Control Room Operator
Emergency Response

Standard Title
Control Room Operator Emergency Response Standard

Code
9004
**OPITO STANDARDS**

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This standard has been verified and accepted through the governance and integrity management model for OPITO standards.

Guidance on this standard is available by contacting OPITO at: Standards enquiries

This standard has been designed to accommodate global variations in national legislation and regulations. In the absence of relevant national legislation and regulations, OPITO-approved centres should use legislative and regulatory criteria specified within this Standard.

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## AMENDMENTS

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INTRODUCTION

The oil and gas industry recognises that a major objective is to prevent incidents occurring and, if they do occur, to control them and minimise their effect. It is important, therefore, to set common standards and to ensure that personnel are continuously trained, assessed and re-assessed against these summaries of best practice.

Before employees can be assessed against standards they will require the knowledge and skills to enable them to carry out the tasks involved. This may require basic training, practice, relevant experience or regular drills and exercise to be undertaken before an official assessment can be held.

*The Control Room Operator Emergency Response Standard* introduces and describes the competence statements, safety training and further practice for *Control Room Operators* controlling emergencies. It also explains how competence shall be assessed and certified for this role.

It should be recognised that this document is only part of a broader training programme. There will also be company and installation specific emergency response training most of which will be conducted offshore as drills and exercises.

It is the responsibility of the *Duty Holder* to ensure the competency of the CRO Emergency Response. A major factor in the judgement should be the performance of the CRO in controlling emergencies under simulated conditions according to this OPITO Standard. It is however important to note that such simulated assessments should be firmly placed in the context of the overall process employed by the Duty Holder. *This process should include the Company selection, training and on the job appraisal and assessment procedures, the competence profile of the CRO or potential CRO together with the record of their past experience, particularly any experience of controlling real incidents or emergencies.*
SECTION A  CRO Emergency Response Competence Assessment

A.1 Target Group for CRO Emergency Response Competence Assessment

The target group for CRO Emergency Response Competence Assessment are personnel who have been deemed ready by their employer to be formally assessed in the role of a CRO during an emergency situation.

A.2 Candidate pre-requisites for CRO Emergency Response Competence Assessment

The following pre-requisites are required:

1. A formal declaration from the candidate’s employer confirming that the candidate has achieved the performance criteria in Unit 1, Element 1.1 in the workplace, and that the candidate has been deemed ready for formal assessment against Elements 1.2 to 1.3.

A.3 Physical and stressful demands of CRO Emergency Response Competence Assessment

All personnel who participate in practical activities specified in this standard must be physically and mentally capable of participating fully.

OPITO-approved Centres are therefore required, as a minimum, to ensure that prior to participating in practical exercises the candidate provides written confirmation that they deem themselves physically and mentally capable of undertaking all aspects of the training or assessment. Centres must also make the candidate aware that they must immediately inform the Centre staff if this capability changes – at any time prior to, or during the programme.

Candidates must be advised that they are required to declare any current or pre-existing medical conditions which may be exacerbated by, or impair their ability to complete, the training/assessment programme. Should this be the case, the individual will be required to provide an authentic medical certificate issued since any identified medical condition was diagnosed.

The OPITO-approved Centre shall keep a record of the candidate’s declaration of fitness in accordance with their document control policy(s) or procedures.

This information, along with summary details of the type of physical activities the candidate will be asked to perform, will be given to candidates by the OPITO-approved Centre and, if applicable, to their sponsoring company as part of the joining instructions. The responsibility for declaring any known current or pre-existing medical conditions that could have adverse effects to the individual’s state of health while undertaking the training and/or assessment activities lies with the candidate and/or company sponsoring the delegate.

Where doubt exists regarding the fitness of any candidate, the OPITO-approved Centre must direct the individual to consult a medical officer familiar with the nature and extent of the training.
Note: Practical exercises must be designed and delivered solely to meet this standard, and must not place on the delegates any physical or mental demands other than those required to meet the Standard.

A.4  Aim and Objective of CRO Emergency Response Competence Assessment

The aim and objective of the CRO Emergency Response Competence Assessment are to formally assess the candidate in the role of the CRO during an emergency situation in a simulated environment.

