



National  
Operational  
Guidance

## Hazard

**Failing to effectively exchange  
information with other agencies**



**NFCC**  
Fire Central  
Programme Office

Developed and maintained by the NFCC

---



## Contents

Hazard - Failing to effectively exchange information with other agencies .....	3
<i>Control measure - Communication to support intraoperability and interoperability .....</i>	<i>3</i>



## Hazard - Failing to effectively exchange information with other agencies

### Knowledge and understanding

#### Hazard

Failing to effectively exchange information with other agencies

#### Learning outcome

Understand all associated hazard knowledge



## Control measure - Communication to support intraoperability and interoperability

### TRAINING SPECIFICATION

### Knowledge and understanding

#### Control measure element

#### Learning outcome

Intraoperability and interoperability arrangements

Understand:

- The importance of sharing operational risk information
- The importance of having an integrated operational response
- The JESIP Joint Doctrine

Exchanging information

Understand:

- The importance of using information that is clear, concise and readily understood by all parties

### Practical application



---

**Control measure element**

**Learning outcome**

Use compatible terminology, abbreviations, communication systems and risk information, as agreed by their service, when working with other fire and rescue services

Use common terms and symbols, as agreed by their service, with other agencies, Category 1 and Category 2 responders

If there is a lack of common understanding, use plain language to communicate information

Demonstrate the following at an incident:

- Ensuring the language used supports intraoperability

Demonstrate the following at an incident:

- Ensuring the language used supports interoperability

Demonstrate the following at an incident:

- Avoiding the use of terminology and language that may not be understood by others