JESIP Learning Outcomes Framework

Version 1.0

September 2016

J E S I P

Working Together – Saving Lives

Introduction and Guidance

This framework is designed as guidance to provide responder agencies, which includes the emergency services, with the minimum learning outcomes required from any JESIP related training.

The content has been arranged by topics with relevant learning outcomes for each audience. The full framework appears first which allows the reader to compare learning outcomes for each audience against each topic.

Following this are the complete learning outcomes organised by audience. There is also guidance about each audience group in Annex A.

Whilst JESIP has a number of training awareness packages available, it is acknowledged that many organisations have already embedded JESIP content into existing learning and development programmes and will continue to embed JESIP into future programmes. This is encouraged as part of fully embedding JESIP into business as usual for responder agencies.

It is envisaged that any future review of how well JESIP is being embedded locally would use this framework as a benchmark for that review.

Where training products developed by services meet the learning outcomes and, where it is appropriate, are delivered in a multi-agency setting, then they will satisfy requirements for future JESIP training delivery.

Content by Topic

Content by Audience

Table 1: What is interoperability and why is it important?

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
Define interoperability	Define interoperability	Define interoperability	Define interoperability	Define interoperability	Define interoperability
Explain why it is important organisations work together at incidents	Explain why it is important organisations work together at incidents	Explain why it is important organisations work together at incidents	Explain why it is important organisations work together at incidents	Explain why it is important organisations work together at incidents	Explain why it is important organisations work together at incidents
		Describe the JESIP Joint Doctrine guidance and how to access it	Describe the JESIP Joint Doctrine guidance and how to access it	Describe the JESIP Joint Doctrine guidance and how to access it.	Describe the JESIP Joint Doctrine guidance and how to access it
Demonstrate an awareness of the JESIP mobile application	Demonstrate an awareness of the JESIP mobile application	Demonstrate an awareness of the JESIP mobile application	Demonstrate an awareness of the JESIP mobile application	Demonstrate an awareness of the JESIP mobile application	Demonstrate an awareness of the JESIP mobile application
List the five principles for joint working	List the five principles for joint working	Describe the five principles for joint working and why they are important	Describe the five principles for joint working and why they are important	Describe the five principles for joint working and why they are important	Describe the five principles for joint working and why they are important

Table 2: Major Incidents

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
Define a major incident	Define a major incident	Define a major incident	Define a major incident	Define a major incident	Define a major incident
Describe who can declare a major incident in the students' organisation	Describe who can declare a major incident in the students' organisation	Describe who can declare a major incident in the students' organisation	Describe who can declare a major incident in the students' organisation	Describe who can declare a major incident in the students' organisation	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	Describe the implications of declaring a major incident for the students' organisation and for other organisations	Describe the implications of declaring a major incident for the students' organisation and for other organisations	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		Explain where single service and Local Resilience Forum major incident plans are held in their area	Explain where 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 the role of an Operational Commander in a major incident	Describe the role of a Tactical Commander in a major incident	Describe the role of a Strategic Commander in a major incident

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
		Describe why it is important to provide timely and accurate information to warn and inform the public		Describe why it is important to provide timely and accurate information to warn and inform the public	Describe why it is important to provide timely and accurate information to warn and inform the public

Table 3: M/ETHANE

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
Describe why it is important to have a single format for sharing incident information	Describe why it is important to have a single format for sharing incident information	Describe why it is important to have a single format for sharing incident information	Describe why it is important to have a single format for sharing incident information	Describe why it is important to have a single format for sharing incident information	Describe why it is important to have a single format for sharing incident information
Describe the difference between METHANE and ETHANE messages.	Describe the difference between METHANE and ETHANE messages.	Describe the difference between METHANE and ETHANE messages	Describe the difference between METHANE and ETHANE messages	Describe the difference between METHANE and ETHANE messages	Describe the difference between METHANE and ETHANE messages
Demonstrate the construction and delivery of an effective M/ETHANE message	Demonstrate the construction and delivery of an effective M/ETHANE message	Demonstrate the construction and delivery of an effective M/ETHANE message	Demonstrate the construction and delivery of an effective M/ETHANE message	Demonstrate the construction and delivery of an effective M/ETHANE message	
Demonstrate how the JESIP App can be used to help generate a M/ETHANE report	Describe how information from M/ETHANE messages can be used to populate an incident log	Describe how information from M/ETHANE messages can be used to populate an incident log	Demonstrate how the JESIP App can be used to help generate a M/ETHANE report	Demonstrate how the JESIP App can be used to help generate a M/ETHANE report	

Table 4: Principles - Co-location

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
Describe how the commander at scene from each responder agency can be identified		Describe how the commander at scene from each responder agency can be identified	Describe how the commander at scene from each responder agency can be identified	Describe how the commander at scene from each responder agency can be identified	Describe how the commander at scene from each responder agency can be identified
Describe why it is important that responder agencies commanders co-locate at an incident	Describe why it is important that responder agencies commanders co-locate at an incident	Describe why it is important for commanders to co-locate and what can go wrong if this does not occur	Describe why it is important to co-locate and what can go wrong if this does not occur	Describe why it is important to co-locate and what can go wrong if this does not occur	Describe why it is important to co-locate and what can go wrong if this does not occur
		Describe what considerations there are in relation to co-location (safety, easily identifiable, proximity to scene)	Describe what considerations there are in relation to co-location (safety, easily identifiable, proximity to scene)	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 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 establish a Forward Command Post and who needs to be aware	Describe why it is important to establish a Forward Command Post and who needs to be aware	

