

SFJ CO2 – SQA Unit Code H55R 04

Take responsibility for effective performance in fire and rescue



Overview

What is the unit about?

This unit is about making a positive contribution to the work of your organisation including health and safety – maintaining effective working relationships with your colleagues and continuing to develop your own skills and knowledge.

Who is the unit for?

The unit is recommended for control room staff and fire-fighters.

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Performance criteria

Taking responsibility for your own personal performance

You must be able to:

- P1 behave in a way that avoids threat, harm or damage to people, property, the environment and your organisation
- P2 operate within your agreed level of authority and responsibility
- P3 report anything that affects your ability to meet your conditions of employment and personal work performance to the relevant people
- P4 contribute constructively to your own performance reviews
- P5 make sure your records are in the agreed format, accurate, complete, legible and accessible to authorised users
- P6 monitor your work environment for hazards and take prompt action to minimise the risks caused by these hazards
- P7 return resources to their correct location, make sure they are secure and report any faults and deficiencies
- P8 make sure you are available for operational response as required by your organisation
- P9 co-operate and respond flexibly in order to meet the needs of service delivery

Working with others

You must be able to:

- P10 show that you respect the diversity of people within your organisation and the wider community
- P11 make constructive efforts to resolve conflict with others
- P12 support and promote your organisation's values, ethics and codes of practice
- P13 communicate with people in a way that is constructive, supportive and promotes co-operation and a positive image of your organisation
- P14 promote a safe working environment for yourself and others
- P15 respect privacy, confidentiality and encourage trust in your contact with others

Developing your own skills and knowledge

You must be able to:

- P16 assess your own skills and knowledge and identify your development needs in relation to your job role, including working effectively with other team members
- P17 help to develop a personal development plan that aims to improve the areas of skill and knowledge you have identified
- P18 make sure your plan contains objectives that are specific, measurable, achievable and realistic and has clear timescales for achievement
- P19 take part in development activities which are consistent with your plan
- P20 obtain feedback from relevant people and use this feedback to improve

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your performance

P21 update your personal development plan at appropriate intervals

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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 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 own contractual obligations, rights of employment and limits of authority
- K5 the range of external regulations and requirements that impact on your work
- K6 your organisation's occupational health policy and its application in the workplace
- K7 record systems and their uses
- K8 your organisation's requirements for data protection
- K9 your organisation's objectives, systems of work and working practices
- K10 anti-discrimination and equal opportunities policies and procedures
- K11 your organisation's procedures for performance review and development

Personal and Interpersonal

You need to know and understand:

- K12 how to communicate clearly and effectively with the range of people involved
- K13 how to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
- K14 lines and methods of communication/reporting in the workplace
- K15 roles, responsibilities and limits of authority of self, others and other agencies in the workplace
- K16 how to maintain your own performance standards including health and wellbeing
- K17 how to make positive contributions to effective teamwork
- K18 how to plan and prioritise work in response to work demands
- K19 how to promote a culture that positively supports organisational policies one quality and fairness
- K20 role requirements and expected standards of performance
- K21 the situations, behaviour and interactions between people that may cause conflict and how to minimise conflict and the disruption it causes
- K22 the importance of challenging unacceptable behaviour
- K23 how to set SMART objectives
- K24 how to identify your own development needs and take action to address these

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Additional Information

Links to other NOS

This unit links to CO1, CO3, CO4, CO5, CO6

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