

SFJ CO6 – SQA Unit Code H55V 04

Manage fire and rescue information to support the needs of your community



Overview

What is the unit about?

This unit is about collecting information about your organisation and the community in which you work and providing information and advice to others.

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 make sure the information you gather is accurate, sufficient and relevant.
 - P2 promptly overcome any problems in gathering the information you need
 - P3 record and store information according to your organisation's systems and procedures
 - P4 make sure the information is in the required format and is accessible to authorised people

Providing information and advice

- You must be able to:*
- P5 give information and advice at a time and place, and in a form and manner appropriate to the people you are communicating with
 - P6 make sure the information you provide is accurate, up-to-date, relevant and sufficient
 - P7 give advice that is consistent with your organisation's policies and procedures and available resources
 - P8 provide evidence and clear reasons to support your advice
 - P9 make sure the people you are communicating with understand the information and advice you have given

For the whole unit

- You must be able to:*
- P10 maintain your organisation's policies and procedures for confidentiality

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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 applicable fire service or other legislation
- K5 how to access information from a wide range of sources
- K6 how to interpret and provide relevant information, including feedback
- K7 how to provide information to influence change or improve service delivery
- K8 your organisation's objectives, systems of work and working practices
- K9 record systems and their use
- K10 sources and availability of information

Personal and interpersonal

You need to know and understand:

- K11 how to communicate clearly and effectively with the range of people involved
- K12 how to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
- K13 how to present information to individuals and groups
- 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 role requirements and expected standards of performance
- K17 how to solve problems, make decisions and plan for contingencies

Technical

You need to know and understand:

- K18 how to interpret information of different types from a range of sources
- K19 accuracy in recording information, including the preservation of evidence
- K20 the availability and access to internal and external resources and support
- K21 your geographical area of responsibility, including its people and risks and key sources of information
- K22 how to recognise, identify, plan and action your own development needs

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Additional Information

Scope/range related to performance criteria

This unit covers the following types of information:

1. spoken
2. written
3. graphical
4. qualitative
5. quantitative

and the following types of advice:

6. provided internally to your organisation
7. provided externally to the press
8. provided externally to the public

and the following types of records:

9. written
10. computerised

Links to other NOS

This unit links to CO1, CO2, CO3, CO4, CO5

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