

Training Commissioning and Alteration

Process Form 2

Change to Existing Training

TCAP template: April 2013 version 3.0

TCAP number: 0217B

**Title: Operational Command Skills Training
Maintenance – Level 1**

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Version Control			
Version	Date	Author	Comments/Changes made (including section numbers)
0.1	02/12/15	Pat McNulty	Initial
0.2	10/12/15	Pat McNulty	Amended TCAP accepted by LFB
1.0	16/12/15	S. McLeggan	Course Aims & Objectives added.
2.0	09/03/17	S. McLeggan	Scheduling and CMG/CSB Verification details added
3.0	16/03/17	D. Massey	Updates provided by Babcock
4.0	15/05/17	S. McLeggan	Post pilot/pre sign off amendments.
5.0	16/05/17	S. McLeggan	TCAP complete pending LFB signatures

STAGE 1: TCAP Development

Basic Information

To be completed by Commissioning Officer

TCAP Title
Operational Fire Command Skills Training Maintenance: Level 1

Name of Commissioning Officer and their department
Cara Kelly – Design Operations

Name of Client(s) and their department
Alistair Cumming – Design and Development

Course Details
Name: Operational Fire Command Skills Training Maintenance: Level 1 Current course code: FCSKTD (known as SMICR) New Course Code: OFCSTM Competency: Incident Management Criticality: A

TCAP Stakeholder Group Members
<i>TSG members must be able to make decisions on their departments behalf. It is the responsibility of the TSG members to feedback to their management to ensure agreement with the decisions that are made. TSG members must be the single point of contact to ensure swift progression, or provide a substitute should they be unable to attend meetings.</i>
Babcock – Doug Massey, Bruce Epsley LFB – Angela Hale, Sarah McLeggan, Lee Drawbridge, Laurie Kenny, Martin Freeman T&RT – Claire Stockley/ Natalie Holmes

Subject Matter Expertise
Babcock - Doug Massey LFB - Laurie Kenny, Lee Drawbridge, Martin Freeman

STAGE 1: TCAP Development

Background/Context

Current

This course is currently being delivered via the following specifications for FCSKTD (known as SMICR):

Duration: Two days

Venue: Bristol training centre

Min/Max figures: 8/12

Class size:12

Proposal

What is being proposed:

Pre-requisites: None

Duration: 1 Day

Venue: DTF Beckton or RTF Harrow

Min/Max figures: 4, 8, 12 or 16

Class Size:16

Start/Finish times: 09:00 – 17:00

Due to commence: 19th January 2016

How will this enhance training/delivery:

Following a review of Incident Command training, it has been jointly agreed between LFB/Babcock that the Supervisory Managers Incident Command Refresher Course will be replaced with a new course entitled Operational Fire Command Skills Training Maintenance: Level 1 Incident Command (Competent) Maintenance of Skills.

The Operational Fire Command Skills Training Maintenance is an annual one day XVR virtual simulation course based in London at either Beckton or Harrow Training Centres and replaces the biennial two day practical simulation course that runs at Bristol Training Centre.

Delegates are fully involved focussing on command role in all exercises. There is reduced downtime caused by travel, making up gear, safety briefing for exercises, comp leave etc. and there are nine e-learning packages plus technical knowledge digest.

The following Aim, Objectives and Learning Outcomes are from the OFCSTM trainer guide:

Aim: Confirmation of Level 1 Incident Command skills through incident simulation

Objectives: Demonstrate the role of Incident Commander

Demonstrate effective Incident Command skills

Performance Standard:

STAGE 1: TCAP Development

National Occupational Standard WM7: Lead and support people to resolve operational incidents - Level 1 Incident Command knowledge profile.

Learning Outcomes

- *Maintenance of skills training is designed to support individuals to maintain competency.*
- *Training provides opportunities to develop, practice, and improve the skills and knowledge for the Incident Commander role using realistic and challenging incident scenarios covering a comprehensive range of simulated incident types.*
- *Incident Commanders will be encouraged to draw on previous operational experiences, acquired knowledge, and past training when undertaking the Incident Commander role.*
- *Delegates need to demonstrate effective command skills, and the application of appropriate technical knowledge, to the standard of performance required for the role, to meet the course aim and objectives.*
- *The trainer facilitating (facilitator) the incident simulations gathers evidence of individual performance whilst delegates undertake the role of Incident Commander.*
- *Observation and confirmation of delegate skills and knowledge is measured against the performance standard for the role (WM7) and Level 1 Incident Command knowledge profile.*
- *The facilitator will confirm to delegates where the required standard has been met and, if appropriate, any areas of learning required.*

