



National
Operational
Guidance

Training specification

Operations



NFCC
Fire Central
Programme Office

Developed and maintained by the NFCC



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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

Intraoperability and interoperability arrangements

Exchanging information

Learning outcome

Understand:

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

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

Demonstrate the following at an incident:
• Ensuring the language used supports intraoperability

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

Demonstrate the following at an incident:
• Ensuring the language used supports interoperability

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

Demonstrate the following at an incident:
• Avoiding the use of terminology and language that may not be understood by others



Hazard - Fire control room equipment failure

Knowledge and understanding

Hazard

Learning outcome

Fire control room equipment failure

Understand all associated hazard knowledge



Control measure - Use incident typing

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

The incident typing process

Understand:

- The benefits of using incident typing
- The process for using incident typing

Predetermined attendance

Understand:

- The benefits of predetermined attendance
- How a predetermined response can be calculated

Practical application

Control measure element

Learning outcome

Apply their fire and rescue service process to determine the correct type of incident or event

Fire control personnel: Demonstrate the ability to:

- Perform a search to identify the incident type

Use the incident type to mobilise appropriate operational resources, or when requesting National Resilience assets

Fire control personnel: Demonstrate the ability to:

- Use consistent and sound decision-making when deploying resources to incidents

Control measure - Provide resilient fire control room equipment

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Call handling equipment	<p>Understand:</p> <ul style="list-style-type: none"> • The type of equipment used in fire control rooms • What happens in the event of a failure of the call handling equipment in fire control rooms
Mobilising systems	<p>Understand:</p> <ul style="list-style-type: none"> • The main functions of a mobilising system in fire control rooms
Communications equipment	<p>Understand:</p> <ul style="list-style-type: none"> • The main functions of communications equipment in fire control rooms
Contingency arrangements	<p>Understand:</p> <ul style="list-style-type: none"> • That contingency arrangements in fire control rooms may include methods such as using: <ul style="list-style-type: none"> - Tablet - Standalone computers - Paper forms
Direct electronic incident transfer	<p>Understand:</p> <ul style="list-style-type: none"> • The systems that fire control rooms use to exchange information with: <ul style="list-style-type: none"> - Other fire control rooms - Control rooms of other agencies

Practical application

Control measure element

Learning outcome

Have an understanding of the equipment used by their fire control room, including its functions and limitations	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Liaise effectively with the fire control room: <ul style="list-style-type: none"> - During normal conditions - When there are system issues
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Control measure - Provide support for fire control room systems

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Maintenance of fire control room systems

Understand:

- The importance of maintaining hardware and software for fire control room systems
- What contractual agreements are in place for fire control room systems

Training for using fire control room systems

Understand:

- The importance of training in the use and first line maintenance of fire control room systems

Practical application

Control measure element

Learning outcome

Identify signs and symptoms of software or hardware failure, and inform the relevant support team

Fire control personnel: Demonstrate the ability to:

- Identify signs and symptoms of fire control room systems issues
- Inform the relevant support team to deal with fire control room systems issues



Control measure - Provide multiple communications bearers



TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Have business continuity arrangements in place, including multiple communications bearers

Learning outcome

Understand:

- What alternative lines of communication are available
- What the business continuity arrangements are for calls to be handled by other emergency control rooms
- What the business continuity arrangements are for mobilisation messages

Practical application

Control measure element

Have an understanding of the business continuity arrangements that are required for communications

Learning outcome

Demonstrate the ability to:

- Apply the appropriate business continuity arrangements for communication issues to and from the fire control room



Control measure - Provide a critical contact number

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Provide a critical contact number	Understand: <ul style="list-style-type: none"> • When the use of a critical contact number may be necessary
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Practical application

Control measure element

Learning outcome

Have an understanding of the critical contact number arrangements that are required for communications	Demonstrate the ability to: <ul style="list-style-type: none"> • Implement the critical contact number arrangements with other fire and rescue services, or other emergency services if necessary
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Control measure - Establish an alternative fire control facility

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Secondary control facilities	Understand: <ul style="list-style-type: none"> • The required capabilities of secondary control facilities • When secondary control facilities should be implemented
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Practical application



Control measure element

Learning outcome

Have an understanding of the alternative fire control room arrangements that are required for communications

Fire control personnel: Demonstrate the ability to:

- Implement alternative fire control room arrangements if necessary



Hazard - Delayed or inaccurate mobilising of resources

Knowledge and understanding

Hazard

Learning outcome

Delayed or inaccurate mobilising of resources

Understand all associated hazard knowledge



Control measure - Effective handling of emergency calls

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Emergency call management

Understand:

- The systems and process used to gather information from callers
- The importance of recording accurate details to support the mobilising of resources



Control measure element	Learning outcome
Salutations	<p>Understand:</p> <ul style="list-style-type: none">• How to use salutations to engage with callers, in order to effectively manage calls
Structured approach	<p>Understand:</p> <ul style="list-style-type: none">• How using a structure approach helps to gather information and reassure callers
Call challenging	<p>Understand:</p> <ul style="list-style-type: none">• How to use targeted questions to:<ul style="list-style-type: none">- Determine if details need to be amended- Assess if calls are genuine
Duplicate calls	<p>Understand:</p> <ul style="list-style-type: none">• How to use information gathering to determine whether or not a call relates to an incident for which attendance has already been mobilised• When to record information as a second incident, and what action should be taken to avoid confusion for mobilised personnel
Filtering	<p>Understand:</p> <ul style="list-style-type: none">• How to use information gathering to filter out calls that do not require fire and rescue service attendance• When it is appropriate to provide callers with advice on appropriate agencies or organisations for them to contact
Relay UK	<p>Understand:</p> <ul style="list-style-type: none">• How to handle calls from text users of the Relay UK service
Call interpreting services	<p>Understand:</p> <ul style="list-style-type: none">• Methods for handling calls from non-English speaking callers• How to contact agencies that provide interpreting services
Silent Solution calls	<p>Understand:</p> <ul style="list-style-type: none">• How to handle Silent Solution calls if misrouted to the fire control room



Practical application

Control measure element

Learning outcome

Obtain information from callers to support prompt and accurate mobilising of resources

Fire control personnel: Demonstrate the ability to:

- Use appropriate methods to engage with and gather information from callers requesting assistance

Understand how to handle calls presented via the Relay UK service

Fire control personnel: Demonstrate the ability to:

- Handle a call from a text user that is received from the Relay UK service

Identify the need for a call interpreter and request assistance from the designated agency

Fire control personnel: Demonstrate the ability to:

- Use alternative methods to communicate with non-English speaking callers
- Contact appropriate agencies if interpreting services are required

Understand the Silent Solution call process, and hand any potential Silent Solution calls over to the police force control room

Fire control personnel: Demonstrate the ability to:

- Transfer Silent Solution calls to the police force control room on an urgent basis



Control measure - Emergency call management

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Efficient emergency call management (ECM)

- Understand:
- The benefits of emergency call management
 - The three stages of the emergency call management process
 - How emergency call management helps to:
 - Evaluate the nature of calls
 - Determine the resources required
 - Make risk-based decisions by using information and professional judgement

Practical application

Control measure element

Learning outcome

Obtain information from callers using emergency call prompts, or other methods

- Fire control personnel: Demonstrate the ability to:
- Obtain the required information from callers
 - Use call prompts appropriately

Use known or acquired information and professional judgement when making risk-based decisions

- Fire control personnel: Demonstrate the ability to:
- Make risk-based decisions based on the available information and professional judgement



Control measure - Use technology to locate the caller and the incident

TRAINING SPECIFICATION



Knowledge and understanding

Control measure element

Learning outcome

Enhanced information service for emergency calls (EISEC)

Understand:

- The benefits of using EISEC
- How to apply the EISEC technology to confirm the location of callers using:
 - The billing address for landline calls
 - Cell network information for mobile phone calls

Calling line identification (CLI)

Understand:

- The benefits of being able to view the phone number of the caller

Live video streaming

Understand:

- The benefits of being able to:
 - View video footage or images received from smartphones
 - Gather GPS co-ordinates

Locating applications

Understand:

- The need to be familiar with applications callers may use that can help to provide information about their location

Practical application

Control measure element

Learning outcome

Use available technological solutions to help locate the caller and the incident

Fire control personnel: Demonstrate the ability to:

- Use technological solutions to locate the caller and the incident



Control measure - Use technology to mobilise fire and rescue service resources

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element	Learning outcome
Geographical information system (GIS)	<p>Understand:</p> <ul style="list-style-type: none"> • What information is available in the GIS being used
Automatic vehicle location systems (AVLS) (also known as automatic resource location systems (ARLS))	<p>Understand:</p> <ul style="list-style-type: none"> • Which fire and rescue service vehicles can be mobilised through the AVLS being used
Benefits of mobilising technology	<p>Understand:</p> <ul style="list-style-type: none"> • The benefits of using GIS and AVLS technology, including the ability to: <ul style="list-style-type: none"> - Confirm the location of an incident - Select deployment points - Display the location of resources - Display the availability of resources - Validate resource proposals - Inform closing-in moves - Add risk information
Dynamic risk assessments	<p>Understand:</p> <ul style="list-style-type: none"> • What factors should inform a dynamic risk assessment for each call received

Practical application



Control measure element

Learning outcome

Retrieve and mobilise the relevant resources using service systems and procedures

Fire control personnel: Demonstrate the ability to:

- Effectively use technology to mobilise fire and rescue service resources
- Consider the relevant risk information, service resilience arrangements and location of resources prior to mobilisation

Designate the location of an incident and rendezvous points (RVPs) or deployment points if appropriate

Fire control personnel: Demonstrate the ability to:

- Interrogate the GIS to determine appropriate:
 - Rendezvous points (RVPs)
 - Deployment points
 - Strategic holding areas (SHAs)

Carry out a dynamic risk assessment of each call

Fire control personnel: Demonstrate the ability to:

- Take into account the appropriate factors when carrying out dynamic risk assessments for calls received
- Appropriately deploy or redeploy resources to incidents



Control measure - Use a premises based gazetteer

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Premises based gazetteer

Understand:

- The benefits of using a premises based gazetteer

Practical application

Control measure element

Learning outcome

Fire control personnel should use the premises based gazetteer to provide relevant information to personnel or other agencies

Fire control personnel: Demonstrate the ability to:

- Gather relevant information from the premises based gazetteer
- Provide relevant information from the premises based gazetteer to personnel or other agencies

Receive or access relevant information provided by the premises-based gazetteer, and use the information when developing tactical plans

Demonstrate the ability to:

- Receive relevant information from the fire control room which has been provided by the premises-based gazetteer
- Access information provided by the premises based gazetteer if available via mobile data terminals or similar
- Appropriately use the information when developing tactical plans



Control measure - Hold contact information for specialist resources and specialist advice

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Specialist resources

Understand:

- What specialist resources may be required at an incident

Specialist advice

Understand:

- The sources for specialist advice, including:
 - A competent person
 - A subject matter expert (SME)
 - A tactical adviser (TacAd)

Maintaining contact
information

Understand:

- The importance of maintaining accurate and current contact details for people or organisations who can provide specialist resources or specialist advice

Practical application

Control measure element

Learning outcome

Contact the appropriate person or organisation when requesting specialist resources or specialist advice

Fire control personnel: Demonstrate the ability to:

- Contact the appropriate person or organisation when there is a requirement for specialist resources or specialist advice



