

SFJFRSFF7 SQA Unit Code (FA6N 04)

Support the development of colleagues in fire and rescue



Overview

This standard is about helping your colleagues and others to develop in their job role. Colleagues may be internal or external to your organisation.

This standard is recommended for those working in the fire, rescue and safety sector that can support colleagues with their development.

Within this standard, 'your organisation's standards' can refer to your organisation's codes of practice and conduct, core values, mission statements, policies or guidelines.

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Performance criteria

Share skills, knowledge and learning resources with colleagues

- You must be able to:*
- P1 confirm with others the learning resources, skills and knowledge that you can share with colleagues in line with your organisation's procedures
 - P2 provide information and support to your colleagues within your own level of competence
 - P3 make learning resources available to your colleagues in line with your organisation's procedures
 - P4 share up to date information on operational systems and knowledge with colleagues in line with your organisation's procedures
 - P5 confirm your colleagues understanding of the information and support you have given in line with your organisation's procedures
 - P6 obtain feedback from colleagues on the information and support you have given and use this to inform your own performance
 - P7 return learning resources after use and make sure they are secured and stored in line with your organisation's procedures
 - P8 confirm the information and support you have given to colleagues with relevant others

Support the development of colleagues

- You must be able to:*
- P9 encourage colleagues to ask for help and support in line with your organisation's standards to provide feedback to colleagues on their performance at appropriate times in ways which encourage their development
 - P10 provide support to colleagues to make changes to their performance when appropriate in ways which encourage their development
 - P11 work with colleagues in ways which support and promote your organisation's standards
 - P12 support colleagues to make decisions in line with their own role and responsibilities
 - P13 encourage colleagues to continuously review, reflect and make changes to their own performance in line with your organisation's standards

For the whole unit

- You must be able to:*
- P14 work with others in ways that respects the diversity of others in line with your organisation's standards
 - P15 ask relevant people for advice when you have problems that are outside your area of competence or authority
 - P16 support and encourage colleagues to stay within the acceptable levels of risk in line with your organisation's risk management procedures
 - P17 work with others in ways that encourage cooperation, common understanding and supports effective working relationships

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- P16 provide support to colleagues which meets their need and is suitable for their level of experience and learning style
- P17 update and provide records to others in line with your organisation's procedures

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Knowledge and understanding

You need to know and understand:

Health and safety

- K1 safe working practices of your organisation
- K2 hazards and risks of the workplace affecting people and the environment
- K3 how to use risk assessment information to make decisions
- K4 how to apply decisions based on the assessment of risk
- K5 your organisation's control measures to mitigate risk

Organisational

You need to know and understand:

- K6 different sources of information and how to access them
- K7 how to interpret and provide relevant information, including feedback
- K8 your organisation's knowledge sharing practices and codes of conduct and practice
- K9 your organisation's policies, procedures and resources relevant to supporting learning and development

Personal and Interpersonal

You need to know and understand:

- K10 different techniques and methods for communicating effectively with others
- K11 the importance of treating colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
- K12 lines and methods of communication and reporting in the workplace
- K13 roles, responsibilities and limits of authority of self, others and other agencies in the workplace
- K14 how to select and use feedback techniques
- K15 techniques for involving and motivating people
- K16 the impact of providing incorrect or inappropriate information
- K17 role requirements and expected standards of performance
- K18 the importance of recognising achievements and acknowledging success

Training and Development

You need to know and understand:

- K19 how to identify when a colleague needs training support
- K20 how to facilitate effective learning and training
- K21 different ways of sharing and presenting information and knowledge
- K22 methods of providing support and development to others
- K23 how to assess own performance against agreed standards

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Additional Information

Scope/range related to performance criteria

This standard covers the following types of learning resources:

1. workplace equipment
2. supporting information

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Developed by	Skills for Justice
Version number	2
Date approved	December 2013
Indicative review date	December 2018
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SFJ CO8 FF7 TBC
Relevant occupations	Public Services; Protective Service Occupations; Public Service and Other Associate Professionals;
Suite	Fire Rescue Sector Control Operations 2007;
Key words	development, learning, skills, knowledge, training, personal, interpersonal, support