



National  
Operational  
Guidance

# Training specification

## Major incidents



**NFCC**  
Fire Central  
Programme Office

Developed and maintained by the NFCC

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## Hazard - Civil Emergencies

### Knowledge and understanding

#### Hazard

Civil Emergencies

#### Learning outcome

Understand all associated hazard knowledge



## Control measure - Carry out civil protection duties relating to legislation and national guidance

### TRAINING SPECIFICATION

#### Knowledge and understanding

#### Control measure element

Civil protection duties relating to legislation and national guidance

#### Learning outcome

Understand the legal responsibilities and duties relating to civil protection:

- Fire and rescue service legislation
- Civil Contingencies Act 2004
- Emergency preparedness
- Emergency response and recovery

#### Practical application



**Control measure element**

**Learning outcome**

Carry out civil protection duties relating to legislation and national guidance

- The operational implementation of civil protection duties in accordance with legislation and national guidance:
  - Risk assessment
  - Business continuity management (BCM)
  - Emergency planning
  - Maintaining public awareness and arrangements to warn, inform and advise the public
  - Co-operation
  - Information sharing



## Hazard - Overwhelmed/overloaded communications systems

**Knowledge and understanding**

**Hazard**

**Learning outcome**

Overwhelmed/overloaded communications systems

Understand all associated hazard knowledge



## Control measure - Manage congestion of radio communications on the incident ground

**TRAINING SPECIFICATION**

**Knowledge and understanding**



**Control measure element**

**Learning outcome**

Manage congestion of radio communications on the incident ground

- The systems and channels used for inter-intraoperable communication
- The role of the operational communications advisers
- The purpose of the network monitoring centre (NMC)
- The use of and access to multi-agency talk groups

**Practical application**

**Control measure element**

**Learning outcome**

Manage congestion of radio communications on the incident ground

- The use of standard communication protocols
- The ability to develop effective solutions to communication problems using the assistance of an operational communications adviser



## Hazard - Ineffective multi-agency working

**Knowledge and understanding**

**Hazard**

**Learning outcome**

Ineffective multi-agency working

Understand all associated hazard knowledge



## Control measure - Multi-agency co-location

**TRAINING SPECIFICATION**



## Knowledge and understanding

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### Control measure element

### Learning outcome

Multi-agency co-location

- The purpose and benefits of multi-agency co-location
- The process and systems used to implement multi-agency co-location

## Practical application

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### Control measure element

### Learning outcome

Multi-agency co-location

- The ability to lead the co-location of emergency responders in accordance with JESIP
- Liaison with tactical commanders at the co-location point and gathering appropriate information to inform decisions



# Control measure - Multi-agency communication

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## TRAINING SPECIFICATION

## Knowledge and understanding

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### Control measure element

### Learning outcome

Multi-agency communication

- The purpose and benefits of multi-agency communication
- The process and systems used to implement multi-agency communication

## Practical application



**Control measure element**

**Learning outcome**

Implement appropriate systems to ensure effective communication between the responding multi-agencies

- Exchange reliable and accurate information about hazards, risks and threats
  - Communicate clearly using plain English
  - Ensure information shared is free from acronyms and other potential sources of confusion
  - Use multi-agency briefings to gain an understanding of the capabilities of other responding agencies
  - Ensure information shared is understood and agreed by all involved in the response
- See National Operational Guidance, training specification: Incident command - [Clearly defined command roles and responsibilities, incorporating multi-agency arrangements](#)



## Control measure - Multi-agency co-ordination

### TRAINING SPECIFICATION

#### Knowledge and understanding

**Control measure element**

**Learning outcome**

Multi-agency co-ordination

- The purpose and benefits of multi-agency co-ordination
- The process and systems used to implement multi-agency co-ordination

#### Practical application



**Control measure element**

**Learning outcome**

Co-ordinate multi-agency response

- Chair/attend co-ordinating meetings
- Schedule regular co-ordinating meetings and ensure they take place as intended

## Control measure - Joint understanding of risk

### TRAINING SPECIFICATION

#### Knowledge and understanding

**Control measure element**

**Learning outcome**

Joint understanding of risk from responding agencies

- The purpose and benefits of multi-agency joint understanding of risk
- The process and systems used to ensure multi-agency joint understanding of risk