The learning outcome for all incident command simulations is that delegates demonstrate the required standard of performance for the role of Incident Commander:

Command Skills:

Leadership

- *Situational awareness*
- *Command decision-making*
- *Incident Commander communication*
- *Personal resilience*

Organisation of the incident ground:

- *Command roles and responsibilities*
- *Multi-agency arrangements*
- *Structuring an incident*
- *Firefighter emergency*
- *Fire survival guidance call*

STAGE 1: TCAP Development

Safety Management:

- *Firefighter safety maxim*
- *Risk assessment at an incident*
- *Emergency evacuation and tactical withdrawal*

Operational (Technical) knowledge:

- *Dealing with fire incidents*
- *Dealing with transportation incidents*
- *Dealing with hazardous materials and environmental protection incidents*
- *Dealing with special risks*
- *Associated operations, policy, and procedure*

Trainer observation and delegate feedback is aligned to the command skills and technical knowledge.

Where detailed clarification is sought by delegates or required by the facilitator, reference is to be made to the Level 1 Incident Command knowledge profile and e-learning modules to confirm understanding or substantiate performance standard.

Impact analysis

To be completed by Commissioning Officer and LDS

Identify the existing training packages affected by this TCAP

Supervisory Managers Incident Command Refresher Course

**Does the requested change have any impact on Operations Prevention and Response
[please consult TRT]**

YES ☒

If Yes ensure TRT are included as a TSG member for this TCAP

NO

STAGE 2: TSG Meeting

Training Stakeholder Group Meeting

To be completed by Learning and Development Strategy Team

Approval to submit TCAP to Babcock

Please record below that the TCAP has been approved by relevant GM/FRS F prior to submission to Babcock

N/A Submitted by Babcock to LFB (following course review)

TSG Meeting Required

YES ☒

Please complete the rest of this section

NO ☐

Please move to the next stage

TSG Meeting Arranged

Interim meeting called 09/12/15 to discuss the current status.

Further meetings to be called in the new year to agree course materials, scheduling, JIs etc

Agreed TCAP Completion Date

It was agreed at Incident Command TCAP Project Board 11/05/17 that this TCAP can be signed off. This is with the caveat that new materials (scenarios) will continue to be updated on an ongoing basis.

Note of any key decisions made, issues raised, etc at TSG

Issues raised at post pilot meeting with regards pre-course learning. It was identified that this was due to Course Allocation Team (CAT) not being informed initially that the training included pre-course learning. Doug Massey advised that CAT are now fully aware and pre-course learning will be assigned upon JIs being sent out.

STAGE 3: Training Options

Change to existing training

To be completed by Babcock

Babcock to provide a list of courses that require amendment

SMICR - Supervisory Managers Incident Command Refresher

Timescales

Babcock to provide completion dates for amendment to training

The materials for this course are currently being developed. LFB SMEs will commence the approvals process in mid December 2015.

SharePoint location for materials:

<https://ew.connect.babcock.co.uk/sites/londonfirebrigade/training/Incident%20Management%20IM1/Forms/AllItems.aspx>

Review of Training Options

*A To be completed by CMG. * to be completed by LDS*

Date completed:

Current in year change? ☐

Change to future baseline? ☐

Option 1

Criticality*:

Competency*:

Indicative Training Units*:

Major or Operational Change?:

Comment: AB informed SM that this course is covered by training equivalence and therefore TUs only need to be approved via CSB.

Option Selection

To be completed by Learning and Development Strategy Team

8.1 CSB Verification

Date: TUs approved at CSB 11/04/17.

STAGE 4 : Approval of Training Materials

Approval of Training Materials

To be completed by Learning and Development Strategy Team and Babcock

Amendments required to Health and Safety Risk Assessment.

