

Training Commissioning and Alteration

Process Form 2

Change to Existing Training

TCAP number: 0216B

Title: Operational Command Skills Training

Development: - Level 1

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Version Control			
Version	Date	Author	Comments/Changes made (including section numbers)
01	14/12/15	Pat McNulty	Initial
0.2	16/12/15	Pat McNulty	Forward to LFB
1.0	16/12/15	S. McLeggan	Course Aims & Objectives added provided by Pat.
2.0	01/07/16	S.McLeggan	Post pilot considerations
3.0	17/02/17	S.McLeggan	Scheduling and CMG/CSB review of options fields added.
4.0	16/03/17	D. Massey	Updates provided by Babcock
5.0	15/05/17	S.McLeggan	Post pilot/pre sign off amendments.
6.0	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 Development: 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 Development: Level 1 Current course code: IMTHCM/IMTHWM Course code proposed: OFCSTD 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 IMTHCM/IMTHWM (known as LIM):

Duration: 10 days

Venue: Bristol Training Centre

Min/Max figures: 8/12

Class size:12

Proposal

What is being proposed?

Pre-requisites: Level 1 Incident Command Knowledge Profile

Duration: 10 days

Venue: DTF Beckton or RFT Harrow and a practical venue within London

Min/Max figures: 8-12

Class Size: 12

Start/Finish times: 09:00 – 17:00

Due to commence: Potentially March 2016 - To be agreed between Alistair Cumming and Rachel Wetheridge

How will this enhance training/delivery

Following a review of Incident Command training, it has been jointly agreed between LFB/Babcock that the London Incident Management (LIM) Course will be replaced with a new course entitled Operational Fire Command Skills Training Development.

The new course will be 10 days, comprising 8 days of XVR virtual simulation and theory plus two days of practical simulation. The first 8 days will be based at either Beckton or Harrow Training Centres with a further 2 days at a practical venue in London. Pre-course e-learning will be available to support delegate's in acquiring and maintaining their incident command knowledge base.

Delegates experience increasing levels of interaction and involvement as Incident Commander. The First scenarios are tackled by syndicates with trainers acting as coach/mentor and delegates are subsequently exposed gradually to greater involvement as IC and to incidents with increasing complexity. Performance will be measured against WM7 and the Level 1 Incident Command Knowledge profile. When not acting as IC, delegates are fully involved in observing and providing peer feedback on all exercises. There is reduced downtime caused by travel, making up gear, safety briefing for exercises, comp leave etc.

Note: The LIM was a ten day course comprising five days theory in London and five days practical simulation at the Bristol Training Centre.

Course aims: Confirmation of Level 1 Incident Command skills through incident simulation

Course objectives: To: Demonstrate the role of Incident Commander - Demonstrate effective Incident Command skills

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

STAGE 1: TCAP Development

The High-level objectives are contained within the TCAP, the expanded Aims/Objectives/Learning outcomes (taken from the trainer guide) are as follows:

Aim: Acquisition and confirmation of Level 1 Incident Command skills through incident simulation

Objectives: Demonstrate the role of Incident Commander
Demonstrate effective Incident Command skills

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

Learning Outcomes

- Development of skills training is designed to support individuals to develop competency.
- Training provides opportunities to develop, practice, and improve the skills and knowledge for the Incident Commander role using eLearning together with realistic and challenging incident scenarios covering a comprehensive range of simulated and practical 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 and practical exercises 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

Safety Management:

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

STAGE 1: TCAP Development

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

London Incident Management Course (LIM)

**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

This course has been discussed at the Incident Command Programme Board as part of the course review process.

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 CAT not being informed 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	IMASCM / IMASWM IMTHCM / IMTHWM To be deleted 20/21/6/17
LIM – London Incident Management Course	

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 January 2016.

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? <input type="checkbox"/>
Change to future baseline? <input type="checkbox"/>
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 5: 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

The risk assessments for this courses were amended and later approved by Peter Rickard – Compliance Manager (Personal Development).

