

SFJ CO3 – SQA Unit Code H55S 04

Gather information to co-ordinate a fire and rescue response



Overview

What is the unit about?

This unit is about gathering the information you need to help co-ordinate a response to an event – for example a fire. It also includes providing on-line support to emergency callers.

Who is the unit for?

The unit is recommended for control room staff.

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Performance criteria

Gathering Information

- You must be able to:*
- P1 be available to respond to alerts as required by your organisation
 - P2 respond in a way that is appropriate to the type of alert and its urgency
 - P3 gather enough information about the event and its location to be able to decide on an appropriate mobilising response
 - P4 provide relevant information and referral when calls do not need a mobilising response
 - P5 seek advice on further action when you do not have enough information

Supporting emergency callers

- You must be able to:*
- P6 advise the caller on action to minimise risk to themselves and others
 - P7 reassure the caller in a calm and considerate manner
 - P8 alert team members when you need support to deal with the caller
 - P9 make best use of your team's support to deal with caller's needs

For the whole unit

- You must be able to:*
- P10 refer matters beyond your own authority to relevant people
 - P11 make sure your records are in the agreed format, accurate, complete, legible and accessible to authorised users
 - P12 communicate with people in a way that is constructive, supportive, sensitive and aims to preserve life and property

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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 how to access, interpret and provide relevant information, including feedback
- K5 your organisation's objectives, systems of work and working practices
- K6 record systems and their use

Personal and Interpersonal

You need to know and understand:

- K7 how to communicate clearly and effectively with the range of people involved
- K8 how to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
- 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 plan and prioritise work in response to work demands
- K12 role requirements and expected standards of performance
- K13 how to recognise and support distressed people
- K14 how to recognise signs and symptoms of stress
- K15 how to solve problems, make decisions and plan for contingencies

Technical

You need to know and understand:

- K16 how to interpret information of different types and from a range of sources
- K17 how to use appropriate mobilising systems and resources
- K18 the availability and access to internal and external resources and support
- K19 your geographical area of responsibility, including its people and risks and key sources of information
- K20 the requirements for availability, operational readiness and response to human and physical resources
- K21 accuracy in recording information, including the preservation of evidence
- K22 how to identify and provide appropriate safety advice

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Additional Information

Scope/range related to performance criteria

This unit covers the following types of events:

1. emergency
2. non-emergency

and the following types of information:

3. spoken
4. written
5. about the event and associated risks
6. to and from the caller
7. to and from other agencies

and the following types of records:

8. written
9. computerised

Links to other NOS

This unit links to CO1, CO2, CO4, CO5 and CO6

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