A.5  CRO Emergency Response Workplace Competence Assessment Outcomes

The assessment outcomes of CRO Emergency Response Competence Standard are specified in the Performance and Underpinning Knowledge and Understanding criteria of the Competence Unit in Section A.8.
A.6 CRO Emergency Response Competence Candidate Assessment

The CRO Emergency Response Competence candidate must be assessed by a suitably qualified assessor; refer to Section B.1 for the specific CRO Emergency Response Competence Assessor requirements.

The candidate will be assessed against the performance criteria specified in Elements 1.2 and 1.3 within Section A.8 of this standard under simulated conditions using a minimum of 2 and a maximum of 3 emergency scenarios based on the type of asset where the candidate is normally required to fulfil the CRO role as agreed and confirmed by the Duty Holder.

Realistic emergency scenarios must cover:

1. Threat to life
2. Threat to environment
3. Threat to plant and equipment

Method of Assessment of Performance

The method of assessment is direct observation of the performance of the CRO under simulated conditions according to this OPITO standard.

Preparation of Emergency Response Scenarios

Scenarios must be prepared using relevant information from the Safety Case and Emergency Response Plan for the appropriate asset type(s) as determined by the Duty Holder.

Each scenario must have clear and justifiable decision making requirements and intermediate decision making points or events. Some responses may be critical or mandatory, others may rely on judgement. The assessor must define the required response at each critical point. Some events may require an immediate response; some may require monitoring prior to deciding what, if any, action is taken. The scenario must contain a balance between situations which require a defined response and ones which require the use of judgement to assess viable alternative solutions. The assessor must recognise this in the preparation of the scenario and acknowledge it in the assessment. The assessor must discuss these points with the candidate during the debrief session.

Candidates must be briefed as to the criteria against which their performance is to be assessed and be given the opportunity to become familiar with the assessment process and facilities.
Assessment Guidance

The assessment procedure must include the opportunity for the candidate to explain or justify the reasons for their decisions and actions; this opportunity must take place prior to the formal assessment decision.

The assessment, including details of the selection and training of persons conducting the assessment, must be formally recorded.

The duty holder should take full and proper account of the assessment outcome in deciding to appoint to a CRO position or to allow a person to continue to serve as a CRO.

The relevant CRO Emergency Response Competence certificate will only be awarded if the candidate is successfully assessed against all of the Performance and Knowledge Criteria.

Notification of Assessment Outcome

The candidate’s employer must be notified of the outcome of the assessment within one working day.

The assessor must clearly identify and record the outcomes which have and have not been met, and suggest any further training requirements where applicable. The Assessment Centre must provide the candidate and the candidate’s employer with a written report identifying the outcomes of assessment and any further training requirements within 14 days.

If the candidate does not meet the requirements of the CRO Emergency Response Competence Standard then no certificate will be awarded and the candidate must be re-assessed against the relevant CRO Emergency Response Competence Standard at a later date.

A.7 Duration and Timing of CRO Emergency Response Competence Assessment

There are no specific timings for the duration of the CRO Emergency Response Competence assessment(s). However, sufficient time and access to candidates must be arranged in order to ensure that all required performance and knowledge criteria can be suitably assessed during a minimum of 2 emergency scenarios.

A maximum of 3 attempts to achieve the successful assessment of the 2 emergency scenarios is permitted.
A.8 CRO Emergency Response Competence Assessment Programme

The CRO Emergency Response Competence units and elements are detailed below:

**Module 1**  Control Emergencies and Critical Situations

- Element 1.1  Maintain a State of Readiness
- Element 1.2  Control Critical Situations
- Element 1.3  Respond to Emergencies
Unit 1  Control Room Operator Controlling Emergencies and Critical Situations

Element 1.1  Maintain a State of Readiness

This element is about maintaining a state of readiness and having an awareness of the working environment.

Performance Criteria

The candidate must demonstrate the following:

1.1.1  Effectively access current emergency procedures and report all anomalies.
1.1.2  Identify all conditions which may affect the emergency response.
1.1.3  Effectively hand over all safety critical information.
1.1.4  Effectively participate in drills and exercises.
1.1.5  Work safely in accordance with legislation, operational requirements and associated Safe Systems of Work.

