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**NATIONAL JOINT COUNCIL
FOR LOCAL AUTHORITY
FIRE AND RESCUE SERVICES**

**To: Chief Fire Officers
Chief Executives/Clerks to Fire Authorities
Chairs of Fire Authorities
Directors of HR (Fire Authorities)**

Members of the National Joint Council

24 February 2010

CIRCULAR NJC/1/10

Dear Sir/Madam

NATIONAL OCCUPATIONAL STANDARDS

1. At the last meeting of the National Joint Council (NJC) members considered a report from the NJC's joint sub-Committee on rolemaps and national occupational standards.
2. The joint sub-committee had received a request from FRSVSG to amend the national occupational standards relating to the role of firefighter in order to reflect the standards now developed by Skills for Justice.
3. The joint sub-Committee considered the proposed national occupational standards identifying a small number of amendments to ensure that, if accepted, the NJC documents would remain fire and rescue specific and take in to account the need to be mindful of the contractual situation.
4. The NJC accepted the recommendation of the joint sub-Committee contained within the report to replace the existing firefighter national occupational standards with those attached. However, this was subject to a successful approach to UKCES to ask them to amend the national occupational standards used for the NVQ process to reflect the wording adopted by the NJC in order to avoid inconsistency.
5. We write to advise you that UKCES has now confirmed it is content to take such action.
6. As such, the attached national occupational standards (**Appendix A**) replace in their entirety those currently in use by the NJC in relation to the firefighter

rolemap.

7. Furthermore, the NJC agreed that given the new occupational standards no longer make individual reference to assessment, the attached table be adopted by the NJC in respect of use of simulation (**Appendix B**).

Yours faithfully

SARAH MESSENGER
MATT WRACK
Joint Secretaries

FF1. Inform and educate your community to improve awareness of fire and rescue safety matters

Unit Summary

What is the unit about?

This unit is about meeting your organisation's targets for specific community needs to ensure that the communities that you serve are safer. It covers:

Promoting safety to your community

This is about working with your community, either at your normal workplace or out in your community. **Examples** of activities could include:

- responding to requests for safety information
- taking part in community events
- responding to requests for leaflet drops

You may work without direct supervision or as a member of a fire and rescue service or partnership team at events organised by or through your own organisation within your own community. The types of information that you will provide may cover safety in relation to fire or wider safety issues.

Giving demonstrations and instructions to help people get a better understanding of safety matters

This is about your ability to assist with community learning and promoting understanding of safety matters. **Examples** of activities could include:

- demonstration of targeted safety responses to your community and everyday hazards/ risks
- raising awareness of the role of the Fire and Rescue Service

It includes your involvement in both formal and informal activities within your local community.

Who is the unit for?

The unit is recommended for fire-fighters and others with a remit for community safety.

FF1. Inform and educate your community to improve awareness of fire and rescue safety matters

Outcomes of effective performance

You must be able to do the following:

Providing information

- a) Confirm with relevant people in your organisation the need for information and how you will respond
- b) Provide information that is:
 - relevant
 - accurate
 - appropriate to your job role
 - in a format appropriate to your community
- c) When the information needed is not appropriate to your job role, direct the enquirer to the relevant person
- d) Make sure there is a common understanding of the information you have given

Giving demonstrations and instructions

- e) Use your resources and apply control measures, based on risk assessment, before and during the event
- f) Solve any problems and deal with any risks promptly, when necessary, before and during the event
- g) Return resources to the correct place
- h) Make sure resources are secure and report any faults or low levels of supplies

In general

- i) Make sure your aims and objectives support your organisation's aims and objectives
- j) Relate to people in a way that promotes:
 - goodwill
 - understanding
 - co-operation
 - the image of yourself and your service
- k) Communicate in a way that is suitable for your audience
- l) Encourage and take note of questions, and answer questions appropriately
- m) Behave in a way that supports community safety and avoids harm to people and the environment
- n) Complete records and make sure they are in the agreed format, accurate, legible and available to authorised people
- o) Report on the suitability and success of what you have done and make any suggestions for improvement

FF1. Inform and educate your community to improve awareness of fire and rescue safety matters

Knowledge and understanding

You need to know and understand the following:

Health and safety

1. Hazards and risks of the workplace affecting people and the environment in relation to giving information, demonstrations and instructions
2. How to apply practices that maximise the health, safety and welfare of yourself and others when giving information, demonstrations and instructions
3. How to apply safe practices based upon a risk assessment

Organisational

4. National and Service objectives for Community Safety
5. Where to find information on Community Safety matters
6. Record keeping systems and procedures for the work place

Personal and Interpersonal

7. How to communicate clearly and effectively with the range of people involved
8. How to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
9. Lines and methods of communication/reporting in the workplace
10. Roles, responsibilities and limits of authority of yourself, others and agencies in the workplace
11. How to solve problems and make decisions within your range of responsibility

Technical

12. How to use the relevant resources effectively and safely
13. How to identify the applicable safety advice for your community
14. Your community and its needs in relation to safety

Training and development

15. How to facilitate learning
16. How to evaluate learning events

FF2. Take responsibility for effective performance in fire and rescue

Unit Summary

What is the unit about?

This unit is about taking responsibility for your own performance (including personal health and fitness), working well with other people and developing your own skills in the job role. It covers:

Taking responsibility for your own personal performance

This is about you and your day-to-day working, either at your normal workplace or out in your community. It includes your responsibility to make sure your actions do not adversely affect:

- your own health and fitness
- your ability to work safely within agreed level of authority
- safe systems of work and working practices

Working with others

This is about your ability to maintain effective working relationships with:

- your colleagues
- external agencies
- your community

Developing your own skills and knowledge

This is about your ability to maintain your knowledge, skills and understanding through personal development to meet:

- agreed changes in practice
- maintaining existing competence

It includes your involvement in identifying and planning how to address your development needs to maintain your required level of competence.

Who is the unit for?

The unit is recommended for fire-fighters and control room staff.

FF2. Take responsibility for effective performance in fire and rescue

Outcomes of effective performance

You must be able to do the following:

Taking responsibility for your own personal performance

- a) Behave in a way that avoids threat, harm or damage to people, property, the environment and your organisation
- b) Operate within your agreed level of authority and responsibility
- c) Contribute constructively to debriefs
- d) Monitor your personal fitness level and take action to prevent poor health, fitness and hygiene
- e) Report anything that affects your ability to meet your conditions of employment and personal work performance to the relevant people
- f) Make sure your records are in the agreed format, accurate, complete, legible and accessible to authorised users
- g) Monitor your work environment for hazards and take prompt action to minimise the risks caused by these hazards
- h) Return resources to their correct location, make sure they are secure and report any faults and deficiencies
- i) Make sure you are available for operational response as required by your organisation

Working with others

- j) Show that you respect the diversity of people within your organisation and the wider community
- k) Act constructively to minimise or resolve conflict with others
- l) Support and promote your organisation's values, ethics and codes of practice
- m) Communicate with people in a way that is constructive, supportive and promotes co-operation and a positive image of your organisation
- n) Promote a safe working environment for yourself and others
- o) Respect privacy, confidentiality and encourage trust in your contact with others

FF2. Take responsibility for effective performance in fire and rescue

Outcomes of effective performance

You must be able to do the following:

Developing your own skills and knowledge

- p) Contribute constructively to your own performance reviews
 - q) Assess your own skills and knowledge and identify your development needs in relation to your job role, including working effectively with other team members
 - r) Help to develop a personal development plan that aims to improve the areas of skill and knowledge you have identified
 - s) Make sure your plan contains objectives that are specific, measurable, achievable and realistic
 - t) Take part in development activities which are consistent with your plan
 - u) Obtain feedback from relevant people and use this feedback to improve your performance
 - v) Update your personal development plan at appropriate intervals
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FF2. Take responsibility for effective performance in fire and rescue

Knowledge and understanding

You need to know and understand the following:

Health and safety

1. Hazards and risks of the workplace affecting people and the environment
2. How to apply practices that maximise the health, safety and welfare of yourself and others in the workplace
3. How to make and apply decisions based on the assessment of risk

Organisational

4. Own contractual obligations, rights of employment and limits of authority
5. The range of external regulations and requirements that impact on your work
6. Your organisation's Occupational Health policy and its application in the workplace
7. Record systems specific to your role and their uses
8. Your organisation's requirements for data protection
9. Your organisation's objectives, systems of work and working practices
10. Anti-discrimination and equal opportunities policies and procedures
11. Your organisation's procedures for performance review and development

Personal and Interpersonal

12. How to communicate clearly and effectively with the range of people involved
13. How to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
14. Lines and methods of communication/reporting in the workplace
15. Roles, responsibilities and limits of authority of self, others and other agencies in the workplace
16. How to maintain your own performance standards including health and physical fitness
17. How to make positive contributions to effective teamwork
18. How to promote a culture that positively supports organisational policies on equality and fairness
19. Role requirements and expected standards of performance
20. The situations, behaviour and interactions between people that may cause conflict and how to minimise conflict and the disruption at work
21. The importance of challenging unacceptable behaviour
22. How to set objectives
23. How to identify your own development needs and take action to address these

FF3. Save and preserve endangered life

Unit Summary

What is the unit about?

