
Overview

This standard is about keeping up-to-date information about the availability of resources which are used for fire and rescue operations. It includes your ability to control what resources are available and deal with shortfalls in resource.

Resources for fire and rescue operations include appliances, equipment and information as well as personnel.

This standard is recommended for fire and rescue control room staff.

**Performance
criteria**

- You must be able to:
- P1 monitor the availability of resources in your area of responsibility to meet operational demands
 - P2 control the availability of resources in line with your organisation's resource procedures
 - P3 identify issues affecting availability of resources in line with your organisation's resource procedures
 - P4 deal with shortfalls that affect the availability of resources to meet operational readiness
 - P5 refer requests that are beyond your level of authority to others in line with your organisation's procedures
 - P6 monitor information to support decisions on operational cover in line with your organisation's procedures
 - P7 keep accurate records and provide these to others in line with your organisation's requirements
 - P8 work with others in ways that encourage cooperation and promotes a positive image of your organisation
 - P9 access and use software, systems and tools required by your role in line with available guidance

Knowledge and understanding

Health and Safety

You need to know and understand:

- K1 safe working practices of your organisation
- K2 hazards and risks of the workplace affecting people and the environment
- K3 how to use risk assessment information to make decisions
- K4 how to apply decisions based on the assessment of risk
- K5 your organisation's control measures to mitigate risk

Organisational

You need to know and understand:

- K6 guidelines, legislation and standard operating procedures that apply to your role and responsibilities
- K7 how to access and interpret information from a wide range of sources, including feedback
- K8 types of information that can influence change or improve service delivery
- K9 the importance of providing accurate, relevant information about resource availability
- K10 your organisation's objectives, systems of work, policies and working practices
- K11 your organisation's resource requirements for operational readiness
- K12 your organisation's systems, tools and procedures for recording information and how to use them
- K13 different types and sources of information and how to access these

Personal and Interpersonal

You need to know and understand:

- K14 methods and techniques for communicating with others
- K15 the importance of treating others with respect and consideration, taking account of, and accepting, diversity
- K16 lines of communication and reporting in the workplace
- K17 roles, responsibilities and limits of authority for self, others and other agencies
- K18 how to use information to make decisions about resource availability
- K19 the importance of planning for contingencies and how to do so
how to solve problems affecting resources

Technical

You need to know
and understand:

- K20 how to interpret different types of information
- K21 different issues that can affect the availability of resources
- K22 methods used to address shortfalls in resources
- K23 how to use mobilising systems and resources
- K24 how to access and use relevant software, systems and tools
- K25 how to identify the resources required to meet operational needs, including:
 - K25.1 appliances and equipment
 - K25.2 personnel
 - K25.3 internal resources
 - K25.4 external resources
- K26 resources and support available and how to access them
- K27 your organisation's geographical area of responsibility
- K28 sources of information about the community in your organisation's area of responsibility
- K29 risks and hazards affecting the community in your organisation's area of responsibility

Additional information

Scope/range

Others

- 1.1 colleagues
- 1.2 line managers
- 1.3 members of the public
- 1.4 other agencies

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