Babcock to detail whether the development of this change to existing course will necessitate change to/or production of new risk assessments. If change to/creation of new risk assessment is required this must be provided by Babcock

N/A

Training Development Approval

Lesson Plan: ☒

Presentation: ☒

Exercises: ☒

Risk Assessment: ☒

Approval - (Please sign, Date and Job Title and Date)

DMC Lee OCTUBER 3/5/17
HEIDET. COMMAND POLICY

AHale - PD Manager - DET Dept 1/6/17
AHale

STAGE 5 : Scheduling

Scheduling

General information:	
Are you creating a new course? If Yes complete this section If No enter NA and move on to next section	Yes
By creating this new course, does another course need to be deactivated?	Yes
If yes, please provide the Course code & course title:	FCSKTD (known as SMICR)

Core Course Details:	
Course Name	Operational Command Skills Training – Maintenance
Course Code	OFCSTM
Class Minimum	4
Class Maximum	16
TU per course	2 TUs for 4 delegates
Tradability	-
Course Duration	1 Day
Start and Finish Times	09:00 – 17:00
Venue/s	Beckton/Harrow
Number of delegates to be trained in current financial year	Dependant on promotion CM and WM rounds
How often training refresher is required?	Once a year
Is course "On Demand"?	YES <input checked="" type="checkbox"/> NO <input checked="" type="checkbox"/> There is an eligibility report being made to automate the process however if staff are recognised as being in need to attend this course it can be requested.
Is the course delivered via PROP,SR or Neither (N)?	PROP
Provide the details of the class allocation rules	-
Level 1 Evaluation	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
Level 2 Assessment?	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
Is there an eligibility Report?	Yes – Sent to TRT for QA and building 10/05/17

STAGE 6 : Pilot

Pilot

Feedback was discussed at Incident Command project board 02/02/16. A brief overview is provided below.

Feedback from the Level 1 (Maintenance) training courses (19, 26 & 27 Jan)

GE detailed the concerns with regard to the pilot that he observed on 19th January in relation to:

- XVR Graphics - didn't accurately represent UK / London scenes
- XVR (basement fire) - not typical of London architectural style
- Risk Critical Procedures - specific procedures may be missed by delegates and or trainers when following the trainer guide prompts.
- "Level Crossing RTC" - risk critical elements of an effective response were missed by candidates and not highlighted / discussed by the facilitator.
- Difference in facilitation methods – different learner experiences
- Messages - The importance of ensuring that the 'hot seated' delegate formulates messages during the scenarios.

SCH added the following feedback with regard to the pilot that she observed on 26th January:

- Levels of Situational Awareness - That it would be beneficial for trainers to have a list of example questions for the three levels of situational awareness, for use during scenario freeze-framing to encourage delegates to explore their perception, comprehension and projection of the situation.
- Decision Controls - That the trainers weren't using Decision Controls. It was discussed that with reference to the Decision Controls, trainers would benefit from some further input on this subject and how best it can be implemented into the training.

Babcock Feedback

DM shared the feedback that Babcock had generated from the delegates on the initial three pilot courses:

- 100% positive in terms of trainer and training content.
- Issues were raised by delegates in relation to venue travel distance and parking availability.
- Some delegates also reported that they felt that four scenarios in one day was mentally tiring.
- It was agreed to leave the delegate numbers and scenarios as is. As more feedback is gathered this issue may be re-looked at in the future. It was also agreed that the JIs will be amend to inform delegates that the course times are 09:30 to 18:30.

It was agreed at Incident Command TCAP Project Board 11/05/17 that this TCAP can be signed off. This is with the caveat that new materials (scenarios) will continue to be updated on an ongoing basis.

STAGE 7: Final Sign Off

Completed Course Checklist

To be completed by Learning and Development Strategy Team

Confirm final training materials have been received:
Lesson Plan: <input checked="" type="checkbox"/>
Presentation: <input checked="" type="checkbox"/>
Exercises: <input checked="" type="checkbox"/>
Risk Assessment: <input checked="" type="checkbox"/>
Provide link to where materials can be found in SharePoint: https://connect.babcockinternational.com/sites/londonfirebrigade/training/Incident%20Management%20IM1/Forms/AllItems.aspx?RootFolder=%2Fsites%2Flondonfirebrigade%2Ftraining%2FIncident%20Management%20IM1%2FLevel%201&FolderCTID=0x012000BA8FE25B05427B43909C9A9A4F55DFE2&View=%7BD2B65F1E%2D421E%2D45B4%2D8EBB%2DB0EE211B6348%7D&InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistence

STAGE 7: Final Sign Off

Approvals


To be completed by Learning and Development Strategy Team

Final sign off

Signatures required from Commissioning Department and LDS Lead (FRS F/GM)

Please sign, print name, add job title and date

Lee drawbridge was Dtc of OET at time of
TCAP completion. Sm 01/06/17 (Project Manager & PD)

 DRC LEE DRAWBRIDGE 31/5/17.
INCIDENT COMMAND POLICY

A Hale - A HALE - PERSONAL DEV MGR 1/6/17
DCT DEPT

Signed TCAP scanned, saved to SharePoint and then attached to an e-mail and sent to TSG, TRT, TABR and Babcock to confirm that TCAP is now complete: ☒

Contents of TCAP SharePoint folder Archived? ☐

Appendix I - Consultation with Representative Bodies

To be completed by Learning and Development Strategy Team.

