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Incident Command

Level 1 Initial Incident Command Training Guide

Course Title	Operational Command Skills Training (Maintenance)
Course Code	OFCSTM



Aim, Objectives, and Performance Standard

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

Learning Outcomes

The Operational Command Skills Training (Maintenance) course provides maintenance of skills training for Level 1 Incident Command. It is designed to support individuals to develop and maintain competency for the role.

The training provides opportunities to develop, practice, and improve the skills and knowledge for the Incident Commander (IC) role using realistic and challenging incident scenarios covering a comprehensive range of simulated incident types.

Delegates will be encouraged to draw on previous operational experiences, acquired knowledge, and past training when undertaking the IC role.

In order to meet the course aim and objectives, delegates need to demonstrate effective command skills, and the application of appropriate technical knowledge to the standard of performance required for the role.

The trainer (facilitator) facilitating the incident simulations gathers evidence of individual performance whilst delegates undertake the role of IC. Observation and confirmation of delegate command skills and knowledge is measured against the National Occupational Performance Standard (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.

Learning Outcomes - Level 1 Incident Command Skills and Knowledge

The learning outcome for all incident command simulations is that delegates demonstrate the required standard of performance for the IC role.

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.

Trainer observation and delegate feedback is aligned to the command skills and technical knowledge outlined below:

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

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, policies and procedures

Authenticating evidence of delegate performance

Trainer responsibilities:

- Complete the delegate evidence capture documentation (see facilitator pack)
- Ensure audio and visual recording of delegate performance is undertaken (if required).



Learning Methodology

Operational Command Skills training is designed to support individuals in developing and maintaining competency for Level 1 Initial Incident Command.

Focused on LFB-prioritised incident types, the training will take delegates through an intensive and comprehensive trainer-facilitated programme of simulated incident command experiences.

The aim is to provide delegates with a range of incidents where they can demonstrate their ability to undertake the incident commander role. The emphasis is on command skills, and the cognitive and interpersonal qualities that are critical for ICs to possess to underpin their judgements, decisions, and behaviours. Specifically, delegates will have the opportunity to demonstrate their ability to understand the incident situation as it unfolds, identifying and prioritising problems, and developing a plan to resolve the incident.

Key skills, including, situational awareness, decision making, safety management and incident ground organisation, are scrutinised throughout all incident simulations.

Working within small syndicates, delegates will take it in turn to undertake the IC role. When not carrying out the IC role, delegates will observe and evaluate the performance of the IC. Conducted in a calm and non-threatening learning environment, delegates will be encouraged to explore decisions, share ideas, and discuss operational options to resolve the incident. Learning will be facilitated by continuous coaching and mentoring, peer review and shared learning. Command decisions and actions will be reflected back to delegates for analysis and discussion. Good practice will be reinforced as incident scenarios are worked through.

Underperformance and poor practice will be skilfully challenged by the facilitator and constructively fed back to bring about a common understanding that meets the performance standard for the role.

The facilitator is responsible for ensuring delegate performance review and feedback are positive, supportive, non-threatening, and based on valid evidence of actual delegate performance.

‘Good feedback provides the understanding to address the gap between the desired standard of performance and the delegate’s achievement’

If a delegate is required to undergo an individual ‘Command Observation’ as part of the course, the facilitator will observe delegate performance and evaluate that performance against the standard required for the role. Delegates will not be coached or mentored while undertaking the command observation, but will receive feedback on their performance. Confirmation of delegate achievement will be provided to both the individual and LFB.

Operational command skills training will not determine if an individual is competent in role, but will supplement the evidence of performance generated in the workplace. The LFB is responsible for assessing and determining a person’s competence for the role.



Training Content

Course duration	8 hours -1 x 8 hour day (non-residential)
XVR based	340 minutes (4 x 85 mins sessions)
Classroom based	50 minutes (2 x 25 mins sessions)
Breaks	1 hour 30 minutes
Learning style	Trainer facilitated, coaching and mentoring, peer review, and shared learning
Pre-requisites	25 hours 30 minutes of distance learning - Completion of Level 1 Incident Command e-Learning (accessed via LMS)
Trainer Qualification	Incident Command Trainer (Level 1)



Lesson Plan - Use delegate track and trace facility to ensure delegates do not re-take previously completed exercise(s).

Day and Timings	Activity	Resources	Trainer Notes
Day 1 25 minutes	Introduction <ul style="list-style-type: none"> • Trainer introductions • Delegate registration • Health and Safety brief • Course aim and objectives • Course overview • XVR familiarisation <p>Delegates to be organised into syndicates (ideally no more than 4 per syndicate)</p> <p>Each XVR pod to accommodate one syndicate</p> <p>1 IM trainer (facilitator) and 1 IM trainer (XVR operator) per syndicate</p>	<ul style="list-style-type: none"> • Briefing room • Delegate register • Whiteboard or flipchart • Marker pens • 2 x Incident Command trainers 	<p>Trainer to undertake course introduction.</p> <p>Account for all delegates on register and address any anomalies.</p> <p>Explain learning methodology during course overview.</p> <p>Clarify points raised by delegates in relation to the course introduction.</p>
85 minutes	XVR Incident simulation <p>Course lead to select any 4 pump complex exercise from Ex N^{os} 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, and 19</p> <p>Facilitator to introduce incident simulation and:</p> <ul style="list-style-type: none"> • Run XVR incident simulation • Coach, mentor, and support delegate learning • Document evidence of delegate performance • Review and feedback on delegate performance 	<ul style="list-style-type: none"> • 8 x Incident Command Trainers (1 x facilitator and 1 x XVR operator per pod) • 1 x whiteboard and pens in each pod 	<p>Facilitators and XVR Operator to confirm incident simulation ready to run.</p> <p>Facilitator brief to be available.</p>
15 minutes	Break		