This unit is about you working as a team member to search for life and rescue people during fires and other incidents. The unit may cover working as an individual but will usually involve being part of a team to provide treatment to casualties.

Conducting a search for life

This covers your ability to search safely for life using the range of personal protective and rescue equipment available to you. **Examples** of situations could include within:

- a structure
- transport vehicle
- compartment(s)
- open spaces

Rescuing life involved in incidents

This covers your ability to rescue life (human or animal) safely using the range of personal protective and rescue equipment available to you. **Examples** of situations could include:

- fire
- collapsed or dangerous structures
- hazardous substances
- result of adverse weather conditions
- persons trapped in wreckage
- animal rescue

Providing treatment to casualties including Basic life support and casualty handling

This covers your ability to treat casualties, using the range of treatment and equipment available to you, within its capabilities and within your agreed level of authority, responsibility and expertise. **Examples** could include:

- within an incident environment
- approach by a casualty at an incident
- removed from an incident

Supporting people involved in an operational incident

This covers your ability to provide both physical and emotional support to people directly and indirectly involved in an operational incident. This will include:

- reassuring and comforting people,
- maintaining security at the scene of an incident and
- protecting their privacy and dignity
- liaising with other agencies

Who is the unit for?

The unit is recommended for fire-fighters.

FF3. Save and preserve endangered life

Outcomes of effective performance

You must be able to do the following:

Conducting a search for life

- a) Confirm what you have to do with the relevant people and keep them updated on progress
- b) Make best use of your equipment, safely and within its limitations, to carry out the search and deal with known and anticipated risks
- c) Conduct the search within your designated area
- d) When searching, take account of all factors that influence the end results

Rescuing life involved in incidents

- e) Administer aid to minimise further injury and suffering
- f) Make best use of your equipment, safely and within its limitations, to carry out the rescue
- g) Help to take casualties to a place of safety
- h) When deceased are located, report to the relevant people and ensure the remains are protected from further harm

Providing treatment to casualties

- i) Prioritise casualties according to their signs and symptoms
- j) Give treatment to support the stabilisation of casualties' condition
- k) Make best use of your equipment, safely and within its limitations, to provide treatment
- l) Monitor casualties' condition until appropriate agencies take over
- m) Reassure casualties in a calm and considerate way
- n) Give clear information to relevant people on your actions and any treatment casualties have received

Supporting people involved in an operational incident

- o) Support people in a controlled, considerate and compassionate way
- p) Restrict other people's view of the incident where necessary
- q) Report anything which may adversely affect people's safety to the relevant person

In general

- r) Operate safely within your agreed level of authority and responsibility
- s) Use and adhere to ongoing risk assessment to minimise risk to yourself and others
- t) Inform relevant people about factors involving the safety of others

FF3. Save and preserve endangered life

Outcomes of effective performance

You must be able to do the following:

- u) Communicate with people and agencies in a way that is:
 - supportive
 - constructive
 - positive
 - timely
- v) Complete records and make sure they are in the agreed format, accurate, legible and available to authorised people

FF3. Save and preserve endangered life

Knowledge and understanding

You need to know and understand the following:

Health and Safety

1. Hazards and risks of the workplace affecting people and the environment in relation to search, rescue and casualty care operations
2. How to make and apply decisions based on the assessment of risk in the case of search, rescue and casualty care operations
3. How to apply practices that maximise the health, safety and welfare of yourself and others during search, rescue and casualty operations

Organisational

4. Fire Service or other legislation relevant to carrying out search, rescue and casualty care
5. Record systems specific to your role and their use
6. Sources and availability of information

Personal and Interpersonal

7. How to communicate clearly and effectively with the range of people involved in search, rescue and casualty care
8. How to treat colleagues and members of the public with respect and consideration, taking account of and accepting diversity
9. How to recognise and support distressed people
10. Lines and methods of communication/reporting during search, rescue and casualty care
11. Roles, responsibilities and limits of authority of yourself, others and other agencies during the course of search, rescue and casualty care operations

Technical

12. Capabilities and limitations of personal protective and operational equipment used during search, rescue and casualty care
13. How to select and use appropriate personal protective and operational equipment during search, rescue and casualty care
14. Roles and responsibilities within the incident command system
15. The types of evidence and its importance
16. How to identify and preserve evidence including fatalities
17. Relevant search procedures
18. Relevant rescue procedures
19. How to prioritise casualties
20. How and when to provide immediate medical care
21. Appropriate casualty handling techniques
22. Protocols to determine the status and removal of the deceased

FF4. Resolve fire and rescue operational incidents

Unit Summary

What is the unit about?

