

Incident Management

This AOC covers the management and handling of incidents or events from a communications centre or control room.

This AOC applies equally to a range of organisations including;

- the emergency services (ambulance, fire, police etc.);
- public utilities (electricity, gas, water etc.); or
- security providers (e.g. for sports or entertainment events).

Incidents and events are defined as occurrences which could give rise to emergency situations or threats to public safety or property. They will require the deployment and control of a range of resources whose activities need to be co-ordinated.

Incidents will generally arise with little or no prior warning while typically events will be the subject of significant preplanning. The term incident is used below as shorthand to include events.

Also covered is the ongoing monitoring of the incident together with post operational review and analysis.

A level 2 role will involve communication with specified resources either following organisational procedures or under direct supervision. It will also involve the maintenance of relevant records (e.g. incident logs).

Level 3 roles will, in addition, involve the selection of resources to be deployed and making limited choices about the procedures to be followed or methods of working to be adopted.

At level 4 there will be significant autonomy in deciding the resources to be deployed and how they will be employed. There will also be responsibility for developing organisational procedures and defining working methods.

At level 5 there will be overall direction of incident management within the organisation.

The competent person can:	This will involve applying the following <i>knowledge and understanding</i> :	This will involve effective use of the following <i>skills and techniques</i> :
Level 2 Handle incidents under direction	<ul style="list-style-type: none"> • specified organisational procedures for incident management; • how to use specified communications systems; • the capabilities and limitations of specified communications systems; • the resources available to be deployed. 	<ul style="list-style-type: none"> • following specified organisational procedures to handle incidents; • making effective use of specified communications systems to deploy specified resources.
Level 3 Manage incidents	<ul style="list-style-type: none"> • what organisational procedures are appropriate to manage specific incidents; • use, capability and limitations of immediately available resources 	<ul style="list-style-type: none"> • selecting appropriate organisational procedures to manage incidents; • selecting appropriate resources from those immediately available;

	and communication systems .	<ul style="list-style-type: none"> ensuring that appropriate communication systems are used effectively to deploy selected resources; providing guidance to immediate colleagues on handling incidents.
<p>Level 4</p> <p>Control the management of incidents</p>	<ul style="list-style-type: none"> available organisational procedures for incident management; the factors determining the applicability of organisational procedures for specific incidents; use, capability and limitations of immediately available resources and communication systems; what additional resources are available; organisational strategy for incident management. 	<ul style="list-style-type: none"> providing control and guidance to ensure compliance with organisational procedures and effective management and handling of incidents; reviewing the effectiveness of the management of active incidents; contributing to the development of organisational strategy; contributing to the review of procedures for incident management.
<p>Level 5</p> <p>Direct the management of incidents</p>	<ul style="list-style-type: none"> what organisational procedures for incident management are required; content to be included in organisational procedures for incident management; what resources and communication systems are required to manage incidents. 	<ul style="list-style-type: none"> creating and implementing organisational procedures for incident management; ensuring compliance with organisational procedures for incident management and handling; reviewing and updating organisational procedures for incident management; developing the organisational strategy for incident management.

Included knowledge and skills components

Knowledge components

Organisational procedures for incident management	
The procedures laid down by the organisation for managing incidents. The following are examples of the types of procedure which will typically be required.	
Level 2	<ul style="list-style-type: none">• standard wording and codes for communications;• how to determine response levels;• escalation and fault reporting;• information access and recording;• frequency and type of contacts with on-site resources;• when and how to communicate with external organisations and agencies;
Level 3	<ul style="list-style-type: none">• information gathering and incident re-evaluation;
Level 4	<ul style="list-style-type: none">• when and how to access additional resources
Level 5	<ul style="list-style-type: none">• as level 4

Communication systems	
Any available method for communication with resources or others.	
Level 2	<ul style="list-style-type: none">• mobile voice (radio, phone);• fixed voice (telephone, intercom, private wire);• electronic (telex, email, data transfer).
Level 3	<ul style="list-style-type: none">• as level 2
Level 4	<ul style="list-style-type: none">• as level 2
Level 5	<ul style="list-style-type: none">• as level 2

Skills components

Incident handling	
Level 2	<ul style="list-style-type: none">• using information and communications technologies in a co-ordinated way;• assessing and prioritising incidents and deploying resources appropriately;• passing accurate information to deployed resources and relevant other people;• escalating incidents when appropriate.
Level 3	<ul style="list-style-type: none">• as level 2
Level 4	<ul style="list-style-type: none">• as level 2
Level 5	<ul style="list-style-type: none">• as level 2

Reviewing and updating incident management procedures	
Typically this will involve:	
Level 4	<ul style="list-style-type: none">• reviewing incident management procedures to identify deficiencies;• updating procedures to eliminate identified deficiencies;• agreeing changes of procedures with relevant colleagues;• informing colleagues of relevant changes to procedures.
Level 5	<ul style="list-style-type: none">• reviewing the currency and scope of incident management procedures;• developing procedures to meet current and anticipated needs.