

SFJCCAA3

Manage information to support civil protection decision making



Overview

This unit 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, such as Geographical Information Systems (GIS) and Management Information Systems (MIS).

Target Group

The unit is for those who identify, interpret and communicate information to support decision making in civil protection.

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Performance criteria

You must be able to:

- P1 identify information needed to support decision making during an emergency, exercise or other civil protection activity
- P2 identify sources of relevant and reliable information
- P3 establish methods to monitor and evaluate the validity and reliability of information
- P4 take timely action to highlight inadequate, unreliable, contradictory or ambiguous information
- P5 analyse information to identify facts, patterns and trends that may support decision making
- P6 make information available promptly to those who need it for informed decision making
- P7 ensure information is presented clearly, concisely, accurately and in a manner which promotes understanding
- P8 co-operate constructively with civil protection partners to organise information captured from using information systems
- P9 ensure the security of information once generated
- P10 record and store information accurately, in accordance with organisational protocols
- P11 ensure compliance with current legislation, policies, procedures and guidelines relevant to information management in civil protection

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Knowledge and understanding

You need to know and understand:

- K1 current legislation, policies, procedures and guidelines relevant to information management in civil protection
- K2 the information needs of users in civil protection
- K3 how the appropriate use of information systems can contribute to improved decision making during an emergency, exercise or other civil protection activity
- K4 the types of information systems available and the potential problems that can be experienced with such systems
- K5 how to capture information from information systems to support effective decision making
- K6 how to analyse information to identify facts, patterns and trends that may support decision making
- K7 how to evaluate and monitor the validity and reliability of information
- K8 how to maintain the relevance of information services in accordance with the changing information needs of users
- K9 restrictions on the disclosure of sensitive information including
 - K9.1 information prejudicial to national security
 - K9.2 information prejudicial to public safety
 - K9.3 commercially sensitive information
 - K9.4 personal information
- K10 the roles and functions of partner organisations at local, regional and national level

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Additional Information

Behaviours

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

1. co-operative
2. investigate
3. realistic

Skills

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 unit is linked to:

1. CC AA2 Share information with other organisations
2. CC AB1 Anticipate and assess the risk of emergencies
3. CC AC1 Develop, maintain and evaluate emergency plans and arrangements
4. CC AD1 Develop, maintain and evaluate business continuity plans and arrangements
5. CC AG1 Respond to emergencies at the strategic (gold) level
6. CC AG2 Respond to emergencies at the tactical (silver) level

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Relevant occupations	Public Services; Public Service and Other Associate Professionals
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