#### Practical application

**Control measure element**

**Learning outcome**

Ensure joint understanding of risk from responding agencies

- As tactical incident commander, complete an appropriate dynamic risk assessment and share the outcomes with other responding agencies
- Develop a shared risk assessment with other responding agencies



## Control measure - Shared situational awareness



## TRAINING SPECIFICATION

### Knowledge and understanding

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#### Control measure element

Shared situational awareness of all responding agencies

#### Learning outcome

- The purpose and benefits of multi-agency shared situational awareness
- The process and systems used to ensure multi-agency shared situational awareness

### Practical application

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#### Control measure element

Share situational awareness with all responding agencies

#### Learning outcome

- The ability to ascertain the priorities of all responding agencies and collate this information into strategic plans
- The effective use of the M/ETHANE message structure



## Hazard - Ineffective strategic response arrangements to support major incidents

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### Knowledge and understanding

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#### Hazard

Ineffective strategic response arrangements to support major incidents

#### Learning outcome

Understand all associated hazard knowledge



## Control measure - Local emergency planning group arrangements

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## TRAINING SPECIFICATION

### Knowledge and understanding

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#### Control measure element

Local emergency planning group arrangements

#### Learning outcome

- The legislative requirements regarding multi-agency arrangements for the strategic co-ordination of major incidents
- The local arrangements regarding emergency planning for major incidents

### Practical application

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#### Control measure element

Use effective local emergency planning group arrangements - TS - MIN

#### Learning outcome

- As tactical incident commander demonstrate the ability to:
- Access the appropriate level and type of support from strategic commanders at major incidents
  - Share situational awareness with tactical and strategic commanders to inform a Common Operating Picture (COP)
- As strategic incident commander demonstrate the ability to:
- Work with tactical incident commanders and other members at the co-ordinating group to develop a Common Operating Picture (COP) and joint understanding of risk



## Control measure - Strategic co-ordinating groups

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## TRAINING SPECIFICATION



## Knowledge and understanding

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### Control measure element

Strategic co-ordinating groups and regional resilience partnerships

### Learning outcome

- The purpose and benefits of strategic level co-ordinating groups and regional resilience partnerships
- The process and systems used to instigate strategic level co-ordinating groups and regional resilience partnerships

## Practical application

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### Control measure element

Use strategic co-ordinating groups and regional resilience partnerships

### Learning outcome

- As tactical incident commander demonstrate the ability to:
- Carry out delegated actions to deliver co-ordinating groups' objectives
- As strategic incident commander demonstrate the ability to:
- Delegate appropriate actions to tactical incident commanders to deliver co-ordinating groups' objectives
  - Ensure that tactical commanders both remote and on-scene are familiar with co-ordinating group establishment and ways of working, and that they can support the establishment and continuation of a co-ordinating group for as long as is necessary
  - Ensure that tactical commanders who are sent to a co-ordinating group have an appropriate level of authority to make decisions on behalf of their organisation



## Control measure - Tactical co-ordinating groups

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## TRAINING SPECIFICATION



## Knowledge and understanding

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### Control measure element

Tactical co-ordinating groups and local resilience partnerships

### Learning outcome

- The purpose and benefits of tactical level co-ordinating groups and local resilience partnerships
- The process and systems used to instigate tactical level co-ordinating groups and local resilience partnerships

## Practical application

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### Control measure element

Use tactical co-ordinating groups and tactical resilience partnerships

### Learning outcome

As tactical incident commander demonstrate the ability to:

- Assess significant risks and use this to inform tasking of operational commanders
- Determine priorities for allocating available resources
- Plan and co-ordinate how and when tasks will be undertaken
- Obtain additional resources if required
- Establish effective communications with both on-scene commanders and any strategic level co-ordinating group



## Control measure - Additional resources: Major incidents

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## TRAINING SPECIFICATION

### Knowledge and understanding



**Control measure element**

**Learning outcome**

Additional resources: Major incidents

- The local scalable arrangements and systems used to manage large/protracted incidents
- The local resources and roles used for the management of major incidents

**Practical application**

**Control measure element**

**Learning outcome**

Use additional resources: Major incidents

- As tactical incident commander demonstrate the ability to:
- Implement the type and level of support of that an ongoing major incident should receive, and how the structural arrangements will work
  - Plan ahead at the incident to predict and request resource requirements as far in advance as practicable
  - Establish clear lines of communication with all the relevant pieces of the operational support parties that are in place to assist them
- As strategic incident commander demonstrate the ability to:
- Ensure that the appropriate scale of command support arrangements is instigated
  - Establish the use of a major incident room or support cell to provide additional support to fire control, and strategic, tactical and operational commanders
  - Ensure that sufficient resources are available following consultation of risk management plans



## Hazard - Major resource requirements

**Knowledge and understanding**



**Hazard**

**Learning outcome**

Major resource requirements

Understand all associated hazard knowledge



**Control measure - National Coordination and Advisory Framework (NCAF) and mutual aid arrangements**

**TRAINING SPECIFICATION**

**Knowledge and understanding**

**Control measure element**

**Learning outcome**

National Coordination and Advisory Framework (NCAF) and mutual aid arrangements

- The purpose and benefits of National Coordination and Advisory Framework (NCAF) and mutual aid arrangements
- The process and systems used to instigate National Co-ordination and Advisory Framework (NCAF) and mutual aid arrangements

**Practical application**

**Control measure element**

**Learning outcome**

Use the National Coordination and Advisory Framework (NCAF) and mutual aid arrangements to manage major incidents

- Seek appropriate advice from tactical advisers to establish resource requirements
- Implement the NCAF arrangements and make arrangements for multi-agency response and the use of national assets
- Identify and agree the establishment of multi and single agency strategic holding areas using specific functional officers



## Control measure - National Resilience Assurance Team (NRAT) and National Resilience Fire Control (NRFC)

### TRAINING SPECIFICATION

#### Knowledge and understanding

##### Control measure element

National Resilience Assurance Team (NRAT) and National Resilience Fire Control (NRFC)

##### Learning outcome

- The purpose and benefits of National Resilience Assurance Team (NRAT) and National Resilience Fire Control (NRFC)
- The process and systems used to instigate National Resilience Assurance Team (NRAT) and National Resilience Fire Control (NRFC)

#### Practical application

##### Control measure element

Consult National Resilience Assurance Team (NRAT) and National Resilience Fire Control (NRFC)

##### Learning outcome

- Provide the NRFC with daily electronic updates on the availability of National Assets, using the NCAF Electronic Support System (NCAF ESS)
- Establish and maintain communications with NRFC at all times
- Liaise with the NRAT duty officer
- Establish contact where necessary with National Strategic Advisory Team (NSAT)



## Control measure - Government liaison



## TRAINING SPECIFICATION

### Knowledge and understanding

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#### Control measure element

#### Learning outcome

Government liaison

- The purpose and benefits of government liaison
- The process and systems used to instigate government liaison
- The principles set out in:
  - Responding To Emergencies, The UK Central Government Response, Concept Of Operations

### Practical application

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#### Control measure element

#### Learning outcome

Liaise with government liaison officers

- Liaise with government liaison officers to:
  - Share relevant and timely information with central government
  - Establish priorities and provide advice to COBR when required
  - Request deployment of additional resources where appropriate



## Hazard - Public awareness

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### Knowledge and understanding

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#### Hazard

#### Learning outcome

Public awareness

Understand all associated hazard knowledge



## Control measure - Warn, inform, instruct and





# update people: Major incidents

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## TRAINING SPECIFICATION

### Knowledge and understanding

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Control measure element	Learning outcome
Warn, inform, instruct and update people: Major incidents	<ul style="list-style-type: none"><li>• The process and systems used to warn, inform, instruct and update people during a major incident</li><li>• The support mechanisms available via government to warn, inform, instruct and update people during major incidents</li></ul> See National Operational Guidance, training specification: Operations - <a href="#">Warn, inform, instruct and update people</a>



