

ASTFFL1

Respond to requests for fire damage limitation work



Overview

This standard is about responding to requests for fire damage limitation work. It includes confirming the details of fire damage limitation jobs, agreeing an initial plan of action and making the necessary arrangements for resources and visits to clients.

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Performance criteria

Get and confirm details and specific information related to fire damage limitation jobs

- You must be able to:*
- P1 have sufficient correct **details and information** about fire damage to determine what **action** you will take
 - P2 obtain accurate details of the condition of damaged premises to determine what action it is safe to take
 - P3 confirm what **services** are still available
 - P4 have the **authority** for damage limitation work to be carried out
 - P5 clarify any details, instructions or specific information that you do not understand
 - P6 record clear and accurate details and information to enable damage limitation work to be carried out

Agree initial plan of action and allocate responsibilities of team members

- You must be able to:*
- P7 have sufficient correct **details** about the fire damage to discuss and agree plans of action with relevant team members
 - P8 identify options and select the most likely to be effective in terms of the available **resources**
 - P9 list and prioritise activities necessary to carry out damage limitation work
 - P10 identify and plan to use the skills of **team members**
 - P11 recognise situations where you will need specialist help
 - P12 make sure all members of the team understand the priorities and sequence of activities, as well as their individual responsibilities

Confirm the availability of physical resources and documents needed

- You must be able to:*
- P13 have sufficient details about what **physical resources** and documents you will need
 - P14 confirm that physical resources are available
 - P15 confirm that equipment is operating properly and is safe to use;
 - P16 confirm that tools are safe to use
 - P17 confirm that you have sufficient materials and that they are stored according to suppliers' instructions
 - P18 confirm that documents are up to date and provide the information you need

Confirm visit arrangements and details with clients

- You must be able to:*
- P19 have the correct **contact details** for clients
 - P20 promote a professional image to others of yourself and your organisation
 - P21 confirm with clients that the **details of damaged premises** you have are correct
 - P22 confirm current condition of the premises and what services are available

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- P23 confirm with client that arrangements have been agreed and documented
- P24 agree with the client, arrangements for visiting the premises that are mutually acceptable
- P25 inform clients what action you intend to take, both immediately and longer term
- P26 answer fully and professionally any questions that your clients might ask

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Knowledge and understanding

You need to know and understand:

Get and confirm details and specific information related to fire damage limitation jobs

- K1 what details and information you will need to carry out fire damage limitation work
- K2 where to get more information about fire damage limitation requirements when you need it
- K3 what authority you need to carry out damage limitation work
- K4 why you need authorisation to carry out the work and where to get it
- K5 why it is important to record accurate details before you start fire damage limitation work

Agree initial plan of action and allocate responsibilities of team members

You need to know and understand:

- K6 the post damage condition of premises that the client expects you to achieve
- K7 what details and information you will need to plan damage limitation activities
- K8 the Health and Safety issues of smoke residue and post fire hazards
- K9 the typical activities, equipment and materials required to carry out damage limitation work
- K10 how to identify and prioritise damage limitation activities
- K11 the relevant skills and experience of team members
- K12 how to encourage team members to discuss and agree plans

Confirm the availability of physical resources and documents needed

You need to know and understand:

- K13 the types of physical resources and documents you need and from where you get them
- K14 how you confirm the proper operation of equipment
- K15 the safety requirements for using equipment, tools and materials, including HASAW and COSHH requirements
- K16 where and from whom to get information on the safety requirements for using equipment, tools and materials
- K17 where and how to get specialist equipment, tools or equipment when you need them

Confirm visit arrangements and details with clients

You need to know and understand:

- K18 how to promote goodwill and a professional image with your clients and why it is important to do so
- K19 what questions to ask and how to respond to your clients sensitively
- K20 what confirmation details are required and in what format
- K21 why you should answer clients' questions in a way that helps them understand your answers

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K22 how you should deal with distressed clients

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Additional Information

Scope/range

Get and confirm details and specific information related to fire damage limitation jobs

- 1 **details and information** that you need: address and type of damaged premises; contact details of relevant people (names, phone numbers, availability); type of damage (surface or structural, or both); insurance company if appropriate; present condition of the premises; possible cause of the fire; any action already taken to deal with the damage; reference numbers; claim numbers; policy numbers.
- 2 **action** that you might take: call in specialist; discuss with client
- 3 **services** available: water, electricity, gas
- 4 **authority** from: Insurance company; your organisation; your client; other agencies

Agree initial plan of action and allocate responsibilities of team members

- 5 **details** that you will need: address and type of damaged premises; contact details of relevant people (names, phone numbers, availability); type of damage (surface or structural, or both); insurance company if appropriate; present condition of the premises; possible cause of the fire; any action already taken to deal with the damage
- 6 **resources** that could be available: equipment; tools; materials; time; finance; people; skills
- 7 **team members**: technical; administration, consultants, other specialists

Confirm the availability of physical resources and documents needed

- 8 **physical resources**: equipment; tools; materials
- 9 **documents** for: completion; reference; instruction

Confirm visit arrangements and details with clients

- 10 **contact details**: names, phone numbers, availability
- 11 **details of damaged premises**: type of damage (surface or structural, or both); insurance company if appropriate; present condition of the premises; services available; any action already taken to deal with the damage; access

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Developed by	Asset Skills
Version number	2
Date approved	October 2012
Indicative review date	November 2015
Validity	Current
Status	Original
Originating organisation	Asset Skills
Original URN	ASTFFL1
Relevant occupations	Cleaning services; Specialist cleaning
Suite	Specialist cleaning operations
Key words	type of premises, information required, condition of premises; fire damage