Hazard - Inability to store and retrieve call and incident data

Knowledge and understanding

Hazard

Learning outcome

Inability to store and retrieve call and incident data

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: <ul style="list-style-type: none">• The rationale for capturing call details relating to incidents
Instant playback recording	Understand: <ul style="list-style-type: none">• How the function for recording information works
Archive recording	Understand: <ul style="list-style-type: none">• How the archive system can be searched and used
Mobilising and communication systems	Understand: <ul style="list-style-type: none">• What information is held in incident logs

Practical application



Control measure - Follow the standard message process

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element	Learning outcome
The standard message process	<p>Understand:</p> <ul style="list-style-type: none"> • 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	<p>Understand:</p> <ul style="list-style-type: none"> • The guidance provide in the JESIP Joint Doctrine

Practical application

Control measure element	Learning outcome
Use the message formats provided when recording information	<p>Fire control personnel: Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Use standard messages to record information
Capture call signs or names as provided by the incident ground	<p>Fire control personnel: Demonstrate the ability to:</p> <ul style="list-style-type: none"> • 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	<p>Fire control personnel: Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Use standard messages to minimise the impact that mobilisation messages may have on responding personnel



Control measure element

Learning outcome

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



Hazard - Calls from or about persons at risk

Knowledge and understanding

Hazard

Learning outcome

Calls from or about persons at risk

Understand all associated hazard knowledge



Control measure - Provide survival guidance

TRAINING SPECIFICATION



Knowledge and understanding

Control measure element	Learning outcome
Survival guidance for common incident types	<p>Understand:</p> <ul style="list-style-type: none"> • The benefits of using a suite of survival guidance for common incident types • The common incident types and hazards that are prevalent in the service’s area
Joint strategy for survival guidance	<p>Understand:</p> <ul style="list-style-type: none"> • The need for a joint strategy for survival guidance to be developed by the fire control room and the on-scene incident commander • The need to revise the survival guidance
Joint understanding of risk	<p>Understand:</p> <ul style="list-style-type: none"> • The need to build a joint understanding of risk for the fire control room and the on-scene incident commander • The benefits of appointing a single point of contact to co-ordinate survival guidance
Co-ordinate with other services or agencies that are receiving calls	<p>Understand:</p> <ul style="list-style-type: none"> • The need to co-ordinate the survival guidance being given by the fire control rooms and any other control rooms taking calls

Practical application

Control measure element	Learning outcome
Develop a joint strategy with the on-scene incident commander about the survival guidance to be provided to persons at risk	<p>Fire control personnel: Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Develop and maintain a joint strategy for survival guidance with the on-scene commander



Control measure element

Learning outcome

Provide survival guidance to persons at risk in line with the joint strategy

Fire control personnel: Demonstrate the ability to:

- Provide up-to-date survival guidance to callers in line with the joint strategy

Gather information from callers that may influence the survival guidance strategy, and provide updates to the on-scene incident commander

Fire control personnel: Demonstrate the ability to:

- Gather information from callers that may influence the survival guidance strategy
- Provide updates of information that may influence the survival guidance strategy to the on-scene incident commander

Develop a joint strategy with the fire control room about the survival guidance to be provided to persons at risk

Demonstrate the ability to:

- Develop and maintain a joint strategy for survival guidance with the fire control room

Be aware of the survival guidance currently being provided by the fire control room to persons at risk

Demonstrate the ability to:

- Keep informed about the survival guidance being provided by the fire control room

Revise the survival guidance strategy throughout the incident in consultation with the fire control room

Demonstrate the ability to:

- Revise the survival guidance in consultation with the fire control room

Consider appointing a single point of contact to co-ordinate survival guidance

Demonstrate the ability to:

- Recognise the need to appoint a single point of contact to co-ordinate survival guidance



Hazard - Physical and mental effects on personnel alerted to respond to an incident



Knowledge and understanding

Hazard

Physical and mental effects on personnel alerted to respond to an incident

Learning outcome

Understand all associated hazard knowledge



Control measure - Monitor the well-being of personnel

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Regulations to protect the well-being of employees

Understand:

- The relevant regulations relating to:
 - Shift working, rest periods and leave
 - Health surveillance

Regulations relating to driver hours

Understand:

- The regulations relating to driver hours that should be considered for retained duty system (on-call) personnel

Practical application

Control measure element

Adhere to service policy and procedures in relation to health, fatigue, shift working, rest periods and leave

Learning outcome

All personnel: Demonstrate the ability to:

- Adhere to service policies and procedures that relate to well-being of personnel



Control measure - Safe system of work: Being alerted to respond to an incident

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element	Learning outcome
Individual situational awareness	Understand: <ul style="list-style-type: none"> • Team safety protocol, including how to maintain individual situational awareness • The need to be vigilant for personal safety and the safety of team members • The need to be observant and able to identify and react safely to new or unexpected hazards • The importance of making appropriate decisions about how to respond to an incident, based on the information received • How physical and mental ability of personnel can be impaired by the transition from rest to response
Fire stations	Understand: <ul style="list-style-type: none"> • The impact of fire station alert systems, especially to personnel who are asleep while on call
Dress code	Understand: <ul style="list-style-type: none"> • The dress codes in place, and the rationale for compliance with them • The need for personnel to wear clothing and footwear that is appropriate to the weather and environment

Practical application



Control measure element

Learning outcome

Be aware of the need to maintain individual situational awareness

All personnel: Demonstrate the ability to:

- Consider the information received when alerted to respond to an incident
- Make appropriate decisions about how to respond to an incident
- Recognise the effect of transition from rest to response on the physical and mental ability of personnel

Follow team safety protocols

All personnel: Demonstrate the ability to:

- Follow team safety protocol, which includes maintaining individual situational awareness
- Be vigilant for personal safety and the safety of team members
- Be observant and able to identify and react safely to new or unexpected hazards

Follow dress codes

All personnel: Demonstrate the ability to:

- Follow the dress codes in place, which should be based on local risk assessments

Wear appropriate clothing and footwear having been alerted to respond to an incident

All personnel: Demonstrate the ability to:

- Wear appropriate clothing and footwear, based on an risk assessment of activity, weather and the environment



Hazard - Driving to incidents

Knowledge and understanding

Hazard

Learning outcome

Driving to incidents

Understand all associated hazard knowledge



Control measure - Comply with road safety regulations

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Legislation and regulations	Understand: <ul style="list-style-type: none"> • The relevant legislation for all road users
Exemptions from law	Understand: <ul style="list-style-type: none"> • The emergency vehicle exemptions from relevant legislation, who may use them and when • How to apply professional judgement when contravening legislation outside of exemptions

Practical application

Control measure element

Learning outcome

Encourage safe response drivers, passengers and road users	All personnel: Demonstrate the ability to: <ul style="list-style-type: none"> • Drive vehicles in accordance with: <ul style="list-style-type: none"> - Current legislation, regulations and exemptions - Service policies and procedures
Immediately report road traffic collisions in accordance with fire and rescue service policies and relevant legislation	All personnel: Demonstrate the ability to: <ul style="list-style-type: none"> • Immediately report road traffic collisions in accordance with service policy and relevant legislation

Control measure - Work-related road safety



TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Effective management of work-related road safety

Understand:

- The benefits of managing work-related road safety
- The benefits of standard messages being used for mobilisation
- The impact of fatigue and stress on road safety
- The dangers of multi-tasking while driving
- The need for all personnel to wear seatbelts while travelling

Road safety for the public

Understand:

- The benefits of educating members of the public about the actions to take when encountering emergency vehicles
- How education for members of the public could be delivered

Practical application

Control measure element

Learning outcome

Take account of the impact of fatigue, stress, working time regulations and driving time regulations when assigning drivers to incidents

Demonstrate the ability to:

- Recognise the impacts of fatigue or stress on work-related road safety
- Ensure there is adherence to working time regulations and driving time regulations when assigning drivers to incidents

Ensure that work-related driving is carried out in accordance with fire and rescue service policies

All personnel: Demonstrate the ability to:

- Ensure work-related driving adheres to service policies and procedures



Control measure element

Learning outcome

Notify the incident commander if they become unfit or unable to carry out work-related driving while attending an incident

All personnel: Demonstrate the ability to:

- Recognise why personnel may become unfit or unable to carry out work-related driving

Notify their fire and rescue service if they become unfit or unable to carry out work-related driving before attending an incident

All personnel: Demonstrate the ability to:

- Recognise why personnel may be unfit or unable to carry out work-related driving

Comply with legislation, ensure seatbelts are worn and avoid activities that could compromise their safety while travelling

All personnel: Demonstrate the ability to:

- Ensure all personnel wear seatbelts while travelling
- Ensure all personnel avoid activities that could compromise their safety while travelling



Control measure - Provide and maintain appropriate vehicles

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Plan for, provide and maintain appropriate vehicles and their associated equipment, for attending the anticipated range of operational incidents

Understand:

- The responsibilities of employers when providing work equipment
- What an employer needs to do to protect employees in the workplace
- The British Standards that relate to fire and rescue service vehicles (if relative to role)



Control measure element

Learning outcome

Technology on-board vehicles

Understand:

- The potential distraction of technology on-board vehicles

Practical application

Control measure element

Learning outcome

Ensure personally owned vehicles used in connection with fire and rescue service work conform to the appropriate legislation, regulations and standards

Demonstrate the ability to:

- Ensure personally owned vehicles being used for work purposes conform to the legislation and regulations for all road users

Use vehicles that are appropriate for the incident, in line with fire and rescue service policy

Demonstrate the ability to:

- Use vehicles that are appropriate to the incident

Ensure vehicle checks and maintenance are carried out in line with fire and rescue service policy

Demonstrate the ability to:

- Use vehicles that have been checked and maintained in line with service policies and procedures

Be aware of the potential distraction caused by the use of on-board technology

Demonstrate the ability to:

- Drive without being distracted by on-board vehicle technology



Control measure - Use local knowledge

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Use local knowledge

Understand:□

- The benefits of local knowledge when navigating to an incident
- The benefits of understanding local road networks
- The benefits of local knowledge when driving to isolated areas

Practical application

Control measure element

Learning outcome

Use local knowledge to aid navigation to an incident

Demonstrate the ability to:

- Use local knowledge to supplement the use of satellite navigation, printed maps and street maps
- Use local knowledge to anticipate the effect of the incident on approach routes
- Acquire local knowledge about local events, traffic hotspots and roads prone to flooding
- Acquire local knowledge about rural areas if applicable, including:
 - Accessibility of farm tracks
 - Types of open land
 - Sites of special scientific interest (SSSI)

Consider delegating responsibility for navigation to suitably qualified members of the team

Demonstrate the ability to:

- Allow those personnel who have the best local knowledge to assist with navigation to an incident

Confirm details of the incident with fire control rooms to assist in locating the incident

Demonstrate the ability to:

- Use the local knowledge of the fire control room to assist with navigation to an incident



Control measure - Use effective navigation

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element	Learning outcome
Maps	<p>Understand:</p> <ul style="list-style-type: none"> • The benefits of using maps, as an alternative or supplement to navigation aids
Navigation aids	<p>Understand:</p> <ul style="list-style-type: none"> • The available navigation aids and how to use them effectively
Interoperability and major or civil emergencies	<p>Understand:</p> <ul style="list-style-type: none"> • The benefits of using: <ul style="list-style-type: none"> - The civil protection common map symbology - The Mapping for Emergencies service
Ordnance Survey information	<p>Understand:</p> <ul style="list-style-type: none"> • The benefits of learning how to effectively use maps
Grid references	<p>Understand:</p> <ul style="list-style-type: none"> • Ordnance Survey grid references • How to convert the different types of grid reference
what3words	<p>Understand:</p> <ul style="list-style-type: none"> • How the what3words application works
Local features	<p>Understand:</p> <ul style="list-style-type: none"> • What local features exist that may cause delays when navigating to an incident

