

Manage information to support civil protection decision making

Overview

This standard is about the management of information and its effective use to support decision making during an emergency, exercise or day to day civil protection activities. This may include information generated by computer based systems.

Target group

This standard is for those who identify, interpret and communicate information to support decision making within a civil protection environment.

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Performance criteria

You must be able to:

1. identify information needed to support decision making during emergencies, exercises or other civil protection activities in accordance with organisational requirements
2. identify sources of relevant and reliable information in accordance with organisational requirements
3. establish methods to monitor and evaluate the validity and reliability of information in accordance with organisational requirements
4. take action within organisational timeframes to highlight information which is:
 - 4.1 inadequate
 - 4.2 unreliable
 - 4.3 contradictory
 - 4.4 ambiguous
5. analyse information to identify facts, patterns and trends that may support decision making, in accordance with organisational requirements
6. make information available to those who need it for informed decision making in accordance with organisational timeframes
7. present information in a manner which promotes understanding in accordance with organisational requirements
8. co-operate with civil protection partners to organise information in accordance with organisational requirements
9. manage security of information in accordance with legislative and organisational requirements
10. record and store information, in accordance with organisational requirements
11. manage compliance with current legislation and policies, relevant to information management in civil protection
12. manage compliance with procedures and guidelines relevant to information management in civil protection

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Knowledge and understanding

You need to know and understand:

1. current legislation and policies, relevant to information management in civil protection
2. procedures and guidelines relevant to information management in civil protection
3. information needs of users in civil protection
4. how the appropriate use of information systems can contribute to improved decision making during an emergency, exercise or other civil protection activity
5. types of information systems available and potential problems that can be experienced with such systems
6. how to capture information from information systems to support effective decision making
7. how information analysis can be used to identify facts, patterns and trends to support decision making
8. how to evaluate and monitor the validity and reliability of information
9. how to maintain the relevance of information services in accordance with the changing information needs of users
10. restrictions on the disclosure of sensitive information including
 - 10.1 information prejudicial to national security
 - 10.2 information prejudicial to public safety
 - 10.3 commercially sensitive information
 - 10.4 personal information
11. roles and functions of partner organisations at local, regional and national level

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Behaviours

Listed below are the main generic behaviours which need to be applied. These are explicit/implicit in the detailed content of the standard and are listed here as additional information:

- 1 co-operative
- 2 investigate
- 3 realistic

Skills

Listed below are the main generic skills which need to be applied. These are explicit/implicit in the detailed content of the standard and are listed here as additional information:

- 1 analysing
- 2 communicating
- 3 investigative
- 4 decision making
- 5 realistic
- 6 information management
- 7 monitoring
- 8 negotiation
- 9 numeracy
- 10 presentation
- 11 problem solving
- 12 reporting
- 13 research

Glossary

Frequently used terms and how they should be interpreted in the context of the Civil Contingencies NOS:

Information

Facts, data or knowledge which may be provided or learned.

Organisations

Public, private or voluntary bodies.

Links to other NOS

This standard is linked to:

- 1 CCAA2 Share information with other organisations
- 2 CCAB1 Anticipate and assess the risk of emergencies
- 3 CCAC1 Develop, maintain and evaluate emergency plans and arrangements
- 4 CCAD1 Develop, maintain and evaluate business continuity plans and arrangements
- 5 CCAG1 Respond to emergencies as a part of a multi-agency response at the strategic (gold) level

6 CCAG2 Respond to emergencies at the tactical (silver) level

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