

## SFJ CO8 – SQA Unit Code H55Y 04

Support the development of colleagues in fire and rescue



---

### Overview

#### What is the unit about?

This unit is about helping your colleagues to develop themselves in their job role.

#### Who is the unit for?

The unit is recommended for staff working in the fire, rescue and safety sector who have responsibility for developing colleagues, either from their own, other organisations or members of the general public.

# SFJ CO8

## Support the development of colleagues in fire and rescue

---

### Performance criteria

#### Sharing yours skills and knowledge with colleagues

- You must be able to:*
- P1 confirm with relevant people the skills and knowledge that colleagues need to develop
  - P2 make available the necessary learning resources to your colleagues
  - P3 base your information and support on up-to-date operational systems
  - P4 provide information and support to your colleagues within your own level of competence
  - P5 confirm your colleagues have understood the information and support you have provided
  - P6 encourage your colleagues to give feedback on the information and support you have provided and use this feedback to improve your own performance
  - P7 return all the learning resources you have used to the correct location
  - P8 confirm the results of what you have done to relevant people

#### Supporting the development of colleagues

- You must be able to:*
- P9 encourage colleagues to ask for help and support in their work
  - P10 provide feedback to colleagues on their performance at appropriate times and provide support when needed
  - P11 promote your organisation's values, ethics and codes of practice to colleagues
  - P12 encourage self-development and independent decision making

#### For the whole unit

- You must be able to:*
- P13 show that you accept and respect the diversity of the people with whom you work
  - P14 ask relevant people for advice when you have problems that are outside your area of competence or authority
  - P15 support and encourage colleagues to stay within acceptable levels of risk
  - P16 support effective working relationships with colleagues
  - P17 provide support in a manner, level and pace appropriate to your colleagues' needs

# SFJ CO8

## Support the development of colleagues in fire and rescue

---

### 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 information from a wide range of sources
- K5 how to interpret and provide relevant information, including feedback
- K6 induction and peer training policies and procedures

#### 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 how to present information to individuals and groups
- K10 lines and methods of communication/reporting in the workplace
- K11 roles, responsibilities and limits of authority of self, others and other agencies in the workplace
- K12 how to select and use feedback techniques
- K13 how to involve and motivate people
- K14 the impact of providing incorrect or inappropriate information
- K15 methods of providing support and development to others
- K16 role requirements and expected standards of performance
- K17 how to recognise achievements and acknowledge success

#### Training and Development

*You need to know and understand:*

- K18 how to identify when a colleague needs training support and provide this support effectively
- K19 how to facilitate learning
- K20 how to assess own performance against agreed standards

## SFJ CO8

### Support the development of colleagues in fire and rescue

---

#### Additional Information

**Scope/range  
related to  
performance  
criteria**

This unit covers the following types of learning resources:

1. workplace equipment
2. supporting information

## SFJ CO8

### Support the development of colleagues in fire and rescue

---

**Developed by** Skills for Justice

---

**Version number** 1

---

**Date approved** January 2008

---

**Indicative review date** January 2013

---

**Validity** Current

---

**Status** Original

---

**Originating organisation** Skills for Justice

---

**Original URN** SFJ CO8

---

**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