This unit is about resolving a range of operational incidents in a fire and rescue context. It covers:

Controlling and extinguishing fires

This is about your ability to work as a team member to respond to emergencies involving all types of fire, tackled by single and multiple crews. You will be required to use the range of personal protective equipment available to you and safely operate appropriate equipment to:

- access, control and/or extinguish fires
- minimise damage to property and the environment from the effects of fire and its extinguishment

Resolving incidents other than those involving fire or hazardous materials

This covers your ability to work as a team member to respond to emergency rescue, non-emergency or special services. **Examples** could include:

- persons trapped in vehicles, machinery etc
- lock-ins
- lock-outs
- pump-outs
- emergency provision of water
- support to other agencies

Supporting people involved in an operational incident

This covers your ability to provide both physical and emotional support to people directly and indirectly involved in an operational incident. This will include:

- reassuring and comforting people
- protecting their privacy and dignity
- maintaining security at the scene of an incident and
- liaising with other agencies

Who is the unit for?

The unit is recommended for fire-fighters.

FF4. Resolve fire and rescue operational incidents

Outcomes of effective performance

You must be able to do the following:

Controlling and extinguishing fires

- a) Confirm what you have to do with the relevant people and keep them updated
- b) Identify the extent, nature and location of the fire and report this to the relevant people as soon as you can
- c) Make best use of your resources, safely and within their limitations, to deal with the fire and its known and anticipated risks

Resolving incidents other than those involving fire or hazardous materials

- d) Confirm what you have to do with the relevant people and keep them updated
- e) Make best use of your equipment and materials safely and within their limitations to deal with the incident and its known and anticipated risks
- f) Identify the nature of the incident and report this to the relevant people as soon as you can

Supporting people involved in an operational incident

- g) Support people in a controlled, considerate and compassionate way
- h) Restrict other people's view of the incident where necessary
- i) Report anything which may adversely affect people's safety to the relevant person

In general

- j) Operate safely within your agreed level of responsibility
- k) Use and adhere to ongoing risk assessment to minimise risk to yourself and others
- l) Communicate with people and agencies in a way that is:
 - supportive
 - constructive
 - positive
 - timely
- m) Preserve evidence to meet the needs of an investigation
- n) Safeguard other people's possessions and property and inform the relevant people
- o) Return equipment and materials to the correct place, make sure they are secure and report any faults or low levels of supplies
- p) Complete records and make sure they are in the agreed format, accurate, legible and available to authorised people

FF4. Resolve fire and rescue operational incidents

Knowledge and understanding

You need to know and understand the following:

Health and Safety

1. Hazards and risks of the workplace affecting people and the environment in relation to fires and other operational incidents
2. How to make and apply decisions based on the assessment of risk in the case of fires and other operational incidents
3. How to apply practices that maximise the health, safety and welfare of yourself and others during fires and other operational incidents

Organisational

4. Fire Service or other legislation relevant to fires and other operational incidents
5. Record systems specific to your role and their use
6. Sources and availability of information

Personal and Interpersonal

7. How to communicate clearly and effectively with the range of people involved during fires and other operational incidents
8. How to treat colleagues and members of the public with respect and consideration, taking account of and accepting diversity
9. How to recognise and support distressed people
10. Lines and methods of communication/reporting during fires and other operational incidents
11. Roles, responsibilities and limits of authority of yourself, others and other agencies during fires and other operational incidents

Technical

12. Capabilities and limitations of personal protective and operational equipment used in fires and other operational incidents
13. How to select and use personal protective and operational equipment appropriate to the type of fire and operational incident
14. Roles and responsibilities within the incident command system
15. The types of evidence and its importance
16. How to identify and preserve evidence
17. Methods of controlling and extinguishing fires
18. Causes, effects and behaviour of fire
19. The methods employed to gain access, effect entry and maintain egress
20. The importance of limiting damage to property and the environment

FF5. Protect the environment from the effects of hazardous materials

Unit Summary

What is the unit about?

This unit is about you working as a team member to respond to emergencies involving hazardous material (i.e. any materials that potentially present a hazard to health or the environment), involving single or multiple crews. You will be required to use appropriate personal protective equipment and operate other appropriate equipment to:

- minimise damage to the environment from hazardous materials and
- decontaminate people and property

Limiting damage to the environment from hazardous materials

This covers your ability to work as a team member to respond to hazardous material incidents.

Decontaminating people and property

This covers your ability to work as a team member to decontaminate people and property involved in hazardous material incidents. **Examples** could include:

- people: casualty(ies), fire and rescue and other agencies' staff
- property: structures, transport, ground space and fire and rescue and other agencies' equipment

Supporting people involved in an operational incident

This covers your ability to provide both physical and emotional support to people directly and indirectly involved in a hazardous materials incident. This will include:

- reassuring and comforting people
- protecting their privacy and dignity
- maintaining security at the scene of an incident and
- liaising with other agencies

Who is the unit for?