[https://ew.connect.babcock.co.uk/sites/londonfirebrigade/training/rmlfb/Incident%20Management/Exercise%20\(%20Fires\)%20Risk%20Assessment%20amended.pdf](https://ew.connect.babcock.co.uk/sites/londonfirebrigade/training/rmlfb/Incident%20Management/Exercise%20(%20Fires)%20Risk%20Assessment%20amended.pdf)

<https://ew.connect.babcock.co.uk/sites/londonfirebrigade/training/rmlfb/Incident%20Management/RA%20Ilford%20TA%20Centre.pdf>

Training Development Approval

Lesson Plan: ☒

Presentation: ☒

Exercises: ☒

Risk Assessment: ☒

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

AHALE - PERSONAL DEVELOPMENT 1/6/17
MANAGER



JAC LEE DRABLOCS 31/5/17.
INCIDENT COMMAND POLICY.

STAGE 5: Approval of Training Materials

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:	IMTHCM/IMTHWM# (Theory) IMASCM/IMASWM (Assessment) Known as the LIM

Core Course Details:	
Course Name	Operational Command Skills Training - Development
Course Code	OFCSTD
Class Minimum	8
Class Maximum	12
TU per course	28 TUs for 12 delegates ✓
Tradability	- T
Course Duration	10 days (including 2 day practical)
Start and Finish Times	09:00 – 17:00
Venue/s	Beckton/Harrow & TA Centre West Ham/Ilford
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 (OFCSTM)
Is course "On Demand"?	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
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 checked="" type="checkbox"/> NO <input type="checkbox"/>
Is there an eligibility Report?	Yes

CRITICALITY = A
 COMPETENCE = B

TSC 21/6/17

STAGE 7: Final Approval

Pilot

Pilot took place 02/05/16 to 13/05/16 at Beckton and either West Ham or Ilford TA Centre for the practical session. The following delegate feedback was recorded (1 poor- 5 excellent).

Pre Course Learning	Training materials used during course	Venue	Overall standard of training delivery	Trainer (s) that delivered the course
3	4	4	4	4
2	5	3	5	5
2	4	4	4	4
2	4	3	5	5
3	5	4	5	5
1	3	3	5	5
2	5	3	4	5
3	4	4	4	4
3	5	5	5	5
3	4	4	4	4
2	4	5	5	5
3	4	3	5	5
4	5	4	5	5
2	4	5	4	4
2	4	4	5	5
2	4	4	5	5

Improvements/suggestions/complaints

- Pre course Learning
 - Many instances recorded where delegates did not have sufficient time to access big learning
 - There were many issues raised with regards log in, functionality, completion & usability
 - Many delegates observed they feel a disconnect between the pre-course learning and test on day 1
 - There were several complaints regarding the unrealistic amount of reading materials
 - A few instances where delegates asked for the practical's to be delivered earlier so that there is a final chance to practice before the assessment
 - No reply to email enquiry (would assume this was sent to TABR mailbox)
- Training materials used during course
 - There was a comment about the XVR graphics e.g. smoke or cloud
 - Jumpy graphics
- Venue
 - There were several complaints about the venues location, distance to travel & parking
 - Windows
 - Harsh lighting

- Trainers
 - 1-2-1 input/feedback with trainers requested
 - More consistency on individual scenario feedback
- Overall opinion of training delivery and trainers
 - XVR responses were positive on the whole and is reflected in the ratings
 - Majority of trainer feedback was positive and is reflected in the ratings

SMEs Feedback:

- Overall opinion – Well run but assurances need to be made to ensure XVR issues are resolved.
- LK asked that trainers make sure the role of the Tactical Advisor is highlighted in the trainer guide if scenarios would involve their assistance.
- DM asked for confirmation of LFBs expectations. LD confirmed that trainers must make sure that the outcomes are the same, to ensure that critical decision points are considered and that the outcomes are what LFB would expect.
- DM raised his concerns with regards checking that neutral language is used in training.

TA QA feedback was also discussed at the post pilot meeting 28/06/16 and actions were set to ensure improvements were made. Ongoing actions will be set and reviewed and timely Project Boards and Logistics meetings which will be arranged by Laurie Kenny.

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 Approval

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

STAGE 7: Final Approval

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 O&T at time of TCAP completion. Sm 01/06/17 (Project Manager).

 Tim CLARK  HEAD of BUSINESS SUPPORT 21/6/17
C. Kelly - Design Ops Manager. C. Kelly 21/6/17
Male - PERSONAL DEVELOPMENT 1/6/17
MRC - DET DET
A HALE
 DAE LEE DRAWBRIDGE 31/5/17
INCIDENT COMMAND POLICY

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 and the FBU Representative Stephen White also attended a site visit with Peter Rickard to the TA centres 17/06/16.