practice and learning after the event.

Module 1
Introduction & Context

Establish the supervisor's role in emergency response and the importance of early, disciplined action.

Module 2
Legal, Site Documents & Preparedness

Understand the legal and site framework, emergency documentation and preparedness requirements that underpin the response.

Module 3
Incident Classification & Control

Recognise changing conditions, determine the level of response required and understand when local control must be elevated.

Module 4
Emergency Response TARP

Use the site TARP to identify triggers and required actions, including escalation where conditions such as visible smoke activate higher response levels.

Module 5
Supervisor First Response

Protect people, assess the situation and communicate early. Learners practise the critical information required in an emergency call.

Module 6
Scene Isolation, Information & Reporting

Control access, preserve the scene where appropriate and establish accurate information and reporting for the developing incident.

Module 7
Emergency Response Logic & Equipment

Apply structured response logic and understand the role of emergency equipment within the site response system.

Module 8
Communications, MEMS & IMT

Maintain accurate information between the scene, Communications and Incident Control, including accountability and changing conditions.

Module 9
Mines Rescue, External Agencies & Escalation

Understand when specialist and external resources may be required and how escalation supports a coordinated response.

Module 10
Scenario Practice

Apply the response logic to fire indication, roof fall and communication degradation, surface-initiated withdrawal and major inrush scenarios.

Module 11
Post-Incident Management, Re-entry & Learning

Understand that emergency management continues after immediate control, including managed re-entry, review and learning.

Where this sits

Queensland expanded what coal mine supervisors are accountable for, but no new qualification was created to match. Deputies, OCEs and mine managers hold certificates of competency, practising certificates and ongoing CPD. Supervisors hold S123, a two-day committee-recognised competency cluster that was never written for the duties they now carry.

S123 remains the recognised supervisor competency in Queensland. This course sits around it, not in place of it, and builds on the ground the QMIHSC Supervisor Project mapped out.

Industry alignment

QMIHSC Supervisor Project, The University of Queensland, 2026

Emergency response is one of the nine training needs the QMIHSC Supervisor Project identified for Queensland mine supervisors: leading effective response through preparedness, clear decision-making and coordinated action. This course covers that need across all eleven modules.

Training need identified by the project	How this course delivers it	Status
Emergency response Leading effective emergency response through preparedness, clear decision-making and coordinated action.	The full eleven-module pathway, from preparedness and classification through first response, isolation, communications, escalation, scenario practice and post-incident learning.	**Delivered**
Risk and critical control management Verifying the implementation of critical controls for material unwanted events.	Modules 3, 4 and 7: incident classification, TARP triggers and structured response logic applied as control verification under pressure.	**Delivered**
Consultation and communication Communicating with teams and stakeholders in a way that is two-way, timely and understood.	Modules 5, 6 and 8: the emergency call, reporting discipline and the continuing information flow to Communications and Incident Control.	**Delivered**

Units of competency the project identified

RIIRIS402X	Carry out risk management process	
RIIWHS403E	Apply the work health and safety management system	
RIIERR301E	Respond to work site incidents	In this course
RIICOM301X	Communicate information	
RIIWHS301X	Conduct initial safety and health investigations *Flagged by the project, not confirmed*	

Content alignment only. MOS content is mapped to the nine training needs and to the four RII units the project confirmed, with investigations flagged as a likely fifth. Formal alignment to those units is in progress with a registered training organisation. It is not the Queensland-specific unit UQ recommended.

Book today

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