The unit is recommended for fire-fighters.

FF5. Protect the environment from the effects of hazardous materials

Outcomes of effective performance

You must be able to do the following:

Minimising damage to the environment from hazardous materials

- a) Confirm what you have to do with the relevant people and keep them updated
- b) Make best use of your equipment, safely and within its limitations, to minimise effects of hazardous materials and deal with known and likely risks
- c) Report on the type, location, quantity and physical properties of the hazardous materials to the relevant people as soon as possible
- d) Avoid unnecessary harm to people, property and the environment

Decontaminating people and property

- e) Confirm what you have to do with the relevant people and keep them updated
- f) Help to set up a decontamination area for people and property
- g) Help to apply chosen decontamination methods for people and property
- h) Make best use of your equipment, safely and within its limitations, to carry out decontamination
- i) Help with the disposal and decontamination of contaminated items and materials

Supporting people involved in an operational incident

- j) Support people in a controlled, considerate and compassionate way
- k) Restrict other people's view of the incident where necessary
- l) Report anything which may adversely affect people's safety to the relevant person

In general

- m) Operate safely within your agreed level of responsibility
- n) Use and adhere to ongoing risk assessment to minimise risk to yourself and others
- o) Preserve evidence to meet the needs of an investigation
- p) Safeguard other people's possessions and property and inform the relevant people
- q) Return equipment and materials to the correct place, make sure they are secure and report any faults or low levels of supplies

FF5. Protect the environment from the effects of hazardous materials

Knowledge and understanding

You need to know and understand the following:

Health and Safety

1. Hazards and risks of the workplace affecting people and the environment in relation to hazardous materials and decontamination
2. How to make and apply decisions based on the assessment of risk in the case of hazardous materials and decontamination
3. How to apply practices that maximise the health, safety and welfare of yourself and others when dealing with hazardous materials and decontamination

Organisational

4. Fire Service or other legislation relevant to dealing with hazardous materials and decontamination
5. Record systems specific to your role and their use
6. Sources and availability of information relating to dealing with hazardous materials and decontamination

Personal and Interpersonal

7. How to communicate clearly and effectively with the range of people when dealing with hazardous materials and decontamination responses
8. How to treat colleagues and members of the public with respect and consideration, taking account of and accepting diversity
9. How to recognise and support distressed people
10. Lines and methods of communication/reporting when dealing with hazardous materials and decontamination responses
11. Roles, responsibilities and limits of authority of yourself, others and other agencies involved in dealing with hazardous materials and decontamination responses

Technical

12. Capabilities and limitations of personal protective and operational equipment used to deal with hazardous materials and decontamination
13. How to select and use personal protective and operational equipment when dealing with hazardous materials and decontamination
14. Roles and responsibilities within the incident command system
15. The types of evidence and its importance
16. How to identify and preserve evidence
17. The importance of limiting damage to property and the environment involved in the release of hazardous materials
18. How to limit damage to property and the environment
19. Methods of control and containment of hazardous materials
20. Decontamination methods and types of decontamination agents

FF6. Support the effectiveness of operational response

Unit Summary

What is the unit about?

This unit is about ensuring that the information and the resources you use for operational responses are available as required. It covers:

Collecting information on risks in your community

This is about your ability to work as an individual or a team member to collect new, or update existing, information on risks in your community. **Examples** could include:

- sites that contain hazards that need special responses: e.g. chemical, biological and radioactive
- sites that by their nature need special responses: e.g. hospitals, shipyards, zoos, airports
- risks that might lead to an incident: e.g. property that is derelict or unoccupied

Collecting information on resources in your community

This is about your ability to work as an individual or a team member to collect new, or update existing information on resources in your community. **Examples** could include:

- fixed installations
- bulk storage of fire-fighting media
- bulk storage of decontamination media
- storage of fire-fighting equipment
- water supplies and fire service access

Maintaining internal resources

This is about your ability to work as an individual or a team member to test, maintain and commission equipment on or in the following locations:

- stations, for example, spare fire-fighting and rescue equipment and internal resources
- fire and rescue vehicles, for example, fire-fighting and rescue equipment and media

Who is the unit for?