### Practical application



**Control measure  
element**

**Learning outcome**

Warn, inform, instruct  
and update people:  
Major incidents

- Agree the identity of lead responders to warn, inform and advise the public on those scenarios which can reasonably be anticipated
  - Agree and implement joint working procedures and allocation of responsibilities in support of the lead responder for warning, informing and advising
  - Agree the trigger points for the handover of the lead responsibility for warning, informing and advising from one responder body to another and the procedures to achieve this
  - Agree how services or products for warning, informing and advising (e.g. equipment for media centres) will be sourced
  - As appropriate, agree with local companies and organisations the circumstances in which their facilities or resources (e.g. premises, call centres), may be made available to the responder bodies, to help deliver advice and information to the public during an emergency
- See National Operational Guidance, training specification:  
Operations - [Warn, inform, instruct and update people](#)



## Control measure - Media Liaison Officer (MLO)

### TRAINING SPECIFICATION

#### Knowledge and understanding

**Control measure element**

**Learning outcome**

Media Liaison Officer (MLO)

- The role and responsibilities of the Media Liaison Officer (MLO)
- How the Media Liaison Officer (MLO) can be of benefit to the incident commander

#### Practical application



**Control measure element**

**Learning outcome**

Use media liaison officers (MLO)

- Recognise the requirement for media liaison
- Brief media liaison officers (MLO)
- Liaise with media liaison officers (MLO) and strategic commanders on co-ordinating media interaction



## Hazard - Multiple casualties

**Knowledge and understanding**

**Hazard**

**Learning outcome**

Multiple casualties

Understand all associated hazard knowledge



## Control measure - Plan reception centres

### TRAINING SPECIFICATION

**Knowledge and understanding**

**Control measure element**

**Learning outcome**

Reception centres

Understand:

- The behaviours of people post incident
- The arrangements for establishing reception centres
- The agencies who can provide additional specialist assistance

**Practical application**



**Control measure element**

**Learning outcome**

Use reception centres to cater for the needs of people at an emergency incident

Demonstrate the ability to:

- Identify the requirement to set up a reception centre for an incident
- Instigate service protocol for establishing a reception centre
- Communicate and support partner agencies to set up and maintain a reception centre



**Control measure - Establish a triage sieve (adult and paediatric)**

**TRAINING SPECIFICATION**

**Knowledge and understanding**

**Control measure element**

**Learning outcome**

Establish a triage sieve (adult and paediatric)

Understand:

- The benefits of carrying out a triage sieve
- How the triage sieve will be implemented and managed throughout the incident
- The actions to be carried out during a triage sieve

**Practical application**

**Control measure element**

**Learning outcome**

Establish a triage sieve (adult and paediatric)

Demonstrate the ability to:

- Identify casualties requiring medical attention and instigate a triage sieve
- Apply appropriate procedures to record and communicate relevant information to medical responders



## Control measure - Mass casualty and fatality plans

### TRAINING SPECIFICATION

#### Knowledge and understanding

Control measure element	Learning outcome
Mass casualty and fatality plans	<ul style="list-style-type: none"> <li>• The purpose and benefits of mass casualty and fatality plans</li> <li>• The term 'mass casualties'</li> <li>• The information on which mass casualty and fatality plans are based</li> <li>• The contents to be included within the casualty management plan</li> <li>• The process of inclusion for the casualty management plan within the joint decision making process and briefings</li> </ul>

#### Practical application

Control measure element	Learning outcome
Use and/or develop mass casualty and fatality plans	<ul style="list-style-type: none"> <li>• Jointly agree casualty management plans with other relevant agencies, taking account of the tactical options available</li> <li>• Communicate hazards identified in the inner cordon or hazard zone as part of the process</li> <li>• Support other on-scene commanders with the nomination of casualty collection point (CCP) and casualty clearing station (CCS) locations</li> <li>• Communicate the casualty management plan to other relevant personnel</li> </ul>





# Control measure - Use casualty transport equipment

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## TRAINING SPECIFICATION

### Knowledge and understanding

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Control measure element	Learning outcome
Use casualty transport equipment	Understand: <ul style="list-style-type: none"><li>• How to use casualty transport equipment</li><li>• The techniques used to transport casualties when utilising transport equipment</li><li>• How to request casualty transport resources from other organisations</li></ul>



### Practical application

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Control measure element	Learning outcome
Use casualty transport equipment	Demonstrate the ability to: <ul style="list-style-type: none"><li>• Assess the need for other agencies or specialist equipment to transport casualties</li><li>• Use appropriate procedures and equipment to transport casualties</li></ul>