

## SFJCCAG3

### Respond to emergencies at the operational (bronze) level



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#### Overview

This unit is about responding to emergencies at the operational (bronze) level. It includes making an initial assessment of the situation and confirming the requirements of the immediate response. This includes working effectively with other responders, identifying resources that may be needed and deploying resources according to needs.

#### Target Group

The unit is for those who lead the response at the operational (bronze) level for their organisation or service area. In this context, 'bronze' is the level (below Gold level and Silver level) at which the management of 'hands-on' work is undertaken at the incident site(s) or associated areas (Ref: Lexicon of Multi-Agency Emergency Management Terms).

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### Performance criteria

*You must be able to:*

- P1 make an initial assessment of the situation and report this to other responders in accordance with established procedures
- P2 prepare and implement an initial plan of action
- P3 ensure actions are carried out, taking into account the impact on individuals, communities and the environment
- P4 conduct on-going risk assessment and management in response to the dynamic nature of emergencies
- P5 work in co-operation and communicate effectively with other responders
- P6 confirm the availability and location of relevant services and facilities
- P7 identify any resources required and deploy them to meet the demands of the response
- P8 communicate any resource constraints to the relevant person, or find suitable alternatives
- P9 monitor and protect the health, safety and welfare of individuals during the response
- P10 deal with individuals in a manner which is supportive and sensitive to their needs
- P11 liaise with relevant organisations as required for an effective response
- P12 identify where circumstances warrant a tactical (silver) level of management and engage with the tactical level as required
- P13 implement the tactical (silver) plan where applicable, within a geographical area or functional area of responsibility
- P14 ensure that any individuals under your area of authority are fully briefed and de-briefed
- P15 fully record your decisions, actions, options and rationale in accordance with current information, policy and legislation

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### Knowledge and understanding

*You need to know and understand:*

- K1 current, relevant legislation, policies, procedures, codes of practice and guidelines in relation to emergency response
- K2 current, relevant legislation and organisational requirements in relation to health, safety and welfare
- K3 relevant emergency plans and arrangements
- K4 the principles of effective response and recovery
- K5 the principles of command, control and co-ordination and the potential flexibility between levels of response
- K6 the potential impact of emergencies on individuals, communities and the environment
- K7 how to make and apply decisions based on the assessment of risk
- K8 the roles, responsibilities and information needs of organisations involved in response
- K9 how to communicate with individuals affected by emergencies in a manner which promotes understanding
- K10 the type of facilities which may be established to meet the needs of individuals affected by emergencies
- K11 your organisation's policy for dealing with the media
- K12 the actions to take where there are limitations on the availability and use of resources
- K13 the correct procedures for handing over responsibility
- K14 how to conduct briefings and de-briefings
- K15 the purpose of recording information and the types of records that must be kept

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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. collaborative
2. community minded
3. constructive
4. determined
5. empathetic
6. flexible
7. realistic

#### Skills

1. communication
2. decision making
3. liaison
4. negotiation
5. organising
6. prioritising
7. problem solving

#### Glossary

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

##### **Organisations**

Public, private or voluntary bodies

##### **Resources**

People (including volunteers), equipment, materials, finance etc

##### **Risk**

Measure of the significance of a potential event or situation in terms of likelihood and impact

#### Links to other NOS

1. CC AA1 Work in co-operation with other organisations
2. CC AF2 Warn, inform and advise the community in the event of emergencies
3. CC AG4 Address the needs of individuals during the initial response to emergencies
4. SfJ CC3 Plan and deploy resources for policing operations (Police)
5. WM7 Lead and support people to resolve operational incidents (Fire Service)

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<b>Developed by</b>	Skills for Justice
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<b>Originating organisation</b>	Skills for Justice
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<b>Relevant occupations</b>	Health, Public Services and Care; Public Service Professionals
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<b>Suite</b>	Civil Contingencies
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<b>Key words</b>	co-operate, warn, inform, response, plan, deploy, lead, support
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