The unit is recommended for fire-fighters

FF6. Support the effectiveness of operational response

Outcomes of effective performance

You must be able to do the following:

Collecting information on risks in your community

- a) Confirm what you have to do and how you should do it
- b) Avoid risk to yourself and others
- c) Check existing information on known and possible risks to make sure it is accurate
- d) Report any changes or new risks affecting people, property and the environment to relevant people, including process risks

Collecting information on resources in your community

- e) Confirm what you have to do and how you should do it
- f) Avoid risk to yourself and others
- g) Check existing information on what resources are actually and potentially available
- h) Report any change in available resources to the relevant people
- i) Operate within your agreed level of authority and responsibility and follow the agreed procedures to make sure any defects or deficiencies are put right

Maintaining internal resources

- j) Confirm what you have to do with the relevant people and keep them updated
- k) Make best use of your equipment, safely and within its limitations, to carry out any maintenance and testing within your role
- l) Conduct routine maintenance identified within the agreed levels of your authority and responsibility
- m) Conduct routine maintenance in areas assessed as fit for purpose
- n) Conduct routine maintenance within agreed schedules so that resources are ready for operational use
- o) Leave the work area clean, tidy and ready for use
- p) Report any shortages of supplies

In general

- q) Operate safely within your agreed level of authority and responsibility
- r) Complete records and make sure they are in the agreed format, accurate, legible and available to authorised people
- s) Communicate with people in a way that is:
 - o supportive
 - o constructive
 - o positive
 - o timely
- t) Return equipment and materials to the correct place and make sure they are secure

FF6. Support the effectiveness of operational response

Knowledge and understanding

You need to know and understand the following:

Health and Safety

1. Hazards and risks within your community and their potential to affect people and the environment
2. How to identify risks and apply decisions based on the assessment of risk within your workplace and community
3. How to apply practices that maximise the health, safety and welfare of yourself and others

Organisational

4. Your organisation's policies, aims and objectives in relation to risks and resources
5. Fire Service or other legislation relevant to risks and resources
6. Record systems specific to your role and their use
7. Sources and availability of information relating to risks and resources
8. How to access, interpret and provide relevant information, including feedback

Personal and Interpersonal

9. How to communicate clearly and effectively with the range of people involved
10. How to treat colleagues and members of the public with respect and consideration, taking account of and accepting diversity
11. Lines and methods of communication/reporting in your workplace
12. Roles, responsibilities and limits of authority of yourself, others and other agencies in your workplace

Technical

13. How to interpret information of different types and from a range of sources
14. The causes and effects of hazards in your community
15. Your community, - its people, risks, geography and topography
16. The provision of appropriate safety arrangements and how to access them
17. The capabilities and limitations of personal and operational equipment
18. The availability and access to internal and external resources and support
19. How to test and maintain internal resources within the limitations of your role
20. The requirements for the availability, operational readiness and response of human and physical resources

FF7. Support the development of colleagues in fire and rescue

Unit Summary

What is the unit about?

This unit is about helping your colleagues to develop themselves in their job role.

Scope of the Unit

This unit covers the following types of learning resources:

- workplace equipment
- supporting information

Who is the unit for?

The unit is recommended for fire-fighters and control room staff.

FF7. Support the development of colleagues in fire and rescue

Outcomes of effective performance

You must be able to do the following:

Communicating your skills and knowledge with colleagues

- a) Confirm with relevant people the skills and knowledge that colleagues need to acquire
- b) Make available the necessary learning resources to your colleagues
- c) Base your information and support on up-to-date operational systems
- d) Provide information and support to your colleagues within your own level of competence
- e) Confirm your colleagues have understood the information and support you have provided
- f) Encourage your colleagues to give feedback to improve your own performance
- g) Return all the learning resources you have used to the correct location
- h) Confirm the results of what you have done to relevant people

Supporting the development of colleagues

- i) Encourage colleagues to ask for help and support on work-related issues
- j) Provide feedback to colleagues on their performance at appropriate times, and give them support when needed
- k) Promote your organisation's values, ethics and codes of practice to colleagues
- l) Encourage self-development and independent decision making

In General

- m) Show that you accept and respect the diversity of the people within your organisation with whom you work
- n) Ask relevant people for advice when you have problems that are outside your area of competence or authority
- o) Support and encourage colleagues to ensure the acceptable level of risk is not exceeded
- p) Support effective working relationships with colleagues
- q) Provide support in a manner, level and pace appropriate to your colleagues' needs
- r) Update records in agreed format and make available to authorised people

FF7. Support the development of colleagues in fire and rescue

Knowledge and understanding

You need to know and understand the following:

Health and safety

1. Hazards and risks of the workplace affecting people and the environment
2. How to safely apply practices that maximise the health, safety and welfare of yourself and others in the workplace
3. How to make and apply decisions based on the assessment of risk

Organisational

4. How to access relevant information
5. How to interpret and provide relevant information, including feedback

Personal and Interpersonal

6. How to communicate clearly and effectively with the range of people involved
7. How to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
8. How to present information to individuals and groups
9. Lines and methods of communication/reporting in the workplace
10. Roles, responsibilities and limits of authority of self, others and other agencies in the workplace
11. How to select and use feedback techniques
12. How to involve and motivate people
13. The impact of providing incorrect or inappropriate information
14. Methods of providing support and development to others
15. Role requirements and expected standards of performance
16. How to recognise achievements and acknowledge success

Training and Development

17. How to identify when a colleague needs training support
18. How to facilitate learning
19. How to assess own performance against agreed standards

FF8. Contribute to fire safety solutions to minimise risks to your community

Unit Summary

What is the unit about?