Underpinning knowledge and Understanding

Within the limits of their responsibility, the candidate must be able to demonstrate that they know and understand:

1.1.6  How to access and interpret the current status of the appropriate equipment and systems (to include detection; protection; communications; evacuation; impaired systems and their mitigation in accordance with operational risk assessments)
1.1.7  How to access and interpret the status of operations and simultaneous operations.
1.1.8  How to access and interpret information on weather conditions.
1.1.9  How to access and interpret information on the availability of key emergency response personnel.
Element 1.2  Control Critical Situations

This element is about identifying critical situations within the working area and reacting appropriately in order to assist with the control of those critical situations.

Performance Criteria

The candidate must demonstrate the following:

1.2.1 Identify developing and existing critical situations and acting on warning signs.
1.2.2 Interpret relevant alarms and take actions appropriate to the situation.
1.2.3 Monitor the situation and take effective action to minimise risks to personnel, process, plant and equipment.
1.2.4 Use of appropriate procedures relevant to the situation
1.2.5 Communicate the critical situation correctly to appropriate personnel
1.2.6 Recognise limits of authority

Underpinning knowledge and Understanding

Within the limits of their responsibility, the candidate must be able to demonstrate that they know and understand:

1.2.7 The operations of and potential implications of the emergency shutdown control systems
1.2.8 The operation of and potential implications of the F&G control systems
Element 1.3  Coordinate the Response to Emergencies

This element is about the communication required to direct the responses of personnel to emergencies.

Performance Criteria

The candidate must demonstrate the following:

1.3.1  Accurately identify and immediately take the actions required to make the situation safe.
1.3.2  Activate all relevant alarms
1.3.3  Effectively communicate all relevant information and instructions.
1.3.4  Clarify and act upon information received
1.3.5  Record critical information.

Underpinning knowledge and Understanding

Within the limits of their responsibility, the candidate must be able to demonstrate that they know and understand:

1.3.6  How to react appropriately (to include make safe; isolate; shutdown; evacuate the work area; informing connecting installations and others; do nothing; activate internal emergency response teams; inform duty personnel; inform adjacent facilities; activate ESD; account for people)
1.3.7  How to communicate the critical situation correctly to appropriate personnel
SECTION B   RESOURCES

In order that an assessment programme may be delivered successfully it is essential that the right people are there to support the programme and that the appropriate facilities and equipment are in place.

B.1 Staff

OPITO-approved assessment centres must ensure that assessors are competent and qualified to conduct the assessment of candidates undertaking the CRO Emergency Response Competence assessment programme.

Assessor Requirements

Assessors must:

(a) Be occupationally competent
(b) Hold an industry-recognised assessor’s qualification
(c) Fully understand the OPITO-approved Assessment Centre’s internal quality assurance of assessment processes and practices.
(d) Fully understand the requirements of the CRO Emergency Response Standard being assessed
(e) Fully understand the OPITO requirements for recording assessment decisions and securely maintaining accurate records of these.
(f) Participate in regular standardisation meetings or events to ensure a consistent approach to assessment.
(g) Undertake and record continuing professional development (CPD).

In addition:

(h) There must be sufficient role players involved to maintain the reality of the simulation.

(i) The scenario facilitator and role players must have sufficient knowledge of process and systems involved during the simulations to effectively contribute to the scenarios.

(j) All training centre personnel participating in emergency scenarios must fully understand the requirements of the CRO Emergency Response Competence Standard being assessed and be involved in an ongoing training programme to maintain their competence.
B.2 Assessor/Candidate Ratio

The Assessor/Candidate ratio for the CRO Competence Assessment is 1:1.

B.3 Facilities

To ensure proper presentation the training/assessment provider must adhere to the following criteria and provide a designated room or space that will not be used simultaneously for any other activity and which includes:

**Administration** arrangements appropriate for enrolment and certification of candidates.

**Knowledge and Understanding training/assessment** area(s) with sufficient space to allow candidates to be comfortable to participate fully in individual/group knowledge and understanding assessment activities.

**Practical training/assessment** area(s) with adequate space for each candidate to participate fully in practical assessment activities.

- a) Facilities must realistically reflect the facilities that the candidate would have at their disposal during the management of an emergency on their installation.

- b) Process system simulations must provide sufficient information and control to allow the candidate to take appropriate actions when faced with an emergency.