Practical application



Control measure element

Learning outcome

Confirm the location of the incident and respond using pre-planned routes or GIS mapping systems

Demonstrate the ability to:

- Determine the most appropriate routes to incidents
- Use the Mapping or Emergencies service if appropriate

Use topography and map reading skills to aid navigation to an incident

Demonstrate the ability to:

- Recognise symbols and scales on:
 - Service mapping systems
 - Ordnance Survey maps

Use appropriate navigation aids when locating and responding to incidents

Demonstrate the ability to:

- Use:
 - Satellite navigation systems
 - GPS devices
 - Mapping systems
 - Other available applications

Contact rail, bridge, ferry or other operators if their services and activities may affect response times

Demonstrate the ability to:

- Obtain information about local features that may cause delays when navigating to an incident
- Contact transport operators to request assistance if their services or activities may affect response times



Control measure - Closed-circuit television

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Closed-circuit television (CCTV)	<p>Understand:</p> <ul style="list-style-type: none"> • How CCTV may be used to: <ul style="list-style-type: none"> - Provide fire control rooms or personnel en route to an incident with additional information about its type, size and location - Provide personnel with information about the area near to the incident - Provide an incident commander with additional information to improve situational awareness, even if they are remote to the incident - Assist with post-incident investigation - Improve operational learning
Types and capabilities of closed-circuit television (CCTV)	<p>Understand:</p> <ul style="list-style-type: none"> • The types of CCTV systems • Typical locations of CCTV systems • The use of body worn CCTV
Recording and monitoring of closed-circuit television (CCTV)	<p>Understand:</p> <ul style="list-style-type: none"> • What services CCTV control rooms may be able to provide
Pre-planning with local CCTV system operators	<p>Understand:</p> <ul style="list-style-type: none"> • The benefits of making arrangements with local CCTV system operators during pre-incident planning

Practical application

Control measure element

Learning outcome

Consider using CCTV to gather additional information about the incident or its location, and pass relevant information to the incident commander	<p>Fire control personnel: Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Gather information about the incident or its location from CCTV sources • Pass relevant information gained from the CCTV sources to the incident commander
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Control measure element

Learning outcome

Request access to CCTV footage or to the information gathered through use of CCTV systems

Demonstrate the ability to:
• Identify sources of CCTV and request access to footage or information gathered

Consider requesting the assistance of aerial CCTV resources

Demonstrate the ability to:
• Identify the benefits and availability of aerial CCTV resources that can be requested

Consider using CCTV to assist with mobilising to the incident

Demonstrate the ability to:
• Consider using CCTV to assist with navigating or gaining access to the incident

Consider using CCTV to inform situational awareness

Demonstrate the ability to:
• Use CCTV sources to inform situational awareness

Access and secure CCTV footage for investigations

Demonstrate the ability to:
• Access and secure CCTV footage for investigations

Consider using CCTV footage to help inform operational learning

Demonstrate the ability to:
• Appropriately use gathered CCTV footage to inform operational learning



Control measure - Make a safe and controlled approach to the incident

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Safe and controlled approach to the incident	<p>Understand:</p> <ul style="list-style-type: none"> • How the service classifies emergency incidents versus non-emergency events • The importance of communication with the fire control room regarding: <ul style="list-style-type: none"> - The incident or event - Delayed or aborted travel to the incident - Safety concerns about the route - The safest routes and holding areas for attending vehicles • How the incident may affect approach routes and holding areas
Use of blue lights and audible warning devices	<p>Understand:</p> <ul style="list-style-type: none"> • When it is appropriate to use or not use blue lights and audible warning devices • Service policies or procedures on the use of blue lights and audible warning devices

Practical application

Control measure element

Learning outcome

Use an appropriate response, based on the type of incident or event	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Use the information received to inform an appropriate response • Consider if there are any safety concerns about the route being taken and consider alternative routes or actions • Select appropriate positioning of appliance considering likely, changes to weather conditions, escalation or development
Approach the vicinity of the incident cautiously and at slow speed, to minimise the risk of collisions	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Make a safe and controlled approach to the incident, especially in poor visibility



Control measure element

Learning outcome

Ensure fire and rescue service vehicles use appropriate blue lights, audible warning devices and lighting

Demonstrate the ability to:

- Use blue lights, audible warning devices and lighting in accordance with service policies and procedures
- Use blue lights, audible warning devices and lighting appropriately, with consideration to road safety and the incident type

Consider the impact of weather when determining the safest access routes

Demonstrate the ability to:

- Use information about current and predicted weather conditions to inform the safest access route to the incident

Identify the safest access routes, rendezvous points (RVPs) and marshalling areas, and communicate to all responders and the fire control room

Demonstrate the ability to:

- Identify and communicate the safest approach routes
- Identify and communicate appropriate holding areas and rendezvous points

Notify the fire control room if there could be a failed, delayed or unsafe response

Demonstrate the ability to:

- Communicate events that may affect the progress of resources to the incident



Control measure - Position fire and rescue service vehicles safely

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Position fire and rescue service vehicles safely

- Understand:
- How to minimise the risk of collisions involving fire and rescue service vehicles at incidents
 - The optimal parking positions for fire and rescue service vehicles
 - Where fire and rescue service vehicles should not be parked at incidents
 - When it may be necessary to reposition fire and rescue service vehicles

Practical application

Control measure element

Learning outcome

Apply safety measures to reduce the risk of collisions

- Demonstrate the ability to:
- Invoke speed restrictions
 - Ensure appropriate high-visibility clothing is worn
 - Appoint a traffic marshal
 - Establish a marshalling sector
 - Communicate with other emergency responders

Consider the potential effects of incident development when positioning fire and rescue service vehicles

- Demonstrate the ability to:
- Identify and communicate suitable areas for the safe positioning of fire and rescue service vehicles, taking into account the direction of the identified escape route
 - Identify and communicate areas that are unsafe for fire and rescue service vehicles
 - Use appropriate equipment and resources to implement safe parking areas for fire and rescue service vehicles

Be prepared to reposition fire and rescue service vehicles if they are at risk from the incident

- Demonstrate the ability to:
- Recognise changes in the working environment that may necessitate the repositioning of fire and rescue service vehicles



Control measure - Maintain safe access, egress and escape routes for fire and rescue service vehicles

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Access and egress for fire and rescue service vehicles

Learning outcome

Understand:☐

- The importance of maintaining safe access, egress and escape routes for fire and rescue service vehicles at all times
- How fire and rescue service vehicles may be compromised by operational activity or the development of the incident
- When it be necessary to drive fire and rescue service vehicles off-road and the safe working practices to be adopted
- The factors to be taken into account when assessing access, egress and escape routes for fire and rescue service vehicles

Practical application

Control measure element

Identify, review and communicate suitable access, egress and escape routes for fire and rescue service vehicles

Learning outcome

Demonstrate the ability to:☐

- Identify, communicate and monitor suitable access, egress and escape routes for fire and rescue service vehicles



Control measure element

Learning outcome

Mark or indicate access, egress and escape routes for fire and rescue service vehicles where possible

Demonstrate the ability to:

- Use appropriate equipment and resources to mark or delineate access, egress and escape routes for vehicles where possible

Consider the impact of the incident and operational activity on access, egress and escape routes for fire and rescue service vehicles

Demonstrate the ability to:

- Anticipate the development of incident and operational activity when implementing plans for access, egress and escape routes

Consider the impact of the transport infrastructure on safe access and egress routes for fire and rescue service vehicles

Demonstrate the ability to:

- Continually assess the area throughout the incident to ensure that fire and rescue service vehicles and personnel do not become trapped

Implement contingency plans if a fire and rescue service vehicle becomes trapped

Demonstrate the ability to:

- Implement contingency plans for emergency situations involving the access and egress of fire and rescue service vehicles

Consider using personnel on foot to assess ground conditions and identify appropriate routes if it is necessary to drive fire and rescue vehicles off-road

Demonstrate the ability to:

- Assign personnel on foot to assess ground conditions and identify appropriate routes if required



Hazard - Unable to gain access or entry

Knowledge and understanding

Hazard

Learning outcome

Unable to gain access or entry

Understand all associated hazard knowledge



Control measure - Gain access or entry

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element	Learning outcome
Causes and impact of being unable to gain access or entry	Understand: <ul style="list-style-type: none">• The common causes and impact of being unable to gain access or entry• How to determine the necessity and justification for gaining access or entry
Legal limitations for gaining access or entry	Understand: <ul style="list-style-type: none">• The legislation regarding the powers for fire and rescue service personnel gaining access or entry

Practical application

Control measure element	Learning outcome
Carry out an appropriate risk assessment to determine the need and legality for gaining access or entry by force	Demonstrate the ability to: <ul style="list-style-type: none">• Carry out an appropriate risk assessment before using force to gain access or entry• Note, and photograph if possible, any indication of criminal activity
Select the safest and simplest method for gaining access or entry by force	Demonstrate the ability to: <ul style="list-style-type: none">• Determine:<ul style="list-style-type: none">- The best point of initial entry- The safest and simplest method- The most appropriate equipment



Control measure element

Learning outcome

Implement measures to maintain access and egress during the incident

Demonstrate the ability to:

- Determine whether the initial entry point is appropriate for use during the incident, or if alternative access and egress points are required

Ensure that prioritised actions are taken to make the initial entry point safe to use, or establish an alternative access and egress point

Demonstrate the ability to:

- Make the initial entry point safe to use
- Secure alternative access and egress to and from the hazard area

Advise personnel of the location of alternative access and egress points that are established after initial entry has been made

Demonstrate the ability to:

- Ensure personnel are kept informed about alternative access and egress points that are established after initial entry has been made

Consider taking appropriate steps to secure premises or vehicles after access or entry has been gained by force

Demonstrate the ability to:

- Take reasonable steps to ensure the property or vehicle is left in a safe condition
- Ensure the owner, occupier or responsible person for a property, or the owner or keeper of a vehicle, are made aware that access or entry by force has occurred

Prepare personnel for the need to produce an official form of personal identification if challenged when gaining access to property or premises

Demonstrate the ability to:

- Ensure personnel carry an official form of identification



Hazard - Failing to manage health, safety and welfare



Knowledge and understanding

Hazard

Failing to manage health, safety and welfare

Learning outcome

Understand all associated hazard knowledge



Control measure - Undertake pre-planning

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Risk assessments

Understand:

- The importance for risk assessments of operational activity based on risk management planning
- The need for strategic risk assessments

Pre-planning

Understand:

- The areas pre-planning should cover to protect employees
- The preparations for the safety of operational personnel at incidents

Regulations

Understand:

- Where further information about health and safety at work regulations can be found

Practical application



Control measure element

Learning outcome

Implement appropriate control measures based on service risk assessment, procedures and training

Demonstrate the ability to:

- Pre-plan for incidents
- Carry out risk assessments to support:
 - Identifying hazards
 - Applying appropriate control measures

Identify personnel who may require additional training on safety measures

Demonstrate the ability to:

- Take the appropriate action if personnel may require additional safety-related training



Control measure - Engineering controls

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Engineering controls

Understand:

- The need to carry out risk assessments before applying engineering controls
- The types of engineering controls
- The vehicles or equipment that other organisations may be able to provide
- The importance of vehicles and equipment being:
 - Maintained in a safe condition
 - Operated by people who have received adequate information, instruction and training
- The relevant legislation regarding the provision and use of work equipment