This unit is about undertaking an inspection of premises within your area of responsibility. It covers:

Inspecting premises to minimise risks to people, property and the environment

This is about your ability to work within your competence and authority as individual or in a team inspecting premises to set criteria.

Reporting on issues arising at inspection

This is about your ability to work within your competence and authority as an individual or in a team to report on an inspection with regard to:

- A satisfactory outcome or
- Problems relating to an inspection.

Examples of the latter could include:

- Changes to the premises in terms of ownership, use, and storage
- Failure to comply with requirements
- Changes that conflict with the requirements for use
- Conditions/situations that are the responsibility of another authority e.g. occupier being at risk due to age or infirmity, storage of goods/resources that are subject to control by another body, threats by occupiers/owners to self or others

Who is the unit for?

The unit is recommended for fire-fighters

FF8. Contribute to fire safety solutions to minimise risks to your community

Outcomes of effective performance

You must be able to do the following:

Inspecting premises to minimise risks to people, property and the environment

- a) Confirm that you have the competence and authority to carry out the type and scope of inspection
- b) Prepare your inspection plan based on all available information
- c) Confirm the date, time and detail of the inspection with relevant people
- d) Relate to people in a way that promotes:
 - o goodwill
 - o understanding
 - o co-operation
 - o the image of yourself and your service
- e) Minimise and, where possible, deal with any risks presented by the occupier or by the conditions within the premises
- f) Communicate with people within the limits of your authority and avoid giving confidential information to unauthorised people

Reporting on issues arising at inspection

- g) Confirm your inspection findings with relevant people
- h) Promptly refer any matters beyond your level of competence to relevant people
- i) Report what you have done and any further action that needs to be taken within timescales for completion
- j) Follow up on action that needs to be taken within agreed timescales and report any inadequate response or non-compliance to the relevant people
- k) Report any risks outside the scope of your inspection to relevant people with a degree of urgency appropriate to the situation
- l) Complete records and make sure they are:
 - o in the agreed format
 - o accurate
 - o legible
 - o available to authorised people

FF8. Contribute to fire safety solutions to minimise risks to your community

Knowledge and understanding

You need to know and understand the following:

Health and Safety

1. Hazards and risks of the workplace affecting people and the environment when carrying out inspections
2. How to make and apply decisions based on the assessment of risk in relation to the premise and your inspection
3. How to apply practices that maximise the health, safety and welfare of yourself and others when carrying out inspections

Organisational

4. The range of external regulations and requirements relevant to inspections that impact on your work
5. How to plan and prioritise work, including time management
6. Legislation, policy and procedures relating to inspections and determining solutions
7. Sources and availability of information needed for inspections
8. The methods and principles of writing inspection reports
9. Record systems relevant to inspections specific to your role and how to use them

Personal and Interpersonal

10. How to communicate clearly and effectively with the range of people involved in inspections
11. How to treat colleagues and members of the public with respect and consideration, taking account of and accepting diversity
12. Lines and methods of communication/reporting in your organisation
13. Roles, responsibilities and limits of authority of yourself, others and other agencies in relation to inspections

Technical

14. How to interpret information of different types and from a range of sources relating to inspections
15. Building construction and design principles, including the role of active and passive fire protection systems
16. The causes, effects and behaviour of fire
17. The importance of maintaining means of escape
18. The storage of resources and hazardous materials in premises
19. How to identify and provide appropriate safety advice

FF9. Drive, manoeuvre and re-deploy fire and rescue vehicles

Unit Summary

What is the unit about?

This unit is about driving a fire and rescue vehicle safely to and from an incident – for example, a fire – following the most effective route. The unit also covers siting the vehicle safely and securely at incidents and then taking the vehicle to its next required position.

Scope of the Unit

This unit covers the following types of incidents:

- any requiring an emergency response
- any requiring the relocation of resources

and the following types of regulations and guidelines:

- Road Traffic Law
- Civil Law (Duty of Care)
- Health and Safety Law
- Highway Code
- Legal Exemptions
- 'Roadcraft'

Who is the unit for?

The unit is recommended for fire-fighters and control room staff.

