
Overview

As this standard applies across a range of working contexts within the fire and rescue service, the following guidelines apply at element level:

Monitor and acquire resources to meet service demands

This element concerns your ability to proactively ensure that sufficient resources of consumables used on a day to day basis are available to avoid any interruption to service delivery. Underpinning this unit is your knowledge of the equipment in use which requires consumable stock and the importance of maintaining sufficient supply of the correct items, as well as the ability to implement ordering procedures.

Monitor the storage of physical resources

This element relates specifically to you monitoring the storage of consumables, particularly ensuring that you check compliance with regulations and requirements which have an impact on health and safety in the workplace. You will also be required to demonstrate that you operate effective record keeping and security procedures.

Control the issue of resources to support service delivery

This element relates to your issue of resources to meet demand or on request. Your ability to operate proactively to ensure that sufficient supply is maintained for both known and anticipated demands and the action to take.

Performance criteria

You must be able to:

Monitor and acquire resources to meet service demands

1. make an accurate assessment of known and anticipated resource needs
2. monitor the availability and quantity of resources under your control to ensure cost effective and efficient service delivery
3. identify any deficiencies in the availability of resources
4. report to others any deficiencies in the availability of resources
5. acquire resources to maintain specified levels within your own level of authority
6. maintain records in line with your organisation's procedures
7. check that your contact with people is constructive, supportive, promotes co-operation and a positive image of the organisation
8. actively seek opportunities to improve service delivery and report these to others

Monitor the storage of physical resources

9. check your resources are secure from unauthorised access and are;
9.1 stored in the specified location
10. make recommendations for the improved storage of resources to the relevant person as soon as possible
11. maintain records in line with your organisation's procedures
12. check your methods of storage avoid hazard and risk to people, property and the environment

Control the issue of resources to support service delivery

13. control issue of resources to ensure sufficient supplies are available to meet actual and anticipated demands
14. explore alternative sources of supply where demands exceed stock available within your own level of authority
15. avoid wastage and control costs by efficient use of resources
16. make people aware of relevant health and safety guidance when issuing resources
17. maintain records in line with your organisation's procedures
18. issue resources to maintain specified levels within your own level of authority

Knowledge and understanding

You need to know and understand:

Health and Safety

1. hazards and risks of the workplace affecting people and the environment
2. how to make decisions based on the assessment of risk
3. how to apply practices that maximise the health, safety and welfare of yourself and others in the workplace

Organisational

4. organisational policies, aims and objectives
5. recording systems and their use
6. how to provide information to influence change or improve service delivery

Personal and Interpersonal

7. how to communicate clearly and effectively with the range of people involved
8. how to treat others with respect and consideration, taking account of, and accepting, equality
9. roles, responsibilities and limits of authority of self and others in the workplace
10. methods of communication and reporting in the workplace
11. how to solve problems, make decisions and plan for contingencies

Technical

12. how to interpret information of different types and from a range of sources
13. capabilities and limitations of personal and operational equipment
14. the availability of, and access to, internal and external resources and support
15. the requirements for availability, operational readiness and physical resources
16. how to handle and deliver resources in a safe and secure manner
17. how to ensure that resources are securely stored

SFJFRSWM10

Acquire, store and issue resources to provide service delivery



Glossary