



National
Operational
Guidance

Hazard

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



NFCC

Fire Central
Programme Office

Developed and maintained by the NFCC



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Hazard - Inability to store and retrieve call and incident data

Knowledge and understanding

Hazard

Inability to store and retrieve call and incident data

Learning outcome

Understand all associated hazard knowledge



Control measure - Capture call and incident data

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

Call details

Understand:

- The rationale for capturing call details relating to incidents

Instant playback recording

Understand:

- How the function for recording information works

Archive recording

Understand:

- How the archive system can be searched and used

Mobilising and communication systems

Understand:

- What information is held in incident logs

Practical application



Control measure element

Learning outcome

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

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



Control measure - Follow the standard message process

TRAINING SPECIFICATION

Knowledge and understanding

Control measure element

Learning outcome

The standard message process

Understand:

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

Messages or information exchanged with other agencies

Understand:

- The guidance provide in the JESIP Joint Doctrine

Practical application



Control measure element

Learning outcome

Use the message formats provided when recording information

Fire control personnel: Demonstrate the ability to:

- Use standard messages to record information

Capture call signs or names as provided by the incident ground

Fire control personnel: Demonstrate the ability to:

- Accurately capture call signs or names against each message

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

Fire control personnel: Demonstrate the ability to:

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

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

Fire control personnel: Demonstrate the ability to:

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

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

Demonstrate the ability to:

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

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

Demonstrate the ability to:

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