

## Control Room Command / Manager / Supervisor Interoperability Learning Outcomes

### Interoperability & Major Incidents

- Define interoperability
- Explain why it is important organisations work together at incidents
- Describe the JESIP Joint Doctrine guidance and how to access it
- Demonstrate an awareness of the JESIP mobile application
- Describe the five principles for joint working and why they are important
- Define a major incident
- Describe who can declare a major incident in the students' organisation
- Describe the implications of declaring a major incident for the students' organisation and for other organisations
- Explain where their own organisation single service and Local Resilience Forum major incident plans are held in their area
- Describe the role of a Control Room in a major incident
- Describe why it is important to provide timely and accurate information to warn and inform the public

### M/ETHANE

- Describe why it is important to have a single format sharing incident information
- Describe the difference between METHANE and ETHANE messages
- Demonstrate the construction and delivery of an effective M/ETHANE message
- Describe how information from M/ETHANE messages can be used to populate an incident log

### Principles

- Describe why it is important for commanders to co-locate and what can go wrong if this does not occur
- Describe how the commander at scene from each responder agency can be identified
- Describe what considerations there are in relation to co-location (safety, easily identifiable, proximity to scene)
- Describe how control rooms can support co-location of commanders
- Describe why it is important to establish a Forward Command Post and who needs to be aware
- Describe why it is important to communicate using plain English avoiding the use of acronyms and single service jargon
- Describe how and why the use of Airwave multi-agency talk groups can assist with managing an incident
- Describe the basic role and capabilities of other responder agencies
- Explain the differences in how other responder agency control rooms operate
- Describe why it is important to agree a lead service
- Describe why it is important to agree priorities resources and capabilities
- Describe why it is important to agree the timings and structure of meetings (for example conference calls with other control rooms)

## Control Room Command / Manager / Supervisor Interoperability Learning Outcomes

### Principles continued

- Describe why it is important to use a consistent standard briefing tool such as IIMARCH
- Describe the elements of developing a joint understanding of risk (likelihood and impact of risks and hazards)
- Describe the importance of sharing single service risk assessments in a multi-agency environment
- Describe what is meant by shared situational awareness why it is important to establish it
- Describe what models can support developing shared situational awareness (METHANE and the Joint Decision Model)
- Describe how control rooms can start to develop shared situational awareness
- Describe the support a communications advisor can give during a major incident

### Joint Decision Model

- Explain the benefits of having a single decision making model across agencies
- Describe the structure of the Joint Decision Model and demonstrate its use
- Describe how the Joint Decision Model is scalable and should be used for any multi-agency incident
- Describe information, intelligence and the difference between them
- Describe the importance of sharing information to aid an effective response
- Describe the issues that should be considered when sharing information
- Describe what information would be shared and how (face-to-face, electronically)
- Describe how METHANE can assist in developing shared situational awareness
- Describe the need for using common terminology and how to access tools to help - JESIP Glossary
- Describe what is meant by developing a working strategy and why it is important
- Describe the importance of understanding risk from perspectives of all responder agencies involved
- Describe why contingency plans and control measures are important in managing risk
- Describe the legislation and guidance that exists and how that impacts on multi-agency incidents
- Explain the importance of Human Rights Act 1998 (HRA) right to life
- Describe what policies and procedures exist locally and nationally to support joint working
- Describe considerations required for the Powers, Policies and Procedures stage of the Joint Decision Model
- Explain the importance of log keeping
- Explain the importance of record keeping
- Explain how to identify options and contingencies in regard to the Joint Decision Model
- Describe the options for operational communications at incidents
- Describe how to take action and review what happens in regard to the Joint Decision Model
- Describe the importance of a post-event debrief
- Explain the need to capture lessons impacting on interoperability identified at the de-brief for logging onto Joint Organisational Learning (JOL) in order to continually improve interoperability

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**Joint Decision Model**

- Describe JOL and explain local procedures to record lessons identified and notable practice onto the JOL Application

**Command**

- Describe the purpose of both the Tactical and Strategic Co-Ordination Groups (TCG & SCG) and how control room supervisors should interact with them
- Describe why a multi-agency conversation between control room supervisors / commanders may be required during an emergency
- Describe the purpose and function of the Local Resilience Forum (LRF) & the importance of involving local partner agencies in communications about the incident

**External Communications & Social Media**

- Describe what is meant by social media and what types of social media may impact on an incident.
- Explain how and why social media can impact commanders on-scene and remote from scene in terms of public perception, potential for mis-information but also positive uses such as gaining information to help develop a Common Operating Picture (COP)
- Demonstrate awareness of local policies & procedures with regards to the role of the control room manager / supervisor in handling media & social media in relation to the incident

**Annex A – Audience Definitions**

<b>Audience</b>	<b>Definition</b>
<b>All Responder Staff</b>	All staff who may be first on scene, deployed to the scene as the incident develops or working remotely from the scene
<b>Control Room Staff</b>	All staff who work in a responder organisation control room, emergency rooms, operations room, or equivalent
<b>Control Room Command/ Manager/Supervisor</b>	All staff who carry out a command supervisory / management role in a responder organisational control room, emergency room or equivalent
<b>Operational Command</b>	All those who perform an operational command role in relation to incident response
<b>Tactical Command</b>	All those who perform a tactical command role in relation to incident response and may be required to attend a Tactical Co-ordinating Group if one is established
<b>Strategic Command</b>	All those who perform a strategic command role in relation to incident response and may be required to attend a Strategic Co-ordinating Group if one is established