FF9. Drive, manoeuvre and redeploy fire and rescue vehicles

Outcomes of effective performance

You must be able to do the following:

Driving vehicles to incidents

- a) Check the vehicle to make sure it is ready for an emergency response
- b) Plan your route, taking account of the nature of the incident and local conditions
- c) Make the journey in the shortest time whilst minimising risks to life, property and the environment
- d) Comply with all relevant regulations and guidelines
- e) Treat colleagues and members of the public in a way that promotes a positive image of yourself and your organisation
- f) Drive the vehicle safely within its capabilities and your own limitations
- g) Use warning devices only when they are appropriate to the situation
- h) Continuously assess driving conditions and modify your driving to minimise risk to yourself, colleagues and members of the public

Manoeuvring, siting and redeploying vehicles

- i) Manoeuvre and site the vehicle in the best position whilst avoiding undue risk to the vehicle, yourself and others
- j) Make sure that the siting and positioning of the vehicle does not interfere with access and operations
- k) Disengage any unnecessary systems and devices, taking account of the needs of the situation, local conditions and the security of the vehicle
- l) Manoeuvre the vehicle on departure in accordance with local traffic management schemes, regulations and requirements
- m) Make sure you and the vehicle are ready for the next operation on completion of incident duties

In General

- n) Communicate with people in a way that encourages understanding, goodwill, and co-operation and promotes a positive image of yourself and your organisation
- o) Report any vehicle damage, defects and deficiencies to the relevant person within specified timescales
- p) Make sure your records are in the agreed format, accurate, complete, legible and available to authorised users

FF9. Drive, manoeuvre and redeploy fire and rescue vehicles

Knowledge and understanding

You need to know and understand the following:

Health and safety

1. Hazards and risks of the workplace affecting people and the environment
2. How to apply practices that maximise the health, safety and welfare of yourself and others in the workplace
3. How to make and apply decisions based on the assessment of risk

Organisational

4. Relevant fire, rescue and other legislation
5. Record systems and their uses

Personal and Interpersonal

6. How to communicate clearly and effectively with the range of people involved
7. How to treat colleagues and members of the public with respect and consideration, taking account of, and accepting, diversity
8. Lines and methods of communication/reporting in the workplace
9. Roles, responsibilities and limits of authority of self, others and other agencies in the workplace

Technical

10. Dimensions, weight limits and capabilities of fire and rescue vehicles
11. How and when to apply exemptions from the Road Traffic Act
12. How and when to use vehicle warning devices and systems
13. The requirements for availability and operational readiness of resources
14. How to apply defensive driving techniques when driving to incidents
15. How to report accidents, damage and defects involving fire and rescue vehicles
16. How to ensure that equipment is securely stowed
17. How to undertake routine maintenance of vehicles
18. The capabilities and limitations of operational equipment
19. How to site and operate appliances

APPENDIX B

Unit	Use of simulation
FF1: Inform and educate your community to improve awareness of safety matters	Simulation is not acceptable for this unit. Assessment should be conducted on several occasions, over time, to ensure demonstration of consistency of competence against the specified standards.
FF2: Take responsibility for effective performance in fire and rescue	Simulation is not acceptable for this unit. Assessment should be conducted on several occasions, over time, to ensure demonstration of consistency of competence against the specified standards.
FF3: Save and preserve endangered life	Simulation is acceptable for this unit, in the absence of opportunity for demonstration of competence through actual work performance. Assessment should be conducted on several occasions, over time, to ensure demonstration of consistency of competence against the specified standards.
FF4: Resolve fire and rescue operational incidents	Simulation is acceptable for this unit in the absence of opportunity for demonstration of competence through actual work performance. Assessment should be conducted on several occasions, over time, to ensure demonstration of consistency of competence against the specified standards.
FF5: Protect the environment from the effect of hazardous materials	Simulation is acceptable for this unit in the absence of opportunity for demonstration of competence through actual work performance. Assessment should be conducted on several occasions, over time, to ensure demonstration of consistency of competence against the specified standards.
FF6: Support the effectiveness of operational response	Simulation is not acceptable for this unit. Assessment should be conducted on several occasions, over time, to ensure demonstration of consistency of competence against the specified standards.
FF7: Support the development of colleagues in fire and rescue	Simulation is not acceptable for this unit. Assessment should be conducted on several occasions, over time, to ensure demonstration of consistency of competence against the specified standards.
FF8: Contribute to fire safety solutions to minimise risks to your community	Simulation is not acceptable for this unit. Assessment should be conducted on several occasions, over time, to ensure demonstration of consistency of competence against the specified standards.
FF9: Drive, manoeuvre and re-deploy fire service vehicles	Simulation is not acceptable for this unit. Assessment should be conducted on several occasions, over time, to ensure demonstration of consistency of competence against the specified standards.