
Overview

The standard is recommended for firefighters, control room staff, and others with a remit for community safety within fire and rescue.

This standard is about making a positive contribution to the work of your organisation including health and safety, maintaining effective working relationships with your colleagues and continuing to develop your skills and knowledge.

Within this standard, 'your organisation's requirements' can refer to your organisation's codes of practice and conduct, core values, mission statements, policies or guidelines.

Performance criteria

Take responsibility for your personal performance

- You must be able to:
- P1 maintain your health and fitness levels as required for your role and duties
 - P2 report anything that affects your ability to meet your conditions of employment and personal work performance to relevant others
 - P3 keep accurate records in line with your organisation's requirements
 - P4 monitor your work environment for hazards which may affect the health and safety of yourself or others
 - P5 take action to minimise the risks caused by hazards in line with your organisation's procedures
 - P6 return resources after use and make sure they are secured and stored in line with your organisation's procedures
 - P7 make sure you are available for operational duties as required by your organisation

Work with others

- You must be able to:
- P8 contribute to debriefs in line with your organisation's procedures
 - P9 take action to resolve conflict with others in line with your organisation's requirements
 - P10 work with others in ways that:
 - P10.1 support common understanding
 - P10.2 encourage cooperation
 - P10.3 promote a positive image of your service
 - P10.4 recognise the diversity of people you work with
 - P11 maintain privacy and confidentiality when working with others in line with your organisation's requirements

Develop your skills and knowledge

- You must be able to:
- P12 contribute productively in your own performance reviews
 - P13 assess your skills and knowledge, including how you work with others
 - P14 identify development needs in relation to your job role using your organisation's

processes

- P15 contribute to developing a personal development plan to meet your identified development needs using your organisation's processes
- P16 identify development objectives with appropriate timescales for achievement in line with your organisation's guidance on objective setting
- P17 take part in development activities which are consistent with your development plan
- P18 obtain feedback from relevant people to review and inform your performance
- P19 update your personal development plan at appropriate intervals in line with your organisation's procedures

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 your contractual obligations, rights of employment, duties, role and limits of authority
- K7 external legislation, regulations and requirements that impact on your work
- K8 your organisation's occupational health policy and its application in the workplace
- K9 your organisation's systems and tools and their uses
- K10 your organisation's requirements for record keeping, data protection and confidentiality
- K11 your organisation's objectives, systems of work, codes of conduct and working practices
- K12 anti-discrimination and equal opportunities policies and procedures
- K13 your organisation's procedures for performance review and development

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 and methods of communication and reporting in the workplace
- K17 roles, responsibilities and limits of authority of self, others and other agencies in the workplace
- K18 expected standards of performance for your role, including your fitness and health levels

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- K19 how to maintain your performance, including your fitness, health and wellbeing
 - K20 how to make positive contributions to effective teamwork
 - K21 how to plan and prioritise work in response to work demands
 - K22 how to promote organisational policies on equality and fairness
 - K23 situations, behaviour and interactions between people that may cause conflict and the disruption it causes
 - K24 methods and techniques for minimising conflict and disruption
 - K25 the importance of challenging unacceptable behaviour
 - K26 how to set personal development objectives
 - K27 how to assess own performance against agreed standards
 - K28 how to identify your development needs and take action to address them

Additional information

Scope/range

1 Organisation's requirements

- 1.1. Codes of conduct
- 1.2. Codes of practice
- 1.3. Core values
- 1.4. Mission statements
- 1.5. Confidentiality, privacy and data protection policies
- 1.6. Communication policies
- 1.7. Operating guidelines

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