Practical application

Control measure element

Learning outcome

Consider using appropriate vehicles, equipment or other engineering controls to reduce risk

Demonstrate the ability to:

- Select appropriate vehicles, equipment or other engineering controls
- Ensure any vehicles or equipment are:
 - Suitable for use
 - In a safe condition
 - Operated by competent people

Consider requesting appropriate resources from other fire and rescue services and agencies

Demonstrate the ability to:

- Request resources from other fire and rescue services or agencies



Control measure - Consider training and competence

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Training and competence

Understand:

- The limits of exposure based on training and competence of personnel
- What alternative resources are available including their capabilities and equipment
- How to identify appropriate personnel for roles at incidents, based on their level of competence



Practical application

Control measure element

Learning outcome

Consider the competence of individuals and teams when allocating tasks

Demonstrate the ability to:

- Assess the requirements of tasks prior to allocating operational activities
- Identify skills gaps prior to allocating operational activities
- Assess the competence of and need for other agencies to perform tasks

Monitor the performance of personnel and where necessary modify plans to available competences

Demonstrate the ability to:

- Limit the activities of personnel to roles for which they are competent

Consider the competence of other agencies operating under the safety management of the incident commander

Demonstrate the ability to:

- Incorporate the competences provided by other agencies into the tactical plan

Be aware of the markings used to indicate competences within their own and neighbouring fire and rescue services

Demonstrate the ability to:

- Identify the competences of personnel by markings or specialist PPE



Control measure - Assess risk from lone working

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Assess risk from lone working	<p>Understand:</p> <ul style="list-style-type: none"> • The relevant HSE guidance on lone working • The factors on which decisions to allow lone working should be based • The need for risk assessments to determine the right level of supervision
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Practical application

Control measure element

Learning outcome

Carry out a risk assessment before allowing lone working	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Carry out a risk assessment of lone working activities • Use control measures to reduce risks to lone workers
Be aware that some tasks may be too difficult or dangerous to be carried out by unaccompanied personnel	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Identify circumstances where lone working should not be allowed
In situations when a risk assessment shows it is not possible for the task to be conducted safely by lone working, address that risk by making arrangements to provide help or backup	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Make alternative arrangements when lone working cannot take place



Control measure - Establish safe systems of work

TRAINING SPECIFICATION



Knowledge and understanding

Control measure element

Learning outcome

Awareness of the working environment

Understand:

- The need for all personnel to have an awareness of the environment they are working in
- The need for all personnel to be able to:
 - Identify hazards
 - Carry out individual risk assessments
 - Take appropriate action

Dynamic risk assessments

Understand:

- The purpose of dynamic risk assessments

Communication about the safe system of work

Understand:

- The need for providing relevant personnel and other emergency responders with information relating to:
 - The hazards and risks present
 - The control measures and safe systems of work that have been put in place

Practical application

Control measure element

Learning outcome

Gather information from a variety of sources to gain accurate situational awareness and understanding

Demonstrate the ability to:

- Gain accurate situational awareness

Identify and react safely to new or unexpected hazards

Demonstrate the ability to:

- Gain a detailed awareness of the incident, the hazards present and risks to safety
- Carry out dynamic risk assessments

Reduce risk by implementing appropriate control measures

Demonstrate the ability to:

- Implement appropriate control measures to reduce risk



Control measure element

Learning outcome

Ensure that everyone on the incident ground, including those from other agencies, is fully briefed on the current hazards, risks and control measures

Demonstrate the ability to:

- Provide relevant personnel and other emergency responders with information including:

- The hazards and risks
- The control measures and safe systems of work in place

Communicate safety-critical information and unexpected developments to relevant personnel

Demonstrate the ability to:

- Communicate safety critical information including:

- The location of the hazard area
- Details of hazards and their location
- Details of access, egress and escape routes



Control measure - Hierarchy of control

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Hierarchy of control	<p>Understand:</p> <ul style="list-style-type: none"> • How risks should be reduced to the lowest reasonably practicable level by taking preventative measures, in order of priority • The order of preventative measures: <ul style="list-style-type: none"> - Elimination - Substitution - Engineering controls - Administrative controls - Personal protective clothes and equipment
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Practical application

Control measure element

Learning outcome

Consider the hierarchy of control when deciding which control measures to implement	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Implement appropriate control measures to control a hazard following the hierarchy
Manage risk in the physical environment using a hierarchy of control approach	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Take appropriate action to manage risk in the physical environment using the hierarchy of control
Establish a safe working environment for personnel and other emergency responders	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Establish a safe working environment for personnel and other emergency responders



Control measure - Personal protective equipment

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Personal protective equipment (PPE)

Learning outcome

Understand:

- The types of PPE
- The uses and limitations of role related PPE
- PPE compatibility
- PPE maintenance, cleaning and decontamination procedures
- The relevant legislation regarding PPE

Practical application

Control measure element

Specify the level of PPE for hazards identified through risk assessment and communicate to personnel

Ensure the appropriate level of PPE is maintained throughout the incident based on an assessment of risk

Check the condition and serviceability of PPE when assessing operational readiness for redeployment

Learning outcome

Demonstrate the ability to:

- Wear and use the appropriate level of PPE as defined by service risk assessments
- Ensure that items of PPE are compatible with each other, and adequately control the risks when used together

Demonstrate the ability to:

- Base any decision to downgrade the level of PPE on a risk assessment

Demonstrate the ability to:

- Check that PPE has been maintained in good working order and properly stored when not in use



Control measure element

Learning outcome

Identify when dirt, contamination or damage may affect the performance of PPE

Demonstrate the ability to:

- Ensure PPE is maintained as prescribed by service procedure
- Recognise potential contamination of PPE and follow service procedures



Control measure - Respiratory protective equipment

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Respiratory protective equipment (RPE)

Understand:

- The purpose and types of RPE

Respirators

Understand:

- The purpose of respirators

Breathing apparatus

Understand:

- How BA works
- When the use of BA as a control measure is likely to be required as part of the incident plan

Airlines

Understand:

- How airlines work
- The technical procedures for the use of airlines if provided
- When the use of airlines may be appropriate



Control measure element

Learning outcome

Face mask fit testing

Understand:

- The need to carry out face mask fit testing
- When face mask fit testing should be carried out

Maintenance of RPE

Understand:

- What items of RPE need to be maintained
- At what intervals RPE should be maintained, examined and tested
- Who is competent to carry out the maintenance

Breathing apparatus foundation material

Understand:

- The BA foundation material and how it supports the planning, use and command and control of BA

Practical application

Control measure element

Learning outcome

Carry out a risk assessment before deploying personnel wearing RPE

Demonstrate the ability to:

- Carry out a risk assessment to determine:
 - If it is appropriate to deploy personnel wearing RPE
 - What type of RPE should be worn

Ensure personnel wear the appropriate type of RPE

Demonstrate the ability to:

- Ensure personnel wear and use the appropriate type and level of RPE throughout incidents

Consider the use of airline equipment

Demonstrate the ability to:

- If airline equipment is available, consider the appropriateness of its use
- Consider the physiological limitations of BA wearers using airline equipment



Control measure - Welfare



TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Welfare

Understand:

- How welfare arrangements can support personnel at incidents, physically and psychologically
- How the provision of welfare arrangements can support the safe person principles
- The considerations when establishing welfare arrangements
- What should be included in welfare arrangements
- The relevant regulations regarding welfare in the workplace

Practical application

Control measure element

Learning outcome

Consider the effects of geography on equipment logistics, casualties and the welfare of personnel

Demonstrate the ability to:

- Identify what type and quantity of welfare arrangements are required, based on the working conditions and expected duration of the incident

Consider the effect of weather conditions and time of day on the welfare of personnel

Demonstrate the ability to:

- Determine the impact of the working environment on the welfare of personnel

Provide first aid equipment for personnel deployed to areas where there is no immediate medical assistance available

Demonstrate the ability to:

- Provide an appropriate level of first aid equipment

Consider requesting appropriate facilities for the welfare of personnel

Demonstrate the ability to:

- Request appropriate welfare facilities, based on the working conditions and expected duration of the incident



Control measure - Post-incident health surveillance

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Post-incident health surveillance

- Understand:
- The benefits of physical health surveillance
 - When relevant regulations for physical health surveillance and reporting
 - The role of trained and competent health professionals
 - The benefits of mental health monitoring
 - The application of critical incident stress management procedures
 - The service protocols for raising concerns about the mental or physical well-being of individuals

Practical application

Control measure element

Learning outcome

All personnel should follow service protocols for reporting concerns about the mental or physical well-being of themselves or other individuals

- Demonstrate the ability to:
- Follow service protocols for post incident health surveillance, monitoring and reporting



Hazard - Working near water or other liquids



Knowledge and understanding

Hazard

Working near water or other liquids

Learning outcome

Understand all associated hazard knowledge



Control measure - Assess the risk of working near water or other liquids

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Assess the risk of working near water or other liquids

Learning outcome

Understand:

- The factors that should be considered when carrying out a risk assessment when personnel are working near water or other liquids

Practical application

Control measure element

Avoid working near water or other liquids where possible

Commit the minimum number of personnel to the hazard area when working near water or other liquids

Learning outcome

Demonstrate the ability to:

- Determine the necessity for personnel to work near water or other liquids

Demonstrate the ability to:

- Assess the minimum number of personnel that need to work near the water or other liquids



Control measure element

Learning outcome

Assess the risk of accidental entry into water or other liquids

Demonstrate the ability to:

- Assess the likelihood of accidental entry into the water or other liquids
- Assess the level of danger presented by the water or other liquids



Control measure - Safe system of work: Working near water or other liquids

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Mitigate the risk of accidentally entering water or other liquids

Understand:

- The methods used to mitigate the risk of accidentally entering water or other liquids

The use of PPE when working near water or other liquids

Understand:

- The appropriate use of PPE when working near water or other liquids

Practical application



Control measure element

Learning outcome

Identify and communicate the presence of water or other liquids to all responders

Demonstrate the ability to:

- Identify any water or other liquids that require the implementation of a safe system of work
- Ensure all responders are aware of the presence of water or other liquids

Ensure that personnel operate on the safe side of suitable existing or improvised guarding or barriers near water or other liquids

Demonstrate the ability to:

- Use cordons to reduce the risk or isolate the hazard when working near water or other liquids
- Operate in a safe position to reduce the risk of accidental entry when working near water or other liquids

Assess hydrology and status of water or other liquids – depth, temperature, type of liquid, speed of flow

Demonstrate the ability to:

- Use sources of information to identify the nature of the water or other liquids

Investigate the possibility of rising waters and increased flow from tides, flooding, sluice gates

Demonstrate the ability to:

- Use sources of information to identify and predict any physical changes to the water or other liquids

Use work restraint or fall arrest systems for personnel working near water or other liquids

Demonstrate the ability to:

- Use work restraint or fall arrest systems to reduce the risk of accidental entry into water or other liquids

Appoint a safety officer to monitor the hazard presented by water or other liquids

Demonstrate the ability to:

- Appoint a safety officer to monitor the water or other liquids

Ensure that personnel wear suitable PPE and personal flotation devices when working near water or other liquids

Demonstrate the ability to:

- Identify and use appropriate PPE when working near water or other liquids



Hazard - Physiological stress

Knowledge and understanding

Hazard	Learning outcome
Physiological stress	Understand all associated hazard knowledge



