

SFJ FRS FF1 –SQA Unit Code H563 04

Inform and educate your community to improve awareness of fire and rescue safety matters



Overview

This unit is about meeting your organisation's targets for specific community needs to ensure that the communities that you serve are safer. It covers:

Promoting safety to your community

This is about working with your community, either at your normal workplace or out in your community. **Examples** of activities could include:

1. responding to requests for safety information
2. taking part in community events
3. responding to requests for leaflet drops

You may work without direct supervision or as a member of a fire and rescue service or partnership team at events organised by or through your own organisation within your own community. The types of information that you will provide may cover safety in relation to fire and rescue or wider safety issues.

Giving demonstrations and instructions to help people get a better understanding of safety matters

This is about your ability to assist with community learning and promoting understanding of safety matters. **Examples** of activities could include:

4. demonstration of targeted safety responses to your community and everyday hazards/ risks
5. raising awareness of the role of the Fire and Rescue Service

It includes your involvement in both formal and informal activities within your local community.

Who is the unit for?

The unit is recommended for fire-fighters and others with a remit for community safety.

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Performance criteria

Providing information

You must be able to:

- P1 confirm with relevant people in your organisation the need for information and how you will respond
- P2 provide information that is:
 - P2.1 relevant
 - P2.2 accurate
 - P2.3 appropriate to your job role
 - P2.4 in a format appropriate to your community
- P3 when the information needed is not appropriate to your job role, direct the enquirer to the relevant person
- P4 make sure there is a common understanding of the information you have given

Giving demonstrations and instructions

You must be able to:

- P5 use your resources and apply control measures, based on risk assessment, before and during the event
- P6 solve any problems and deal with any risks promptly, when necessary, before and during the event
- P7 return resources to the correct place
- P8 make sure resources are secure and report any faults or low levels of supplies

In general

You must be able to:

- P9 make sure your aims and objectives support your organisation's aims and objectives
- P10 relate to people in a way that promotes:
 - P10.1 goodwill
 - P10.2 understanding
 - P10.3 co-operation
 - P10.4 the image of yourself and your service
- P11 communicate in a way that is suitable for your audience
- P12 encourage and take note of questions, and answer questions appropriately
- P13 behave in a way that supports community safety and avoids harm to people and the environment
- P14 complete records and make sure they are in the agreed format, accurate, legible and available to authorised people
- P15 report on the suitability and success of what you have done and make any suggestions for improvement

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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 in relation to giving information, demonstrations and instructions
- K2 how to apply practices that maximise the health, safety and welfare of yourself and others when giving information, demonstrations and instructions
- K3 how to apply safe practices based upon a risk assessment

Organisational

You need to know and understand:

- K4 national and service objectives for Community Safety
- K5 where to find information on Community Safety matters
- K6 record keeping systems and procedures for the work place

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 yourself, others and agencies in the workplace
- K11 how to solve problems and make decisions within your range of responsibility

Technical

You need to know and understand:

- K12 how to use the relevant resources effectively and safely
- K13 how to identify the applicable safety advice for your community
- K14 your community and its needs in relation to safety

Training and development

You need to know and understand:

- K15 how to facilitate learning
- K16 how to evaluate learning events

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