



National  
Operational  
Guidance

## Hazard

**Inability to store and retrieve call and  
incident data**



**NFCC**  
Fire Central  
Programme Office

Developed and maintained by the NFCC

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## Hazard - Inability to store and retrieve call and incident data

### Knowledge and understanding

#### Hazard

Inability to store and retrieve call and incident data

#### Learning outcome

Understand all associated hazard knowledge



## Control measure - Capture call and incident data

### TRAINING SPECIFICATION

#### Knowledge and understanding

#### Control measure element

#### Learning outcome

Call details

Understand:

- The rationale for capturing call details relating to incidents

Instant playback recording

Understand:

- How the function for recording information works

Archive recording

Understand:

- How the archive system can be searched and used

Mobilising and communication systems

Understand:

- What information is held in incident logs

#### Practical application



**Control measure element**

**Learning outcome**

Effectively use the systems provided to store and retrieve call, data and other information relating to an incident

Fire control personnel: Demonstrate the ability to:  
Use the, systems provided to store and retrieve call, data and other information relating to incidents



## Control measure - Follow the standard message process

### TRAINING SPECIFICATION

#### Knowledge and understanding

**Control measure element**

**Learning outcome**

The standard message process

Understand:

- The benefits of using standard message templates
- The benefit of capturing call signs or the incident commander's name against each message
- The standard message process
- The structure of standard messages
- How standard messages are transmitted
- The impact that mobilisation messages may have on responding personnel

Messages or information exchanged with other agencies

Understand:

- The guidance provide in the JESIP Joint Doctrine

#### Practical application



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**Control measure element**

**Learning outcome**

Use the message formats provided when recording information

Fire control personnel: Demonstrate the ability to:

- Use standard messages to record information

Capture call signs or names as provided by the incident ground

Fire control personnel: Demonstrate the ability to:

- Accurately capture call signs or names against each message

Consider how mobilisation messages might influence the behaviour of responding personnel, including those driving to the incident

Fire control personnel: Demonstrate the ability to:

- Use standard messages to minimise the impact that mobilisation messages may have on responding personnel

Consider providing additional or updated information in an appropriate manner to responding personnel, including those driving to the incident

Fire control personnel: Demonstrate the ability to:

- Provide responding personnel with:
  - Further relevant information
  - Changes to the incident that may influence the urgency of attendance
  - Changes to access routes

Use the message formats provided to ensure information sent to the fire control room is clear and concise

Demonstrate the ability to:

- Provide clear and concise information to the fire control room by using standard message formats

Provide a call sign or name as a prefix to any message sent to the fire control room

Demonstrate the ability to:

- Precede each message sent to the fire control room with a call sign or name