Control measure - Reduce exposure to hazards

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element	Learning outcome
Reduce exposure to hazards	Understand: <ul style="list-style-type: none">• Reduction of exposure to hazards• Methods to reduce exposure to hazards

Practical application

Control measure element	Learning outcome
Consider implementing control measures that reduce the exposure of responders to a hazard	Demonstrate the ability to: <ul style="list-style-type: none">• Implement appropriate control measures to:<ul style="list-style-type: none">- Reduce the amount of time spent in the hazard area- Avoid repeated exposure to the hazard



Control measure - Task rotation

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Task rotation

Learning outcome

Understand:

- Methods of deploying personnel as teams
- How to use task rotation to minimise the exposure of personnel to the hazards present

Practical application

Control measure element

Keep the number of people exposed to the hazard at a minimum and reduce time of exposure through task rotation

Learning outcome

Demonstrate the ability to:

- Deploy personnel in teams if required
- Ensure teams are of an appropriate size to carry out the task
- Have sufficient teams to allow task rotation to take place
- Consider allowing personnel to share tasks, roles and functions
- Manage team and task rotation if appropriate



Hazard - Heat illness in personnel

Knowledge and understanding



Hazard

Learning outcome

Heat illness in personnel

Understand all associated hazard knowledge



Control measure - Prevent and manage heat illness in personnel

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Prevent and manage heat illness in personnel

- Understand:
- The need to seek medical advice if heat illness is suspected
 - How to prevent or manage heat illness in personnel

Practical application

Control measure element

Learning outcome

Request medical advice if heat illness is suspected

- Demonstrate the ability to:
- Use agreed procedures to request medical advice if heat illness is suspected

Provide personnel with the means to prevent and manage heat illness

- Demonstrate the ability to:
- Ensure personnel have the means to prevent and manage heat illness



Hazard - Hypothermia in personnel



Knowledge and understanding

Hazard

Hypothermia in personnel

Learning outcome

Understand all associated hazard knowledge



Control measure - Prevent and manage hypothermia in personnel

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Prevent and manage hypothermia in personnel

Learning outcome

Understand:

- The need to seek medical advice if hypothermia is suspected
- How to prevent and manage the effects of hypothermia in personnel

Practical application

Control measure element

Request medical assistance if hypothermia is suspected

Demonstrate the ability to:

- Use agreed procedures to request medical advice if hypothermia is suspected

Provide personnel with the means to prevent and manage hypothermia

Demonstrate the ability to:

- Ensure personnel have the means to prevent or manage hypothermia



Hazard - Weather conditions



Knowledge and understanding

Hazard

Weather conditions

Learning outcome

Understand all associated hazard knowledge



Control measure - Assess current and forecast weather conditions

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Assess current and forecast weather conditions

Learning outcome

Understand:

- The impact of weather conditions on:
 - Operations
 - Health and safety of personnel
- How to obtain and monitor forecast weather conditions
- How microclimates are produced
- How to use current and forecast weather conditions to inform:
 - Tactical planning
 - Risk assessment of an incident

Practical application



Control measure element

Learning outcome

Access past, present and future weather information from sources such as the Met Office

Demonstrate the ability to:
• Monitor current weather conditions and obtain weather forecasts from accurate sources to assess the impact on the incident

Request and review up-to-date weather forecasts

Demonstrate the ability to:
• Incorporate weather forecasts in reviews of the incident, including tactical planning and risk assessments



Hazard - Lightning

Knowledge and understanding

Hazard

Learning outcome

Lightning

Understand all associated hazard knowledge



Control measure - Safe system of work: Lightning

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Weather warnings

Understand:
• That weather warnings may provide advance information about when lightning may occur



Control measure element

Learning outcome

Impact on operational activities

Understand:

- The need to avoid working if possible, if there is a risk of a lightning strike
- What type of activities may need to be restricted or stopped if there is a risk of a lightning strike

Practical application

Control measure element

Learning outcome

Consider stopping activities where there is a risk of lightning strike

Demonstrate the ability to:

- Consider stopping activities if possible, if there is a risk of a lightning strike

Consider seeking appropriate shelter where there is a risk of lightning strike

Demonstrate the ability to:

- Seek appropriate shelter from lightning strikes

Avoid working in open areas, at height, near tall structures or on, in or near water where there is a risk of lightning strike

Demonstrate the ability to:

- Restrict or stop activities that become more hazardous in lightning

Control and restrict the use of conductive equipment such as ladders

Demonstrate the ability to:

- Ensure the use of conductive equipment is controlled and restricted



Hazard - Noise

Knowledge and understanding

Hazard

Learning outcome

Noise

Understand all associated hazard knowledge



Control measure - Reduce risk from exposure to noise

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Reducing risks from exposure to noise

Understand:

- The relevant regulations about the control of noise at work
- Methods to reduce the risks from exposure to noise

Practical application

Control measure element

Learning outcome

Reduce prolonged exposure to the source of noise

Demonstrate the ability to:

- Eliminate or reduce the noise in the working environment if required and feasible

Increase the distance of personnel from the source of the noise

Demonstrate the ability to:

- Remove personnel from the noise in the working environment if required and feasible

Ensure personnel wear appropriate hearing protectors

Demonstrate the ability to:

- Use appropriate PPE to protect personnel from noise in the work environment if required



Control measure - Isolate the source of noise



TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Isolate the source of noise

Understand:

- The common sources of noise
- Who may be able to isolate the sources of noise
- The appropriateness of isolating the source of noise

Practical application

Control measure element

Learning outcome

Consider isolating sources of noise

Demonstrate the ability to:

- Isolate the source of noise if feasible and appropriate
- Liaise with the responsible person, occupants or site engineers when deciding to isolate the source of noise

Consider requesting that alarms or warning systems are silenced

Demonstrate the ability to:

- Appropriately manage alarms or warning systems
- Liaise with on-site staff when deciding to isolate alarms or warning systems



Control measure - Safe system of work: Noisy environments

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Safe system of work: Noisy environments

Understand:
• The impact of noisy environments on communication between personnel
• The need for alternative methods of communication in noisy environments

Practical application

Control measure element

Learning outcome

Consider using alternative methods of communication in noisy environments

Demonstrate the ability to:
• Establish alternative communication methods in noisy environments

Consider implementing appropriate methods to activate the emergency evacuation or tactical withdrawal of responders in noisy environments

Demonstrate the ability to:
• Implement alternative means of activating an emergency evacuation or tactical withdrawal of responders in noisy environments



Hazard - Reduced visibility

Knowledge and understanding

Hazard

Learning outcome

Reduced visibility

Understand all associated hazard knowledge



Control measure - Safe system of work: Reduced visibility



TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Safe working in reduced visibility □	<p>Understand:</p> <ul style="list-style-type: none"> • The methods available to improve visibility at an incident • The hazards associated with using some lighting in enclosed spaces and flammable atmospheres
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Practical application

Control measure element

Learning outcome

Review the tactical plan as visibility changes	<p>Demonstrate the ability to: □□</p> <ul style="list-style-type: none"> • Ensure the tactical plan takes into account changes in visibility
Request sufficient lighting of an appropriate type for working in reduced visibility	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Request the appropriate type and quantity of lighting to illuminate: <ul style="list-style-type: none"> - The scene - The hazard - Personnel • Consider if the lighting needs to be suitable for use in explosive atmospheres
Review the area before visibility reduces	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Inspect the scene of operations if visibility may reduce during the incident
Consider using physical barriers to define routes and indicate the presence of hazards in reduced visibility	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Establish physical barriers if appropriate to indicate: <ul style="list-style-type: none"> - Routes - Presence of hazards



Control measure element

Learning outcome

Deploy additional safety officers to take into account the reduced visibility

Demonstrate the ability to:
• Appoint additional safety officers if appropriate

Provide lighting to illuminate routes and hazards in reduced visibility

Demonstrate the ability to:
• Use appropriate equipment to illuminate routes and hazards
• Consider the effects of using lighting equipment to ensure safe systems of work are maintained when working in reduced visibility

Ensure generators being used to provide lighting are located in an appropriate position to reduce the impact of noise and fumes

Demonstrate the ability to:
• Consider the potential for generators producing noise and toxic fumes
• Use alternative forms of lighting if noise or toxic fumes could impact on the incident



Hazard - Vibration

Knowledge and understanding

Hazard

Learning outcome

Vibration

Understand all associated hazard knowledge



Control measure - Reduce risk from exposure to vibration

TRAINING SPECIFICATION



Knowledge and understanding

Control measure element

Reducing risks from exposure to vibration

Learning outcome

Understand:

- The relevant regulations about the risk to health created by vibration
- Methods to reduce the risks from exposure to hand-arm or whole-body vibration

Practical application

Control measure element

Ensure personnel follow service procedures when operating equipment that can cause hand-arm or whole-body vibration

Learning outcome

Demonstrate the ability to:

- Identify where exposure to hand-arm or whole-body vibration may affect personnel
- Ensure service procedures are followed to mitigate the risks from exposure to vibration

Consider rotating crews using equipment that can cause hand-arm or whole-body vibration for long periods of time

Demonstrate the ability to:

- Rotate crews if the use of equipment with a risk of hand-arm or whole-body vibration needs to be used for long periods of time



Hazard - Vibration from vehicles or machinery

Knowledge and understanding

Hazard

Vibration from vehicles or machinery

Learning outcome

Understand all associated hazard knowledge





Control measure - Minimise the impact of vibration from vehicles or machinery

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element	Learning outcome
Minimise the impact of vibration from vehicles or machinery	Understand: <ul style="list-style-type: none">• The potential impact of vibration from vehicles or machinery on the incident• The need to monitor the impact of vehicles or machinery during the incident on:<ul style="list-style-type: none">- Casualties- Structures, excavations or natural features- Animals- Fire and rescue service activity

Practical application

Control measure element	Learning outcome
Consider the impact of vibration from movement or use of vehicles or machinery on the incident	Demonstrate the ability to: <ul style="list-style-type: none">• Assess the impact of vibration caused by vehicles or machinery being used at the incident
Assess the benefits versus risks of continued movement or use of vehicles or machinery	Demonstrate the ability to: <ul style="list-style-type: none">• Assess the necessity or benefits of using vehicles or machinery at the incident
Select which vehicles or machinery may be used, and apply control to those that should not be used	Demonstrate the ability to: <ul style="list-style-type: none">• Control whether vehicles or machinery should be used, and if so how they should be used



Control measure element

Learning outcome

Consider appointing personnel to monitor the impact of vibration, if the movement or use of vehicles or equipment cannot be eliminated

Demonstrate the ability to:

- Appoint personnel to monitor the impact of vibration if required



Hazard - Manual handling

Knowledge and understanding

Hazard

Learning outcome

Manual handling

Understand all associated hazard knowledge



Control measure - Correct manual handling techniques

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Correct manual handling techniques

Understand:

- The relevant regulations for health and safety at work, and manual handling
- The safe system of manual handling provided by the service

Practical application



Control measure element

Learning outcome

Consider the task, individual capabilities, load and environment (TILE) when carrying out risk assessments for manual handling

All personnel: Demonstrate the ability to:

- Consider task, individual capabilities, load and environment (TILE) when undertaking manual handling tasks
- Apply the safe system of manual handling provided by the service

All personnel should consider using machinery or other equipment to assist with manual handling

Demonstrate the ability to:

- Identify when additional resources, including machinery or other equipment, could assist with manual handling

Consider task rotation when personnel are carrying out manual handling tasks

Demonstrate the ability to:

- Manage team and task rotation if appropriate

Request additional or specialist resources to assist with manual handling tasks

Demonstrate the ability to:

- Request appropriate additional or specialist resources to assist with manual handling

Ensure personnel adopt the provided safe system of manual handling

Demonstrate the ability to:

- Ensure personnel are applying the safe system of manual handling provided by the service



Hazard - Physical injuries from animals

Knowledge and understanding

Hazard

Learning outcome

Physical injuries from animals

Understand all associated hazard knowledge



Control measure - Avoid, contain or control animals

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Avoid, contain or control animals

Understand:

- The need to avoid animals, unless intentionally attending an incident involving animals
- How animals can be contained or controlled (as provided by [National Operational Guidance: Incidents involving animals](#))
- What activities may increase the stress response of animals
- Who may be able to provide advice or assistance for dealing with animals (as provided by [National Operational Guidance: Incidents involving animals](#))

Practical application

Control measure element

Learning outcome

Identify and communicate the presence of animals, and any associated hazards, to emergency responders and the public

Demonstrate the ability to:

- Identify and communicate the presence of animals, and any associated hazards, to emergency responders and the public

Minimise the stress response of animals

Demonstrate the ability to:

- Keep movement, lights and sound to a minimum in the vicinity of animals

Seek specialist advice or assistance for dealing with animals

Demonstrate the ability to:

- Obtain specialist advice or assistance for dealing with animals if required



Control measure element

Learning outcome

Avoid, contain or control animals if necessary

Demonstrate the ability to:

- Avoid, contain or control animals if necessary

Ensure personnel do not touch or handle animals unless unavoidable

Demonstrate the ability to:

- Avoid unnecessary contact with animals
- Ensure personnel do not touch or handle animals unless unavoidable

Consider contingency arrangements if personnel may become isolated in areas where animals present a risk

Demonstrate the ability to:

- Identify escape routes for personnel if they are in an area where animals may present a risk

Seek specialist advice about antidotes, antivenom or specialist treatment

Demonstrate the ability to:

- Obtain specialist or medical advice in the event of anyone being bitten, stung or injured by an animal



Hazard - Infectious diseases

Knowledge and understanding

Hazard

Learning outcome

Infectious diseases

Understand all associated hazard knowledge



Control measure - Manage the risk from infectious diseases

TRAINING SPECIFICATION



Knowledge and understanding

Control measure element	Learning outcome
Notifiable infectious diseases	<p>Understand:</p> <ul style="list-style-type: none"> • Where to obtain information about notifiable infectious diseases
Managing the risks to personnel from infectious diseases	<p>Understand:</p> <ul style="list-style-type: none"> • The importance of using the appropriate methods of managing the risks to personnel from infectious diseases • How existing health conditions in personnel may be impacted by infectious diseases
Vaccinations	<p>Understand:</p> <ul style="list-style-type: none"> • The use of vaccinations to immunise personnel against some diseases they may be exposed to during operational activity
Personal protection	<p>Understand:</p> <ul style="list-style-type: none"> • What types of personal protection can be used based on the anticipated transmission method of infectious diseases
Hygiene arrangements	<p>Understand:</p> <ul style="list-style-type: none"> • What good hygiene practices should be followed to reduce the transmission of infectious diseases

Practical application

Control measure element	Learning outcome
Identify potential sources of infectious diseases	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Assess the working environment for potential sources of infectious diseases
Ensure personnel cover open wounds, cuts and grazes with a waterproof dressing prior to operational activity	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Check that personnel cover any open wounds, cuts or grazes with an appropriate waterproof dressing



Control measure element

Learning outcome

Determine if any personnel have existing health conditions that could be impacted by exposure to infectious diseases

Demonstrate the ability to:

- Check that personnel do not have any existing health conditions that could be impacted by exposure to infectious diseases

Request sufficient resources to enable hygiene or decontamination procedures to be implemented

Demonstrate the ability to:

- Put in place sufficient resources to support the required hygiene or decontamination procedures

Implement appropriate hygiene or decontamination procedures

Demonstrate the ability to:

- Ensure the appropriate hygiene or decontamination procedures are followed

Ensure that personnel refrain from eating, drinking, smoking or vaping prior to completing hygiene or decontamination procedures

Demonstrate the ability to:

- Ensure personnel do not eat, drink, smoke or vape before completing appropriate hygiene or decontamination procedures



Control measure - Monitor personnel exposed to infectious diseases

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Post-incident health monitoring

Understand:

- The need for post-incident health monitoring
- The potential incubation period required for monitoring



Control measure element

Learning outcome

Medical intervention

Understand:

- How monitoring and medical intervention can reduce the impact of future events
- The need for an appropriate healthcare profession to provide advice on treatment or monitoring

Practical application

Control measure element

Learning outcome

Record details of personnel who have potentially been exposed to infectious diseases, and notify an appropriate healthcare professional

Demonstrate the ability to:

- Record potential exposure to infectious diseases
- Ensure an appropriate healthcare professional is notified about potential exposure to infectious diseases

Ensure personnel understand the need to report any potential exposure to infectious diseases

Demonstrate the ability to:

- Instruct personnel to report any potential exposure to infectious diseases to the appropriate service person or department



Hazard - Psychological hazards

Knowledge and understanding

Hazard

Learning outcome

Psychological hazards

Understand all associated hazard knowledge



Control measure - Manage risk from



psychological hazards

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Managing risk from psychological hazards

Understand:

- The need for post-incident processes to support employees affected by psychological hazards such as traumatic incidents, including:

- Operational personnel
- Fire control personnel

- The potential impacts of psychological hazards such as traumatic incidents

- Methods to minimise the impact of traumatic incidents

- The benefits of critical incident debriefs

Practical application

Control measure element

Learning outcome

Consider seeking the assistance of other agencies when dealing with traumatic incidents

Demonstrate the ability to:

- Obtain assistance from other appropriate agencies to reduce the impact of traumatic incidents on personnel

Minimise the number of personnel exposed to traumatic scenes where possible

Demonstrate the ability to:

- Minimise the number of personnel exposed to traumatic scenes

Erect screens to restrict the view of traumatic scenes

Demonstrate the ability to:

- Use screens or appropriate cordons to restrict the view of traumatic scenes



Control measure element

Learning outcome

Instigate post-incident processes for the support of personnel exposed to psychological hazards

Demonstrate the ability to:

- Identify personnel who may be affected by psychological hazards
- Use the agreed service protocol to support personnel affected by psychological hazards



Hazard - People

Knowledge and understanding

Hazard

Learning outcome

People

Understand all associated hazard knowledge



Control measure - Evacuation and shelter

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Evacuation of people	<p>Understand:</p> <ul style="list-style-type: none">• The definition of evacuation• Why the evacuation or shelter of people may be required• The planning that is required for evacuation or shelter of people, and who is responsible for this• The need to develop a joint understanding of risk for operational and fire control personnel for evacuation, shelter or 'stay put'• The roles and responsibilities of the:<ul style="list-style-type: none">- Police- Local authority- Strategic Co-ordinating Group (SCG)• The hazards and risks associated with emergency evacuation• The behaviour of people in emergency situations• The factors that influence evacuation plans• The considerations for incorporating evacuation procedures into incident plans• The wider impact of dealing with significant numbers of evacuated people• How to access information on evacuation plans
Fires in buildings	<p>Understand:</p> <ul style="list-style-type: none">• Evacuation plans for buildings• Evacuation strategies for buildings• Categories of evacuation procedure
Total evacuation	<p>Understand:</p> <ul style="list-style-type: none">• What is simultaneous evacuation• What is phased evacuation
Progressive evacuation	<p>Understand:</p> <ul style="list-style-type: none">• What is progressive horizontal evacuation• What is zoned evacuation



Control measure element

Learning outcome

Evacuation or escape strategies

Understand:

- The types of evacuation or escape strategies
- The purpose of 'stay put' or 'defend in place'
- The factors that should be considered when determining the evacuation strategy

Evacuation of medical facilities

Understand:

- The types of evacuation used in medical facilities
- The role of the fire and rescue service when assisting with evacuation at medical facilities

Hazardous materials

Understand:

- The need for an evacuation or shelter plan
- The role of a hazardous materials adviser when determining the appropriate course of action to protect the public

Practical application

Control measure element

Learning outcome

Determine whether people should be advised to evacuate, shelter in place or 'stay put'

Demonstrate the ability to:

- Determine whether evacuation, shelter in place or 'stay put' is appropriate:
 - Record rationale for decision
 - Ensure the fire control room understands the decision
 - Inform the people affected

Establish communication arrangements to allow information to be gathered from and passed to fire control rooms

Demonstrate the ability to:

- Establish appropriate and resilient communication arrangements between the incident ground and the fire control room

Identify the most appropriate evacuation plan and record rationale for decision

Demonstrate the ability to:

- Develop an evacuation strategy using available information



Control measure element

Learning outcome

Establish the availability of pre-arranged evacuation strategies and policies

Demonstrate the ability to:

- Identify and access available pre-arranged evacuation strategies and policies
- Liaise with the responsible person to obtain advice relating to evacuation arrangements

When evacuation is necessary, identify the number of people affected and develop a plan

Demonstrate the ability to:

- Identify the number of people that require to be evacuated and develop a plan

Consider people who need assistance to evacuate, for example, disabilities or medical needs

Demonstrate the ability to:

- Gather information to identify any people who need assistance to evacuate, or may be unaware of the need to evacuate

Establish a safe evacuation point and consider safe egress routes and refuge points or areas

Demonstrate the ability to:

- Identify and establish safe evacuation points, safe egress routes and refuge points
- Be prepared to revise locations of evacuation points and refuge points
- Be prepared to revise safe egress routes at any time

Assess the suitability of the location for people to shelter in place

Demonstrate the ability to:

- Determine a suitable location for people to shelter in place
- Be prepared to revise the location for people to shelter in place

Review the use and effectiveness of evacuation, shelter in place or 'stay put' plans throughout the incident, to ensure they remain valid

Demonstrate the ability to:

- Review the use and effectiveness of evacuation, shelter in place or 'stay put' plans throughout the incident
- Be prepared to revise the evacuation, shelter in place or 'stay put' plans at any time



Control measure element

Learning outcome

Consider the impact of the incident on the local community and consider a shelter in place strategy

Demonstrate the ability to:

- Take into account the impact of the incident on the surrounding area
- Consider the need to develop a shelter in place strategy for the local community

Assess the likely impact of people on emergency responders

Demonstrate the ability to:

- Identify where the behaviour of people may affect an evacuation
- Assess the impact of people, including those evacuating, on emergency responders

Make contact with the relevant authorities for advice on evacuation arrangements and progress

Demonstrate the ability to:

- Recognise where the involvement of other agencies is required to assist with evacuation
- Work with multi-agency partners to conduct an effective evacuation



Control measure - Seek assistance for dealing with people

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Seek assistance for dealing with people

Understand:

- The assistance that may be required for:
 - Providing welfare or shelter
 - Controlling members of the public, including crowds
 - Dealing with unpredictable, aggressive, violent or illegal behaviour
 - Safeguarding of children and vulnerable adults

Practical application

Control measure element

Learning outcome

Consider the welfare or shelter arrangements for people directly or indirectly affected by the incident

Demonstrate the ability to:

- Estimate the welfare or shelter arrangements required
- Contact the appropriate organisations to request provision of welfare or shelter arrangements

Request police assistance to control members of the public, including crowds

Demonstrate the ability to:

- Request police assistance if members of the public or crowds need to be controlled

Consider adopting defensive tactics if people are displaying unpredictable, aggressive, violent or illegal behaviour

Demonstrate the ability to:

- Adopt defensive tactics if people are demonstrating, unpredictable, aggressive, violent or illegal behaviour

Request police assistance for dealing with unpredictable, aggressive, violent or illegal behaviour

Demonstrate the ability to:

- Request police assistance for dealing with unpredictable, aggressive, violent or illegal behaviour



Control measure element

Learning outcome

Request support for people affected by the incident, from the local authority, partner agencies or police family liaison officers

Demonstrate the ability to:

- Request appropriate assistance for dealing with people

Consider the need for the safeguarding of children and vulnerable adults

Demonstrate the ability to:

- Gather information to identify any children or vulnerable adults who require safeguarding

Provide timely advice to members of the public

Demonstrate the ability to:

- Provide timely and appropriate advice to members of the public in order to:
 - Prevent people from entering the hazard area
 - Discourage people from putting themselves or others at risk



Control measure - Warn, inform and advise people

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Warning, informing and
advising people

Understand:

- The legislation regarding the requirement for responders to:
- Make information available to the public about civil protection matters
- Maintain arrangements to warn, inform and advise the public in the event of an emergency
- Why information to the public may have to be restricted
- How information communicated to, or withheld from people can influence their behaviour
- The characteristics of appropriate warnings, information and advice
- Methods for providing warnings, information, and advice

Practical application

Control measure element

Learning outcome

Use the most effective methods for communicating with people who are either directly or indirectly involved in the incident

Demonstrate the ability to:

- Use effective methods to warn, inform and advise people
- Provide information that is:
 - Specific and clear
 - Timely and accurate
 - Credible and verifiable
 - Appropriate to the nature and extent of the danger

Consider the use of media, social media and other methods to communicate with people

Demonstrate the ability to:

- Choose appropriate methods to communicate with people



Control measure element

Learning outcome

Establish a media liaison point and brief a nominated media liaison officer

Demonstrate the ability to:

- Establish a media liaison point
- Brief the nominated media liaison officer



Hazard - Non-specialist personnel inadvertently attending a marauding terrorist attack

Knowledge and understanding

Hazard

Learning outcome

Non-specialist personnel inadvertently attending a marauding terrorist attack

Understand all associated hazard knowledge



Control measure - Apply the JESIP 'STAY SAFE' principles

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Taking appropriate action

All personnel understand:

- When personnel should withdraw
- What personnel should do if they cannot withdraw
- How to apply the [JESIP 'STAY SAFE' principles for non-specialist responders](#)



Control measure element

Learning outcome

Communicating with the fire control room

All personnel understand:
• How to use the [JESIP M/ETHANE model](#)

Police advice or instructions provided via the fire control room or from on-scene police officers

All personnel understand:
• The need to follow any advice or instructions provided by the police

Taking appropriate action

Fire control personnel understand:
• The need to appropriately control further mobilisation to the hazard area
• How to relay M/ETHANE information to the police
• The need to understand the numbers and location of personnel involved in the incident
• How to contact the duty National Inter-agency Liaison Officer (NILO)
• The need to provide notify and provide updates to personnel who are en route to or attending other incidents
• The need to notify the police about any fire and rescue service resources that are en route to or attending other incidents in the area

Dealing with callers

Fire control personnel understand:
• How to encourage other people to follow the [JESIP 'STAY SAFE' public advice](#)

Practical application

Control measure element

Learning outcome

Immediately notify the incident commander or the fire control room if they suspect the incident is an MTA

All personnel demonstrate the ability to:
• Recognise that the incident could be an MTA
• Immediately notify the incident commander or fire control room



Control measure element

Learning outcome

If safe to do so, withdraw to a place of safety and notify the fire control room of their location

All personnel demonstrate the ability to:

- Recognised potential places of safety
- Withdraw to the place of safety
- Notify the fire control room of their location

Consider their own safety and that of other emergency responders and the public when applying the JESIP 'STAY SAFE' principles for non-specialist responders

All personnel demonstrate the ability to:

- Consider the safety of themselves, other emergency responders and the public
- Apply the [JESIP 'STAY SAFE' principles for non-specialist responders](#), in order to:
 - See
 - Tell
 - Act

If safe to do so, encourage other people to follow the JESIP 'STAY SAFE' public advice

All personnel demonstrate the ability to:

- If safe to do so, encourage other people to follow the [JESIP 'STAY SAFE' public advice](#) to:
 - Run
 - Hide
 - Tell

Follow any advice or instructions provided by the police, either via the fire control room or by on-scene police officers

All personnel demonstrate the ability to:

- Follow advice or instructions provided by the police, either:
 - Via the fire control room
 - By on-scene police officers

Appropriately control further mobilisation to the hazard area

Fire control personnel demonstrate the ability to:

- Appropriately control mobilisation to the hazard area of the suspected MTA



Control measure element

Learning outcome

Relay M/ETHANE messages to the police control room

Fire control personnel demonstrate the ability to:

- Use the [JESIP M/ETHANE model](#) when relaying messages to the police control room

Gather information about the numbers and location of personnel involved in the incident

Fire control personnel demonstrate the ability to:

- Gather information about
 - The numbers of personnel involved in the incident
 - The location of personnel involved in the incident

Contact the duty National Inter-agency Liaison Officer (NILO)

Fire control personnel demonstrate the ability to:

- Contact the duty National Inter-agency Liaison Officer (NILO)
- Provide the NILO with information about the suspected MTA incident

Relay advice or instructions provided by the police to the on-scene incident commander

Fire control personnel demonstrate the ability to:

- Relay advice or instructions provided by the police to the on-scene incident commander

Notify commanders en route to or attending nearby incidents about a suspected MTA incident and its location

Fire control personnel demonstrate the ability to:

- Notify commanders en route to or attending nearby incidents:
 - That there is a suspected MTA incident in progress
 - The location of the suspected MTA incident



Control measure element

Learning outcome

Make the police aware of fire and rescue service resources that are en route to or attending nearby incidents

Fire control personnel demonstrate the ability to:

- Advise the police about fire and rescue resources that are en route to or attending nearby incidents



Hazard - Public disorder

Knowledge and understanding

Hazard

Learning outcome

Public disorder

Understand all associated hazard knowledge



Control measure - Secure equipment and vehicles

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Secure equipment and vehicles

Understand:

- The risk of damage to, or theft of, equipment during public disorder
- The need to secure equipment and vehicles during public disorder
- Reasons why using the minimum amount of equipment can be advantageous during public disorder



Practical application

Control measure element

Learning outcome

Consider deploying the minimum amount of equipment during public disorder

Demonstrate the ability to:

- Apply or adapt operational tactics to use the minimum amount of equipment during public disorder

Maintain the security of fire and rescue service equipment and vehicles during public disorder

Demonstrate the ability to:

- Ensure the security of fire and rescue service vehicles and equipment is maintained during public disorder
- Determine if security can be provided by personnel or if police assistance is required



Control measure - Withdrawal from public disorder

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Withdrawal from public disorder	<p>Understand:</p> <ul style="list-style-type: none"> • The need to plan for known areas or events where public order has previously occurred, or may be predicted to occur • The need to carry out risk assessments using intelligence and information received from the police • The need to approach incidents with caution and use appropriate tactics • The importance of situational awareness regarding behaviour of members of the public or crowds • The role of the National Inter-agency Liaison Officer (NILO) during public disorder • The methods and considerations when withdrawing personnel, equipment and vehicles from violence or aggression
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Practical application

Control measure element

Learning outcome

Establish and communicate the signal and plan for rapid withdrawal during public disorder	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Put in place a plan for rapid withdrawal of personnel, equipment and vehicles from violence or aggression • Ensure all personnel are aware of the plan for rapid withdrawal and the signal for it
Gather regularly updated information and intelligence from the police	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Liaise with the police to gather intelligence and information to inform the risk assessment about public disorder
Consider requesting advice or assistance from the National Inter-agency Liaison Officer (NILO)	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Request advice or assistance from the NILO



Control measure element

Learning outcome

Maintain situational awareness with regard to the behaviour and movement of members of the public gathered at the scene

Demonstrate the ability to:

- Maintain situational awareness of the behaviour of members of the public or crowds

Ensure operational activities allow for rapid withdrawal of personnel, vehicles and equipment during public disorder

Demonstrate the ability to:

- Adopt procedures that allow rapid withdrawal during periods of public disorder



Control measure - Avoid confrontation

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Avoid confrontation

Understand:

- How the behaviour of personnel may be perceived by the people present
- How to avoid confrontation

Practical application



Control measure element

Learning outcome

Ensure personnel avoid confrontation if there is a risk of violence or aggression

Demonstrate the ability to:

- Avoid confrontation by:
 - Not making prolonged eye contact
 - Using open body language
 - Not taking up postures that may be perceived to be aggressive or threatening
 - Maintaining an appropriate distance from the people involved
 - Remaining calm

Inform the fire control room that personnel may be affected in confrontation or public disorder

Demonstrate the ability to:

- Inform the fire control room that personnel may be affected by confrontation or public disorder



Hazard - Failing to make resources ready when closing an incident

Knowledge and understanding

Hazard

Learning outcome

Failing to make resources ready when closing an incident

Understand all associated hazard knowledge



Control measure - Communicate the availability of resources

TRAINING SPECIFICATION



Knowledge and understanding

Control measure element

Learning outcome

Communicate the availability of resources

Understand:

- The need for accurate information about the availability of resources to be exchanged between the incident commander, operational personnel and fire control personnel
- How to determine if a vehicle can remain at the incident ground while being available for deployment to other incidents
- The factors to consider when deciding whether to release resources

Practical application

Control measure element

Learning outcome

Regularly update the fire control room on the availability status of operational resources

Demonstrate the ability to:

- Regularly update the fire control room on the availability status of operational resources

Consider whether operational resources can be released from the incident

Demonstrate the ability to:

- Determine when operational resources can be released from the incident

Identify the availability of operational resources when considering redeployments

Fire control personnel: Demonstrate the ability to:

- Maintain an overview of the availability of operational resources across the service
- Use information on the availability or commitment of resources to determine allocation or reallocation of those resources



Control measure - Manage, inspect and test



equipment

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element	Learning outcome
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Manage, inspect and test equipment

Understand:

- The need for vehicles and equipment to be returned to operational readiness with appropriate speed
- The need to:
 - Inspect and test operational equipment according to service policy
 - Clean or decontaminate equipment
 - Consider removing defective equipment from use
 - Record any equipment defects or deficiencies and inform the fire control room
- The procedures for any equipment left in place after an incident

Practical application

Control measure element	Learning outcome
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Conduct an inventory check and record any defects or deficiencies

Demonstrate the ability to:

- Conduct an inventory check
- Record any equipment defects or deficiencies and notify the fire control room if operational readiness is affected



Control measure element

Learning outcome

Ensure equipment receives appropriate after use inspection and testing before changing its availability status

- Demonstrate the ability to:
- Ensure equipment is inspected and tested
 - Record action taken for inspection and testing
 - Change the availability status of equipment

Record details of any equipment intentionally left at the incident ground, and schedule collection of it at an appropriate time

- Demonstrate the ability to:
- Make a record of any equipment intentionally left at the incident ground
 - Ensure the equipment is recovered if appropriate and feasible

Consider decontamination of personnel, PPE and equipment prior to redeployment

- Demonstrate the ability to:
- Ensure personnel, PPE and equipment are appropriately decontaminated prior to redeployment

