

SFJFF7 - SQA Unit Code D7W8 04

Support the development of colleagues in fire and rescue



Overview

This unit is about helping your colleagues to develop themselves in their job role.

Who is the unit for?

The unit is recommended for staff working in the fire, rescue and safety sector that can assist colleagues in their development.

**Performance
criteria**

Communicating your skills and knowledge with colleagues

You must be able to:

- P1 confirm with relevant people the skills and knowledge that colleagues need to acquire
- P2 make available the necessary learning resources to your colleagues
- P3 base your information and support on up-to-date operational systems
- P4 provide information and support to your colleagues within your own level of competence
- P5 confirm your colleagues have understood the information and support you have provided
- P6 encourage your colleagues to give feedback to improve your own performance
- P7 return all the learning resources you have used to the correct location
- P8 confirm the results of what you have done to relevant people

Supporting the development of colleagues

You must be able to:

- P9 encourage colleagues to ask for help and support on work-related issues
- P10 provide feedback to colleagues on their performance at appropriate times, and give them support when needed
- P11 promote your organisation's values, ethics and codes of practice to colleagues
- P12 encourage self-development and independent decision making

In General

You must be able to:

- P13 show that you accept and respect the diversity of the people within your organisation with whom you work
- P14 ask relevant people for advice when you have problems that are outside your area of competence or authority
- P15 support and encourage colleagues to ensure the acceptable level of risk is not exceeded
- P16 support effective working relationships with colleagues
- P17 provide support in a manner, level and pace appropriate to your colleagues' needs
- P18 update records in agreed format and make available to authorised people

Knowledge and understanding

You need to know and understand:

Health and safety

- K1 hazards and risks of the workplace affecting people and the environment
- K2 how to safely apply practices that maximise the health, safety and welfare of yourself and others in the workplace
- K3 how to make and apply decisions based on the assessment of risk

Organisational

You need to know and understand:

- K4 how to access relevant information
- K5 how to interpret and provide relevant information, including feedback

Personal and Interpersonal

You need to know and understand:

- K6 how to communicate clearly and effectively with the range of people involved
- K7 how to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
- K8 how to present information to individuals and groups
- K9 lines and methods of communication/reporting in the workplace
- K10 roles, responsibilities and limits of authority of self, others and other agencies in the workplace
- K11 how to select and use feedback techniques
- K12 how to involve and motivate people
- K13 the impact of providing incorrect or inappropriate information
- K14 methods of providing support and development to others
- K15 role requirements and expected standards of performance
- K16 how to recognise achievements and acknowledge success

Training and Development

You need to know and understand:

- K17 how to identify when a colleague needs training support
- K18 how to facilitate learning
- K19 how to assess own performance against agreed standards

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Additional Information

**Scope/range
related to
performance
criteria**

This unit covers the following types of learning resources:

- 1 workplace equipment
- 2 supporting information

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Suite Operations in the Community

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