

SFJ CO4 – SQA Unit Code H55T 04

Co-ordinate a fire and rescue response



Overview

What is the unit about?

This unit is about mobilising resources for an event – for example a fire. It also includes providing on-going support during the event.

Who is the unit for?

The unit is recommended for control room staff.

SFJ CO4 – SQA Unit Code H55T 04

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Performance criteria

Responding to an event

- You must be able to:*
- P1 make sure the resources specified for this type of event are suitable and available
 - P2 alter the attendance if local mobilising conditions change
 - P3 mobilise the identified resources and confirm that mobilisation has occurred
 - P4 communicate information about the mobilisation to relevant people and confirm their understanding
 - P5 inform other agencies of events that are relevant to them

Supporting the response

- You must be able to:*
- P6 monitor communication links to support the ongoing needs of the event
 - P7 respond to requests for resources and information in relation to the event and confirm your understanding
 - P8 confirm your objectives with relevant people and provide them with timely reports
 - P9 report to your line manager when you have achieved your objectives or promptly inform them of any problems
 - P10 promptly inform relevant people of risk critical information and other key factors

For the whole unit

- You must be able to:*
- P11 make sure your records are in the agreed format, accurate, complete, legible and accessible to authorised people
 - P12 communicate with people in a way that is constructive, supportive and promotes co-operation and a positive image of your organisation
 - P13 refer matters beyond your level of authority to relevant people

SFJ CO4 – SQA Unit Code H55T 04

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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 matching and using resources to meet objectives

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Additional Information

Scope/range

This unit covers the following types of events:

1. emergency
2. non-emergency

and the following types of resources:

3. operational appliances and equipment
4. personnel, including officers and specialists
5. other agencies

and the following types of records:

6. written
7. computerised

Links to other NOS

This unit links to CO1, CO2, CO3, CO5, CO6

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