Consider the condition and serviceability of PPE when assessing operational readiness for redeployment

- Demonstrate the ability to:
- Ensure PPE is in an appropriate condition for redeployment



Hazard - Failing to leave the incident ground in a safe state

Knowledge and understanding

Hazard

Learning outcome

Failing to leave the incident ground in a safe state

Understand all associated hazard knowledge



Control measure - Make an effective handover to the responsible person

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Make an effective handover to the responsible person

Understand:

- The need to hand over responsibility for the health and safety of the site at the closing stages of the incident
- The meaning of the term 'safe state'
- The essential aspects of incident closure management
- The factors that should be included in a handover to the responsible person or body
- The information which should be recorded as part of a formal handover
- The responsibility for securing and handing over the personal property of people involved in the incident

Practical application

Control measure element

Learning outcome

Report any safety critical issues to every person affected by the incident before leaving the scene

Demonstrate the ability to:

- Ensure everyone affected by the incident is aware of safety or security issues

Consider leaving in place cordons or signage to warn of residual hazards

Demonstrate the ability to:

- Leave cordons or signage in place to warn people about residual hazards



Control measure element

Learning outcome

Consider seeking specialist advice for any impacts, or potential impacts, of the incident

Demonstrate the ability to:
• Seek specialist advice for any actual or potential impacts, such as to health and safety, structures or the environment

Take measures to secure premises where no responsible person can be identified

Demonstrate the ability to:
• Secure premises where no responsible person can be identified

Ensure that hazards, potential hazards and control measures are identified when handing over responsibility for health and safety to the responsible person

Demonstrate the ability to:
• Provide the responsible person with information about hazards, potential hazards and control measures to enable them to maintain health and safety arrangements

Provide updates to the fire control room about closure of the incident and the status of resources

Demonstrate the ability to:
• Ensure the fire control room is kept updated about closure of the incident and the status of resources



Control measure - Consider community recovery

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Consider community recovery

Understand:
• The importance of supporting communities during the recovery phase of an incident
• The need to work with local partner agencies to develop protocols for community recovery arrangements



Practical application

Control measure element

Learning outcome

Promote community recovery and restore normal operations

Demonstrate the ability to:

- Consider the need for community recovery throughout and after the incident
- Identify how fire and rescue service activities or assistance can help to restore normal operations

Liaise with statutory resilience forums and partner agencies at the earliest opportunity

Demonstrate the ability to:

- Liaise with statutory resilience forums and partner agencies as soon as the need for their involvement is realised

Consider community recovery protocols and arrange appropriate assistance prior to leaving the incident

Demonstrate the ability to:

- Take community recovery protocols into account during and after the incident
- Request specialist assistance to assist with community recovery where appropriate

Protect Critical National Infrastructure and local critical infrastructure

Demonstrate the ability to:

- Consider the need to protect infrastructure when developing tactical plans



Hazard - Compromised investigations: Poor scene preservation

Knowledge and understanding

Hazard

Learning outcome

Compromised investigations: Poor scene preservation

Understand all associated hazard knowledge



Control measure - Secure the scene for investigation

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Secure the scene for investigation

Understand:

- The need to secure the scene and preserve evidence immediately, unless doing so could:

- Affect safety
- Interfere with any lifesaving activities
- Prevent fire and rescue service statutory duties
- Impact on achieving a successful conclusion of the incident

- How cordons can be used to secure the scene
- The importance of minimising the number of people allowed on the scene
- The need to minimise the movement of casualties, objects and wreckage
- When responsibility for the security of the scene will pass to other agencies

Practical application

Control measure element

Learning outcome

Secure the scene to ensure evidence is preserved for investigations

Demonstrate the ability to:

- Secure the scene to ensure evidence is preserved for investigation



Control measure element

Learning outcome

Inform all personnel of known or likely areas of interest for fire or criminal investigation, so that these can be avoided

Demonstrate the ability to:

- Use cordons to prevent areas of particular interest for investigation being disturbed
- Inform personnel about areas to be avoided if possible

Minimise the number of personnel allowed into the scene

Demonstrate the ability to:

- Only allow authorised personnel within the cordon
- Ensure personnel use a clear common approach path to:
 - Protect physical evidence
 - Prevent cross-contamination

Minimise the potential for 'foreign objects' to be taken into the scene

Demonstrate the ability to:

- Keep a record of any 'foreign objects' taken into the scene by personnel

Hand over responsibility for the security of premises and removed items to the responsible person or the police

Demonstrate the ability to:

- Hand over responsibility to the police or statutory investigation team when fire and rescue service operations are complete



Control measure - Preserve evidence for investigation

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Preserve evidence for investigation	<p>Understand:</p> <ul style="list-style-type: none"> • The need to preserve evidence for investigation purposes • How fire and rescue service activity may affect any subsequent investigation • How to identify and prioritise the preservation of evidence that may deteriorate • The need to minimise contamination of the scene • The benefits of documenting and photographing evidence • What sources of information may assist with investigation
Recovery of casualties and their personal property	<p>Understand:</p> <ul style="list-style-type: none"> • The need for personal property to be kept with casualties, and what to do if this is not feasible • The role of the police or statutory investigation team regarding removal of bodies • The procedure for removing bodies if it is essential to do so during the incident • The benefits of keeping records and taking photographs or videos to support the investigation and debriefing

Practical application

Control measure element

Learning outcome

Consider preservation of evidence when planning, communicating and implementing tactics	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Preserve evidence at all stages of an incident • Communicate evidence preservation considerations to relevant personnel • Keep personal property with casualties if possible; this may assist with identification
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Control measure element

Learning outcome

Consider requesting assistance from a police crime scene investigator or fire and rescue service investigator for collecting physical evidence

Demonstrate the ability to:

- Identify and request police or fire and rescue service investigators

Consider moving physical evidence to a safe place, away from the effects of the incident

Demonstrate the ability to:

- Keep a record of the actions taken to move evidence and the reason for doing so

Consider seizing evidence if it may be lost if left in place

Demonstrate the ability to:

- Arrange for collection and secure storage of the evidence following service procedures

Avoid movement of dials, valves and controls or record original position for investigation purposes

Demonstrate the ability to:

- Record information relevant to original state of the incident

Gather and record information about physical evidence

Demonstrate the ability to:

- If evidence cannot be preserved physically, capture details to inform the investigation by making records, including photographs and videos
- Keep a record of any personal property that cannot be kept with a casualty
- Keep a record of the position and location of bodies if they have to be removed before the arrival of the investigation team

Note issues relating to cordons or physical evidence in the decision log

Demonstrate the ability to:

- Use the decision log to capture information about the scene of the incident



Control measure element

Learning outcome

Notify investigators if personnel have recently attended similar incidents, which could result in cross-contamination of an investigation scene

Demonstrate the ability to:

- Provide investigators with details about personnel who have recently attended similar incidents



Hazard - Compromised investigations: Ineffective or inappropriate actions

Knowledge and understanding

Hazard

Learning outcome

Compromised investigations: Ineffective or inappropriate actions

Understand all associated hazard knowledge



Control measure - Conduct or support investigations

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element	Learning outcome
Conduct or support investigations	Understand: <ul style="list-style-type: none"> • The types and levels of post-incident investigations, and which agencies are responsible for them • The need to investigate and understand the causes of accidents, injuries and the behaviour of buildings, materials and people (to an appropriate level) • An individual’s right to confidentiality • The needs of individuals • The role of the police in an investigation
Health and safety regulatory body	Understand: <ul style="list-style-type: none"> • The role of the relevant health and safety executive in an investigation
Work-related fatalities	Understand: <ul style="list-style-type: none"> • The relevant procedures that should be followed for work-related fatalities
Firefighter fatalities	Understand: <ul style="list-style-type: none"> • The guidance provided by the National Fire Chiefs Council (NFCC) for firefighter fatalities
Investigating a fire and rescue service	Understand: <ul style="list-style-type: none"> • Which agencies may be required to investigate the actions of a fire and rescue service • The need to provide access to facilities and information to the assigned investigators
Fire and rescue service equipment accidents or faults	Understand: <ul style="list-style-type: none"> • The service procedures for preserving the equipment for investigation and notifying the relevant department in the fire and rescue service



Control measure element

Learning outcome

Handover of an investigation	<p>Understand:</p> <ul style="list-style-type: none"> • The appropriate level of formality for handovers • The need to determine that the handover is appropriate • What information a handover should include • The need to be familiar with working protocols of lead agencies that carry out investigations
Multi-agency investigations	<p>Understand:</p> <ul style="list-style-type: none"> • The considerations for multi-agency investigations including: <ul style="list-style-type: none"> - Lead agency arrangements - Roles - Legal powers and duties - Resource commitment • The need to establish arrangements for: <ul style="list-style-type: none"> - Information sharing - Administration - Media briefings - Team updates
Liaison	<p>Understand:</p> <ul style="list-style-type: none"> • The benefits of having: <ul style="list-style-type: none"> - Single or names points of contact for the investigation - A managed approach to liaison - Clear protocols for formal and informal liaison

Practical application

Control measure element

Learning outcome

Report the potential requirement for an investigation	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Follow service procedures for reporting potential investigations
Support and co-operate with investigations	<p>Demonstrate the ability to:</p> <ul style="list-style-type: none"> • Comply with requests for information and assistance throughout an investigation



Control measure element

Learning outcome

Protect the personal rights of individuals subject to or involved in the investigation

Demonstrate the ability to:

- Recognise the needs and rights of individuals

Hand over responsibility for removed items and security of premises to the responsible person or the police

Demonstrate the ability to:

- Use an appropriate level of formality for handovers
- Determine that the handover is appropriate
- Include all required information in a handover
- Acknowledge the working protocols of the lead agency for the investigation

Liaise with the police and local authority support teams at incidents involving serious injury and fatalities

Demonstrate the ability to:

- Participate in multi-agency investigations into serious injuries and fatalities



Control measure - Accurate record-keeping

TRAINING SPECIFICATION

Knowledge and understanding



Control measure element

Learning outcome

Accurate record keeping

Understand:

- That reports should be accurate, clear and unbiased
- That reports can support:
 - Research
 - Formal investigations
 - Statistical content
- The types of records and statements
- The types of written reports
- The need to sign and date all types of records
- The use of decision logs as a record
- The need for personnel to provide witness statements
- The benefits of recording the content of incident debriefs

Practical application

Control measure element

Learning outcome

Record all relevant incident information in an appropriate format

Demonstrate the ability to:

- Record relevant information that is:
 - Accurate, clear and unbiased
 - Captured in an appropriate format
 - Signed and dated where possible
- Consider all types of records, including:
 - Documents
 - Voice recordings
 - Photographs and videos made by personnel
 - Photographs or videos from on-site equipment or CCTV
 - Sketch plans and diagrams



Control measure element

Learning outcome

Collate and secure records from the incident and witness statements

Demonstrate the ability to:

- Use templates if provided by the service
- Focus on objective and personal recollections
- Try to discourage opinions or unfounded conclusions
- Obtain and record names and locations of witnesses

Record statements from relevant people as soon as practicable

Demonstrate the ability to:

- Ensure statements from relevant people are obtained as soon as practicable

Keep decision logs, that include a record of decisions and the rationale for actions

Demonstrate the ability to:

- Keep accurate decision logs that include:
 - A record of decisions made
 - The rationale for actions taken

Participate in debriefings that form part of an investigation

Demonstrate the ability to:

- Participate in debriefing, being mindful that it may form part of an investigation