- c) Communication systems must reflect those systems that the candidate would expect to have at their disposal.

All facilities must be maintained and where appropriate, inspected and tested in accordance with current standards/legislation and manufacturers recommendations.

B.4 Equipment

The following equipment must be available for use and maintained to ensure effective operation/use during training sessions.

- (a) Emergency Response Plan
- (b) Layout information and equipment listing
- (c) Company procedures
- (d) Relevant work permits
- (e) Audible and visual alarms
- (f) Telephones, radios and a public address system
- (g) Information boards and systems tools
(h) Simulated background noise and distractions

All equipment must be maintained, and where appropriate, inspected and tested in accordance with current standards/legislation.

Risk assessments must be conducted and documented for all training facilities and equipment.
SECTION C  CERTIFICATION & ADMINISTRATION

C.1  Joining Instructions

The OPITO approved assessment centre must draw attention to the content of the competence assessment by providing the candidate with a copy of the relevant competence standard or by providing a link to the standard on the OPITO website.

C.2 Validity and Renewal

The CRO Emergency Response Competence Standard has no formal expiry date. However, it is recommended that candidates are re-assessed, as a minimum, every 3 years.

C.3 Certification & Recording

Persons successfully completing any of the CRO Emergency Response Workplace Competence assessment units will be issued with an OPITO endorsed certificate.

Assessments centres are responsible for issuing a certificate directly to the candidate that has successfully completed the assessment, and to the sponsoring company (when required), or if the candidate is unsuccessful, providing the candidate and candidate’s employer with a written report identifying why the candidate was unsuccessful and suggest any further training requirement.

Each certificate must indicate that the candidate has been assessed against and met the required standard.

The certificate must contain the following:

a) Assessment centre name
b) Full OPITO course title stating that it is OPITO approved
c) OPITO registration code
d) Candidate’s name
e) Assessment date(s)
f) Unique Certificate Number (UCN) – (refer to guide on OPITO website)
g) Assessment Centre Signatory

C.4 Assessment Administration

Each delegate attending any OPITO-approved programme must be registered with the Central Register (CR) operated by OPITO. Registration must be made by the training centre to OPITO within one week following the successful assessment.

OPITO confirms that information on the registration form will be contained in a computerised register which will be available to employers, prospective employers and training/assessment providers in the oil and gas industry to verify training records. At all times, use of this data will be strictly in accordance with principles laid down in data protection legislation.
Glossary of Terms and Abbreviations

Terms

**Simulation**
A simulation is a structured practical exercise with specific objectives involving the organisation and completion of a product or resource based task and which seeks to simulate real-life conditions. In a simulation the candidates are active participants who shape the result by their involvement. To be effective, simulations must succeed in recreating the atmosphere, conditions and pressures of the real situation. A simulation focuses on a particular activity and aims to test behavioural, analytical and decision-making skills in a realistic setting.

Abbreviations

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<tr>
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<th>Description</th>
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<tr>
<td>ALARP</td>
<td>As Low as Reasonably Practicable</td>
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<tr>
<td>COSHH</td>
<td>Control of Substances Hazardous to Health</td>
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<td>CRO</td>
<td>Control Room Operator</td>
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<tr>
<td>ESD</td>
<td>Emergency Shutdown Systems</td>
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<td>F &amp; G</td>
<td>Fire &amp; Gas</td>
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<tr>
<td>HASAWA</td>
<td>Health &amp; Safety at Work Act</td>
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<td>PTW</td>
<td>Permit to Work</td>
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Appendix 1  OPITO Information

The topics listed below are to be delivered as part of the introduction to this assessment programme.

Additional introduction topics may include assessment centre layout and alarms, emergency actions, first aid and domestic arrangements

Mandatory OPITO Information:
  a) Medical Fitness
  b) Certification Periods
  c) CR/Vantage (provided by OPITO)
  d) OPITO Customer Service Statement (provided by OPITO)
  e) The roles of employers and training providers (provided by OPITO)
  f) What is OPITO’s role in industry? (provided by OPITO)
  g) Current Global Network of training providers (provided by OPITO)
  h) Emergency Response Framework (provided by OPITO – applicable for ER Training Providers)
  i) OPITO DVD (BOSIET/TBOSIET only) provided by OPITO
Appendix 2  
Assessor Checklists and Competence Assessment Record

The following pages contain sample CRO Emergency Response Assessor Checklists and a sample Competence Assessment Record.

