

273 Incident Management Level 2

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)
- security providers (eg 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 (eg incident logs).

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> :
<p>Level 2</p> <p>Handle incidents under direction.</p>	<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.

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This unit record contains cross-reference grids for evidence and whole unit feedback and signoff sheet

Detail reference	Knowledge and understanding of:	Type of evidence	Evidence reference	Evidence location	Assessor signature with date	IV signature with date
1	<p>Specified organisational procedures for incident management.</p> <p>The procedures laid down by the organisation for managing incidents. The following are examples of the types of procedure which will typically be required:</p> <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. 					
2	<p>How to use specified communications systems.</p> <p>How to use any available method for communication systems eg:</p> <ul style="list-style-type: none"> • mobile voice (radio, phone) • fixed voice (telephone, intercom, private wire) • electronic (telex, email, data transfer). 					
3	The capabilities and limitations of specified communications systems.					
4	The resources available to be deployed.					

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Detail reference	The effective use of the following skills and techniques:	Type of evidence	Evidence reference	Evidence location	Assessor signature with date	IV signature with date
5	Following specified organisational procedures to handle incidents. Incident handling will typically involve: <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. 					
6	Making effective use of specified communications systems to deploy specified resources.					

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Candidate name _____ Centre _____

Assessor's feedback/comments:

Assessor's signature:(whole unit completion)

Date:

Candidate's signature: (whole unit completion)

Date:

Internal verifier: (if sampled as a whole unit)

Date:

Notes:

1. Assessment guidance for this unit is available as a separate file.
2. This form can be used as a printed file that is completed by hand. Alternatively it can be completed electronically (recommended). If used electronically it can then either be transmitted electronically or printed when complete and signed in the normal way. Files sent electronically can only be accepted if the centre has confirmed the validity of electronic signatures and secure email addresses for those concerned. Before claiming certification, assessors and centres must be confident that the evidence is authentic and candidates must sign and date an **Authenticity of Evidence** in the normal way before unit achievement can be claimed.
3. For **Type of evidence** please use the following set of codes or combination of codes:
E = Product evidence, **O** = Observation, **P** = Personal Statement, **WS** = Witness Statement, **S** = Simulation, **PD** = Professional Discussion, **APA** = Accreditation of Prior Achievement, **Q&A** = Questions and Answer.
4. If you do enter information to this form electronically, change format accordingly and store as another file using an appropriate naming convention eg your name, 273 Incident Management Level 2.doc. You must also ensure that backups are made.
5. Facility is provided for verification by competence detail or by whole unit. The verifier may choose to verify tasks that cover a number of units by marking each competence detail individually.