

SFJWM8

Lead and support control operations to resolve events



Overview

As this unit applies across a range of working contexts, the following guidelines apply at element level:

Plan action to meet the needs of events

This element concerns your ability to prepare clear, realistic and appropriate plans for initial action to be taken to respond to events. It includes your plans for anticipated resource demands and your ability to allow sufficient flexibility and contingency planning for potential changes during the events progress.

Implement action to meet planned objectives

This element concerns your ability to implement plans you prepare to meet objectives for events. You must demonstrate that you confirm objectives and deploy appropriate resources to meet both initial and changing needs of events whilst continuing to operate within your own level of competence and responsibility. It includes your ability to communicate clearly, concisely and with priority with a range of people.

Debrief people following events

This element concerns your ability to conduct a debrief of both individuals and groups, including measurement and feedback of performance against specified standards relevant to work roles. It includes your ability to ensure that risk-critical issues are addressed, that you recognise and support successful actions and that you communicate clearly, concisely and constructively with a range of people.

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Performance criteria

You must be able to:

Plan action to meet the needs of events

- P1 you collect and confirm information relevant to the known and anticipated risks to people, property and the environment
- P2 you collect supporting information about the current and anticipated resource demands of the events
- P3 you match resources to the identified needs of the events
- P4 you plan action to lead and support your team's response to the event
- P5 you develop your objectives through assessment of risk
- P6 you determine initial action against available resources, taking account of actual and potential demand on these resources
- P7 your action plan provides sufficient flexibility to meet the known and anticipated needs of the event
- P8 your contact with people is constructive, supportive and promotes co-operation

Implement action to meet planned objectives

You must be able to:

- P9 you make appropriate adjustments to your plan based on information received about the event
- P10 you confirm your objectives and deploy your resources to meet priority needs
- P11 your decisions continue to minimise risk and maximise progress towards your objectives
- P12 you re-deploy your resources to meet the changing priorities of the event
- P13 you actively seek information to update your plan and progress action to meet your objectives
- P14 you operate within the agreed level of your responsibility and authority
- P15 your records are accurate, complete, in the agreed format, legible and available to authorised users
- P16 your contact with people is constructive, supportive and promotes co-operation and a positive image of the organisation

Debrief people following events

You must be able to:

- P17 you measure performance against specified standards relevant to defined roles
- P18 you evaluate and confirm achievements against the objectives of the event(s)
- P19 you identify opportunities and action to improve future performance
- P20 you conduct the debrief in a manner which promotes constructive, open and supportive review of the event
- P21 you recognise successful actions, acknowledge effective performance and report meritorious actions to the relevant people

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- P22 you immediately address risk critical issues identified through performance of people, equipment, working practices and systems
- P23 you identify and record all significant learning points and agree action to address these
- P24 your records are in the agreed format, accurate, complete, legible and available to authorised users

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Knowledge and understanding

You need to know and understand:

Health and Safety

- K1 risks and hazards of the workplace affecting people and the environment
- K2 how to make and apply decisions based on the assessment of risk
- K3 how to apply practices that maximise the health, safety and welfare of yourself and others in the workplace

Organisational

You need to know and understand:

- K4 applicable Fire service or other legislation
- K5 how to access, interpret and provide relevant information, including feedback
- K6 organisational policies, aims and objectives
- K7 how to plan the use of resources
- K8 sources and availability of information
- K9 the organisational constraints that affect the achievement of workplace aims and objectives
- K10 organisation output specifications for control
- K11 record systems and their use
- K12 how to monitor and evaluate the effectiveness of plans and objectives
- K13 how to provide information to influence change or improve service delivery

Personal and interpersonal

You need to know and understand:

- K14 how to communicate clearly and effectively with the range of people involved
- K15 how to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
- K16 lines and methods of communication/reporting in the workplace
- K17 roles, responsibilities and limits of authority of self, others and other agencies in the workplace
- K18 how to plan and prioritise work in response to work demands
- K19 how to solve problems, make decisions and plan for contingencies
- K20 how to make positive contributions to effective teamwork
- K21 how to involve and motivate people
- K22 how to set objectives
- K23 how to recognise signs and symptoms of stress
- K24 how to select and use feedback techniques
- K25 methods of active and proactive monitoring of achievement of objectives
- K26 role requirements and expected standards of performance
- K27 the importance of challenging unacceptable behaviour

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- K28 how to recognise problems that affect performance and action appropriate and timely solutions
- K29 how to recognise achievements and acknowledge success

Technical

You need to know and understand:

- K30 how to interpret information of different types and from a range of sources
- K31 how to match and use resources to meet objectives
- K32 capabilities and limitations of mobilising equipment
- K33 how to use applicable mobilising systems and resources
- K34 how to interpret information of different types and from a range of sources
- K35 the availability and access to internal and external resources and support
- K36 how to match and use resources to meet objectives
- K37 your community, people, risks, geography and topography
- K38 range and uses of operational appliances and resources

Training and Development

You need to know and understand:

- K39 how to organise and conduct debriefs and review of performance
- K40 how to promote the culture of learning in the organisation to motivate individual and team learning

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Additional Information

Glossary

These definitions are provided to explain how key words and concepts are used in this unit.

Information

Relating to the event.

Received from control operations and people involved in the event

Resource

Operational appliances, equipment, people, external agencies and support services

Events

Emergency and non-emergency

Assessment of risk

Identification of hazards with potential to cause harm

Type of risk

People, property, the environment and the organisation

Authorised users

People who have the authorisation of your organisation to access information

Records

Written and computerised, video, audio and audio-visual including your own Personal Development Record (PDR)

Relevant people

May include team members, line managers, colleagues, specialists and people outside of your organisation

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