Consultation with Representative Bodies (RB's)

LDS consults on change to training with RB's, please detail any comments received from RB's and any stage of the TCAP and how these have been addressed.

RB's were informed of the pilot during the monthly Training Liaison meetings. Follow up sessions were also arranged by Personal Development and attended by RBs.

Appendix 2 – Final TCAP amendments to confirm final Babcock sign off

Post pilot changes

Following Project Board 22/06/17 Cara Kelly advised that Babcock required more reflective post pilot feedback and scheduling information within TCAP 2017B. Below are the final TCAP amendments that supersede information shown in pages 11 & 12 of the TCAP (as this was historic information which did not accurately reflect progress on this TCAP at time of closure) for formal sign off.

Scheduling

General information:

Are you creating a new course? If Yes complete this section If No enter NA and move on to next section	Yes
By creating this new course, does another course need to be deactivated?	Yes
If yes, please provide the Course code & course title:	FCSKTD (known as SMICR)

Core Course Details:

Course Name	Operational Command Skills Training – Maintenance
Course Code	OFCSTM
Class Size	4 (class can be booked in multiples of 4 - 4, 8, 12, 16)
TU per course	2 TUs for 4 delegates (as opposed to the initial costs set at 8 TUs for 16 delegates)
Tradability	Tradeable
Course Duration	1 Day
Start and Finish Times	09:00 – 17:00
Venue/s	Beckton/Harrow
Number of delegates to be trained in current financial year (2017/18)	204 – Provided by EPT
How often training refresher is required?	Once a year
Is course "On Demand"?	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> There is an eligibility report to automate the process however if staff are recognised as being in need to attend this course (TNA) it can also be requested.
Is the course delivered via	PROP

PROP,SR or Neither (N)?	
Provide the details of the class allocation rules	-
Level 1 Evaluation	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
Level 2 Assessment?	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
Is there an eligibility Report?	Yes – Sent to TRT for QA and building 10/05/17
Criticality	Criticality C. Abatement rate of £1,666.67
Competency	B

Pilot

Delegate Feedback Summary

The average scores for the three pilot dates can be found below (1 = very poor to 5 = very Good):

19/01/17
26/01/17
27/01/17

Pre Course Learning	Training materials used during course	Venue	Overall standard of training delivery	Trainer (s) that delivered the course
2	5	4	5	5

Improvements/suggestions/complaints

- Pre course Learning
 - All delegates had issues accessing big learning
 - Delegates had to request modules to be added to their account
 - Many delegates did not have modules and therefore did no complete pre-learning
- Training materials used during course
 - XVR reported to be a very good learning aid
 - Good workshops
 - There were a few suggestions for a practical exercise to be included in the course
- Venue
 - Too far away for some delegates but facilities reported to be excellent
- Overall opinion of training delivery
 - XVR responses were positive on the whole and is reflected in the ratings
 - Workshops and exercises facilitated learning
- Trainers
 - All positive feedback based on Trainers knowledge and experiences

Babcock Feedback

- 100% positive in terms of trainer and training content.
- Issues were raised by delegates in relation to venue travel distance and parking availability.
- Some delegates also reported that they felt that four scenarios in one day was mentally tiring.

Post Pilot Updates

It was agreed at Incident Command TCAP Project Board 11/05/17 that this TCAP can be signed off. This is with the caveat that new materials (scenarios) will continue to be updated on an ongoing basis.

22/06 CK advised at project board that the TCAP could not be signed until the class sizes were agreed by LFB.


This TCAP has now been updated to approve the class size and associated TUs as per below.

Training Units	2
Max delegates	4
Trainers required	2
Rooms required	IC Briefing & Suite – but can over schedule 4 times (Maximise numbers to 16)

Development & Training Signature:

Angel Hale

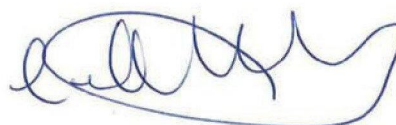
Date:


12/3/18

Babcock Signature:

Cara Kelly

Date:


14/3/18