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**Overview**

This standard is about your ability to support incidents which require a fire and rescue response. You will also provide ongoing support to the incident ground during incidents.

Incidents you support may be emergencies, non-emergencies and other fire and rescue events.

This standard is recommended for control room staff.

**Performance  
criteria**

**Support fire and rescue responses**

- You must be able to:
- P1 agree your tasks, duties and objectives in supporting fire and rescue responses with others in line with your role and responsibilities
  - P2 monitor communications to support the ongoing needs of events in line with your organisation's procedures
  - P3 respond to requests for resources and information in relation to events in line with your role and responsibilities
  - P4 confirm requirements when supporting incident responses with others in line with your organisation's procedures
  - P5 communicate new and changing information about incidents to attending resources to support operational response
  - P6 provide others with reports about the support you provide in line with your organisation's procedures
  - P7 report to others when you have achieved your objectives in line with your organisation's procedures
  - P8 inform others of any problems when you are supporting responses in line with your organisation's procedures
  - P9 inform others of risk critical information and other key factors in line with your organisation's risk assessment procedures

**For the whole standard**

- You must be able to:
- P10 keep accurate records and provide these to others in line with your organisation's requirements
  - P11 work with others in line with your organisation's guidance in ways that:
    - P11.1 provide practical support
    - P11.2 encourage co-operation
    - P11.3 promote a positive image of your organisation
    - P11.4 refer matters beyond your level of authority and ability to others in line with your organisation's procedures

**Knowledge and understanding**

**Health and Safety**

You need to know and understand:

- K1 safe working practices of your organisation
- K2 hazards and risks of the workplace affecting people and the environment
- K3 how to use risk assessment information to make decisions
- K4 how to apply decisions based on the assessment of risk
- K5 your organisation's control measures to mitigate risk

**Organisational**

You need to know and understand:

- K6 how to access and interpret information from a wide range of sources, including feedback
- K7 your organisation's objectives, systems of work, policies and working practices
- K8 your organisation's systems, tools and procedures for recording and sharing information and how to use them

**Personal and Interpersonal**

You need to know and understand:

- K9 methods and techniques for communicating with others
- K10 the importance of treating others with respect and consideration, taking account of, and accepting, diversity
- K11 lines of communication and reporting in the workplace
- K12 roles, responsibilities and limits of authority for self, others and other agencies in the workplace
- K13 how to plan and prioritise work in response to work demands
- K14 how to recognise signs and symptoms of stress
- K15 how to recognise and support distressed people
- K16 the importance of planning for contingencies and how to do so
- K17 how to solve problems and make decisions

**Technical**

You need to know

- K18 different types and sources of information

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and understand:

- K19 how to interpret different types of information
- K20 how to access information about resource availability
- K21 how to match resources to meet objectives
- K22 resources and support available and how to access them
- K23 how to use mobilising systems and resources
- K24 your organisation's geographical area of responsibility
- K25 sources of information about the community in your organisation's area of responsibility
- K26 risks and hazards affecting your organisation's area of responsibility
- K27 the importance of keeping and providing accurate information
- K28 the importance of preserving evidence and how to do so
- K29 your organisation's resource requirements for operational readiness

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**Additional information**

**Scope/range**

**1 Types of incidents**

- 1.1 emergencies
- 1.2 non-emergencies
- 1.3 events

**2 Types of resources**

- 2.1 operational appliances and equipment
- 2.2 personnel, including officers and specialists
- 2.3 other agencies

**3 Types of records**

- 3.1 written
- 3.2 electronic
- 3.3 audio

**4 Others**

- 4.1 colleagues
- 4.2 line managers
- 4.3 members of the public
- 4.4 other agencies

# SFJFRSCO4

## Support fire and rescue responses



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|---------------------------------|--|
| <b>Developed by</b>             | Skills for Justice                                   |
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| <b>Originating organisation</b> | Skills for Justice                                   |
| <b>Original URN</b>             | SFJ FRS CO4  |
| <b>Relevant occupations</b>     | Fire and Rescue Services Control Operators           |
| <b>Suite</b>                    | Fire and Rescue Sector Control Operations            |
| <b>Key words</b>                | organise; oversee; mobilise; emergency; respond<br>; |

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