Day and Timings	Activity	Resources	Trainer Notes
Day 1 (cont.) 85 minutes	XVR Incident simulation Course lead to select any 4 pump complex exercise from Ex N^{os} 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, and 19 Facilitator to introduce incident simulation and: <ul style="list-style-type: none"> Run XVR incident simulation Coach, mentor, and support delegate learning Document evidence of delegate performance Review and feedback on delegate performance 	<ul style="list-style-type: none"> 8 x Incident Command trainers (1 x facilitator and 1 x XVR operator per pod) 1 x whiteboard and pens in each pod 	Facilitators and XVR Operator to confirm incident simulation ready to run. Facilitator brief to be available.
60 minutes	Break		
85 minutes	XVR Incident simulation Course lead to select any 4 pump complex exercise from Ex N^{os} 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, and 19 Facilitator to introduce incident simulation and: <ul style="list-style-type: none"> Run XVR incident simulation Coach, mentor, and support delegate learning Document evidence of delegate performance Review and feedback on delegate performance 	<ul style="list-style-type: none"> 8 x Incident Command Trainers (1 x facilitator and 1 x XVR operator per pod) 1 x whiteboard and pens in each pod 	Facilitators and XVR Operator to confirm incident simulation ready to run. Facilitator brief to be available.
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25 minutes	Trainer and delegate review Opportunity for trainers and delegates to raise and discuss issues that have not been dealt with previously relating to training activities undertaken.	<ul style="list-style-type: none"> • Briefing room • 1 x Whiteboard or flipchart and pens • 2 x Incident Command Trainers 	Address all issues raised.

Timetable

25 minutes	Introduction				Incident Simulations
Incident simulation (85 minutes)	XVR Pod 1 Syndicate 1 XVR Incident simulation	XVR Pod 2 Syndicate 2 XVR Incident simulation	XVR Pod 3 Syndicate 3 XVR Incident simulation	XVR Pod 4 Syndicate 4 XVR Incident simulation	
15 minutes	Delegate break				
Incident simulation (85 minutes)	XVR Pod 1 Syndicate 1 XVR Incident simulation	XVR Pod 2 Syndicate 2 XVR Incident simulation	XVR Pod 3 Syndicate 3 XVR Incident simulation	XVR Pod 4 Syndicate 4 XVR Incident simulation	
60 minutes	Delegate break				
Incident simulation (85 minutes)	XVR Pod 1 Syndicate 1 XVR Incident simulation	XVR Pod 2 Syndicate 2 XVR Incident simulation	XVR Pod 3 Syndicate 3 XVR Incident simulation	XVR Pod 4 Syndicate 4 XVR Incident simulation	
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Resources and Preparation

Before training commences, ensure that the following trainer and delegate materials are available for use or distributed as appropriate, and that any necessary training room preparation or set up is carried out.

Trainer Material / Resources	Location
Presentation materials – PPT slide-decks, etc.	SharePoint
Flipchart and pens	XVR Training Room
Course manuals / workbooks / hand-outs	SharePoint
Feedback forms	SharePoint
Multimedia resources	Training room PC / projector / Smart board
Risk Assessment(s)	Venue RA - SharePoint
Delegate list	LMS / class register / STEP?
Individual learning needs	As advised
Venue	XVR training room
Other	

Delegate Preparation

Delegate Material / Resources / Requirements	Location
Dress code	PPE / Work-wear per JI
Level 1 Incident Command e-Learning modules	LMS / iPad
Level 1 Incident Command Knowledge Profile	LMS / iPad
Individual learning needs	As raised





Skills Confirmation

Name:

Evaluation

Type:

Direct Observation

Course Administration Procedure

Ensure delegates are made aware of L1 feedback process.

Ensure record of training is entered into LMS / STEP or results forwarded to relevant team within 24 hours of end of assessment or close of course.

Ensure trainer is aware of individual needs of delegates as appropriate.



Course Preparation Checklist

Use this checklist to prepare and set-up the Course / Lesson at least 2 working days before the start day.

Pre-start Administration

- | | |
|--|--------------------------|
| 1. Delegate list | <input type="checkbox"/> |
| 2. Individual learning needs (check as necessary) | <input type="checkbox"/> |
| 3. Confirm training room / XVR Pods/scenarios | <input type="checkbox"/> |
| 4. Check resources - XVR simulation pods / XVR control room / PC / flipchart / pens etc. | <input type="checkbox"/> |
| 5. Access to XVR Pods | <input type="checkbox"/> |

Printing

- | | |
|------------------------------|--------------------------|
| 6. Workbooks - if applicable | <input type="checkbox"/> |
| 7. Hand-outs - if applicable | <input type="checkbox"/> |

Day 1 and 2

- | | |
|---|--------------------------|
| 8. Hand-outs - if applicable | <input type="checkbox"/> |
| 9. Arrange - XVR scenarios from database | <input type="checkbox"/> |
| 10. Ensure feedback forms are completed and collected | <input type="checkbox"/> |
| 11. Result class (within 24 hours) | <input type="checkbox"/> |
| 12. Record pre and post scores (if applicable) | <input type="checkbox"/> |

Comments:

