SFJFRSFF7
Support the development of colleagues in fire and rescue

Overview	This standard is about helping your colleagues and others to develop in their job role. Colleagues may be internal or external to your organisation.
	This standard is recommended for those working in the fire, rescue and safety sector who can support colleagues with their development.
	Within this standard, 'your organisation's standards' can refer to your organisation's codes of practice and conduct, core values, mission statements, policies or guidelines.

Performance criteria	**Share skills, knowledge and learning resources with colleagues**

You must be able to:

P1 confirm with others the learning resources, skills and knowledge that you can share with colleagues in line with your organisation's procedures

P2 provide information and support to your colleagues within your own level of competence

P3 make learning resources available to your colleagues in line with your organisation's procedures

P4 share up to date information on operational systems and knowledge with colleagues in line with your organisation's procedures

P5 confirm your colleagues' understanding of the information and support you have given in line with your organisation's procedures

P6 obtain feedback from colleagues on the information and support you have given and use this to inform your own performance

P7 return learning resources after use and make sure they are secured and stored in line with your organisation's procedures

P8 confirm the information and support you have given to colleagues with relevant others

Support the development of colleagues

You must be able to:

P9 support colleagues to seek help and support in line with your organisation's requirements

P10 provide feedback to colleagues on their performance at appropriate times in ways which encourage their development

P11 provide support to colleagues in ways which encourage their development

P12 work with colleagues in ways which support and promote your organisation's requirements

P13 support colleagues to make decisions in line with their role and responsibilities

P14 support colleagues to continuously review, reflect and make changes to their performance in line with your organisation's requirements

For the whole standard

You must be able to:

P15   ask relevant people for advice when you have problems that are outside your area of competence or authority

P16   support and encourage colleagues to stay within the acceptable levels of risk in line with your organisation's risk management procedures

P17   work with others in ways that;

P17.1   encourages cooperation

P17.2   supports common understanding

P17.3   supports effective working relationships

P17.4   recognise the diversity of people you work with

P18   provide support to colleagues which meets their need and is suitable for their level of experience and learning style

P19   keep accurate records and provide these to others in line with your organisation's requirements

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	different sources of information and how to access them
	K7	how to interpret and provide relevant information, including feedback
	K8	your organisation's knowledge sharing practices and codes of conduct and practice
	K9	your organisation's policies, procedures and resources relevant to supporting learning and development

Personal and Interpersonal

You need to know and understand:	K10	different techniques and methods for communicating with others
	K11	the importance of treating colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
	K12	lines and methods of communication and reporting in the workplace
	K13	roles, responsibilities and limits of authority of self, others and other agencies in the workplace
	K14	how to select and use feedback techniques
	K15	techniques for involving and motivating people
	K16	the impact of providing incorrect or inappropriate information
	K17	role requirements and expected standards of performance
	K18	the importance of recognising achievements and acknowledging success

Training and Development

You need to know and understand:	K19	how to identify when a colleague needs training support
	K20	how to facilitate effective learning and training
	K21	different ways of sharing and presenting information and knowledge
	K22	methods of providing support and development to others
	K23	how to assess own performance against agreed standards

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

2   Learning resources

2.1. workplace equipment

2.2. supporting information

Developed by	Skills for Justice
Version number	2
Date approved	December 2013
Indicative review date	December 2018
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SFJ FRS FF7
Relevant occupations	Firefighters; Fire and Rescue Services Control Operators
Suite	Fire and Rescue Operations in the Community; Fire Rescue Sector Control Operations
Key words	learning; skills; knowledge; training; personal; interpersonal; control;