[Unique Reference Number]
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.

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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

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Health and safety

You need to know and understand:

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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