

473 Incident Management Level 4

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.

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.

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 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.

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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>Available 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"> • when and how to access additional resources. 					
2	<p>The factors determining the applicability of organisational procedures for specific incidents.</p>					
3	<p>Use, capability and limitations of immediately available resources and communication 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). 					
4	<p>What additional resources are available.</p>					
5	<p>Organisational strategy for incident management.</p>					

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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
6	<p>Providing control and guidance to ensure compliance with organisational procedures and effective management and handling of incidents.</p> <p>Incident handling will typically involve:</p> <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. 					
7	Reviewing the effectiveness of the management of active incidents.					
8	Contributing to the development of organisational strategy.					
9	<p>Contributing to the review of procedures for incident management.</p> <p>Reviewing and updating incident management procedures.</p> <p>Typically this will involve:</p> <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. 					

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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, 473 Incident Management Level 4.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.