Although OPITO-approved Centres may develop their own versions of the Assessor Checklist and Competence Assessment Record, these must, as a minimum, include all the information contained in the Assessor Checklists and Competence Assessment Record sheets specified within this standard – see next pages for the Assessor Checklist and Assessment Record.
CRO Emergency Response Duty Holder Declaration

Company

Address

Declaration

By completing this declaration you are confirming that the candidate has achieved the performance criteria in Unit 1, Element 1.1 within the workplace, and that the candidate has been deemed ready for formal assessment against Elements 1.2 to 1.3.

Candidate Name

Employer Name

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<td>Effectively access current emergency procedures and report all anomalies.</td>
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<td>1.1.2</td>
<td>Identify all conditions which may affect the emergency response.</td>
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<tr>
<td>1.1.3</td>
<td>Effectively hand over all safety critical information.</td>
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<td>1.1.4</td>
<td>Effectively participate in drills and exercises.</td>
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<td>1.1.5</td>
<td>Work safely in accordance with operational requirements and associated Safe Systems of Work.</td>
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Duty Holder Signature

Assessor Signature

Date

Date
## CRO Emergency Response Assessor Checklist

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<td>Identify developing and existing critical situations and acting on warning signs.</td>
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<td>Interpret relevant alarms and take actions appropriate to the situation.</td>
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<td>Monitor the situation and take effective action to minimise risks to personnel, process, plant and equipment.</td>
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<td>Use of appropriate procedures relevant to the situation</td>
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<td>1.2.5</td>
<td>Communicate the critical situation correctly to appropriate personnel</td>
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<td>Recognise limits of authority</td>
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# CRO Emergency Response Assessor Checklist

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<th>Ref No.</th>
<th>Performance Criteria</th>
<th>Achieved Y/N</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.1</td>
<td>Accurately identify and immediately take the actions required to make the situation safe.</td>
<td></td>
<td></td>
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<tr>
<td>1.3.2</td>
<td>Activate all relevant alarms.</td>
<td></td>
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<tr>
<td>1.3.3</td>
<td>Effectively communicate all relevant information and instructions.</td>
<td></td>
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<tr>
<td>1.3.4</td>
<td>Clarify and act upon information received.</td>
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<tr>
<td>1.3.5</td>
<td>Record critical information.</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Ref No.</th>
<th>Underpinning Knowledge and Understanding Criteria</th>
<th>Achieved Y/N</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.6</td>
<td>How to react appropriately (to include make safe; isolate; shutdown; evacuate the work area; informing connecting installations and others; do nothing; activate internal emergency response teams; inform duty personnel; inform adjacent facilities; activate ESD; account for people)</td>
<td></td>
</tr>
<tr>
<td>1.3.7</td>
<td>How to communicate the critical situation correctly to appropriate personnel</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assessor Signature</th>
<th>Assessment Date</th>
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<tbody>
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<td></td>
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</table>
**OPITO CRO Emergency Response Competence Assessment Record**

<table>
<thead>
<tr>
<th>Candidate Full Name:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Company:</td>
<td></td>
</tr>
<tr>
<td>Standard Code:</td>
<td></td>
</tr>
<tr>
<td>Role:</td>
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</tr>
</tbody>
</table>

**Assessor Declaration:** The Candidate was assessed against the competence assessment criteria specified in this CRO Emergency Response Competence Standard.

The Candidate named above *has / has not achieved a level of competence to enable him/her to be deemed competent against the performance and knowledge criteria.

*I recommend that the candidate named requires further training and development specified below.*

*delete as applicable

Recommended further training and development for candidate:

<table>
<thead>
<tr>
<th>Assessor’s Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
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<tbody>
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**OPITO Assessment Centre**

<table>
<thead>
<tr>
<th>Centre address</th>
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</table>

<table>
<thead>
<tr>
<th>Candidate Signature</th>
<th>Date</th>
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</thead>
<tbody>
<tr>
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</tbody>
</table>

**Note: Assessor and candidate must sign the assessment record above.**