Table 5: Principle - Communication

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
Describe why it is important to communicate using plain English avoiding the use of acronyms and single service jargon and describe how to access tools to help - JESIP Glossary	Describe why it is important to communicate using plain English avoiding the use of acronyms and single service jargon and describe how to access tools to help - JESIP Glossary	Describe why it is important to communicate using plain English avoiding the use of acronyms and single service jargon	Describe why it is important to communicate using plain English avoiding the use of acronyms and single service jargon	Describe why it is important to communicate using plain English avoiding the use of acronyms and single service jargon	Describe why it is important to communicate using plain English avoiding the use of acronyms and single service jargon
Describe why it is important to establish communication with other responders arriving on-scene	Describe why it is important to establish communication with responders deployed to the incident and other control rooms		Describe why it is important to have regular communication between all responder agencies and up and down through the command chain throughout the incident response	Describe why it is important to have regular communication between all responder agencies and up and down through the command chain throughout the incident response	Describe why it is important to have regular communication between all responder agencies and up and down through the command chain throughout the incident response
	Describe why a multi-agency conversation between control room supervisors / commanders may be required during an emergency				

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
	Describe how the use of Airwave multi-agency talk groups can assist with managing an incident	Describe how and why the use of Airwave multi-agency talk groups can assist with managing an incident	Describe how and why the use of Airwave multi-agency talk groups can assist with managing an incident	Describe how and why the use of Airwave multi-agency talk groups can assist with managing an incident	

Table 6: Principle - Co-ordination

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
Describe the basic role and capabilities of other responder agencies	Describe the basic role and capabilities of other responder agencies	Describe the basic role and capabilities of other responder agencies	Describe the basic role and capabilities of other responder agencies	Describe the basic role and capabilities of other responder agencies	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 a lead service	Describe why it is important to agree a lead service	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 priorities, resources and capabilities	Describe why it is important to agree priorities, resources and capabilities	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)	Describe why it is important to agree the timings and structure of meetings (for example meetings at the Forward Command Post)	Describe why it is important to agree the timings and structure of meetings (for example TCG meetings)	Describe why it is important to agree the timings and structure of meetings (for example SCG meetings)

JESIP Learning Outcomes Framework

			Audiences		
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
		Describe why it is important to use a consistent standard briefing tool such as IIMARCH	Describe why it is important to use a consistent standard briefing tool such as IIMARCH	Describe why it is important to use a consistent standard briefing tool such as IIMARCH	Describe why it is important to use a consistent standard briefing tool such as IIMARCH
			Describe the elements of the IIMARCH briefing model and generate a brief using it	Describe the elements of the IIMARCH briefing model and generate a brief using it	Describe the elements of the IIMARCH briefing model and generate a brief using it

Table 7: Principle - Joint Understanding of Risk

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
Describe the importance of understanding risk from perspectives of all responder agencies involved	Describe the importance of understanding risk from perspectives of all responder agencies involved	Describe the elements of developing a joint understanding of risk (likelihood and impact of risks and hazards)	Describe the elements of developing a joint understanding of risk (likelihood and impact of risks and hazards)	Describe the elements of developing a joint understanding of risk (likelihood and impact of risks and hazards)	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 the importance of sharing single service risk assessments in a multi-agency environment	Describe the importance of sharing single service risk assessments in a multi-agency environment	Describe the importance of sharing single service risk assessments in a multi-agency environment

Table 8: Principle - Shared Situational Awareness

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
Describe what is meant by shared situational awareness and why it is important to establish it	Describe what is meant by shared situational awareness and why it is important to establish it	Describe what is meant by shared situational awareness and why it is important to establish it	Describe what is meant by shared situational awareness and why it is important to establish it	Describe what is meant by shared situational awareness and why it is important to establish it	Describe what is meant by shared situational awareness and why it is important to establish it
Describe what models can support developing shared situational awareness (M/ETHANE and the Joint Decision Model)	Describe what models can support developing shared situational awareness (M/ETHANE and the Joint Decision Model)	Describe what models can support developing shared situational awareness (METHANE and the Joint Decision Model)	Describe what models can support developing shared situational awareness (M/ETHANE and the Joint Decision Model)	Describe what models can support developing shared situational awareness (M/ETHANE and the Joint Decision Model)	Describe what models can support developing shared situational awareness (M/ETHANE 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			

Table 9: Joint Decision Model (JDM)

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
Explain the benefits of having a single decision making model across agencies	Explain the benefits of having a single decision making model across agencies	Explain the benefits of having a single decision making model across agencies	Explain the benefits of having a single decision making model across agencies	Explain the benefits of having a single decision making model across agencies	Explain the benefits of having a single decision making model across agencies
Name the model commanders should use for making joint decisions	Name the model commanders should use for making joint decisions	Describe the structure of the Joint Decision Model and demonstrate its use	Describe the structure of the Joint Decision Model and demonstrate its use	Describe the structure of the Joint Decision Model and demonstrate its use	Describe the structure of the Joint Decision Model and demonstrate its use

Table 10: JDM - Gather information & intelligence

		Audiences			
All Responder Staff	**Control Room Staff**	**Control Room Command/Manager/ Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
		Describe how the Joint Decision Model is scalable and should be used for any multiagency incident	Describe how the Joint Decision Model is scalable and should be used for any multiagency incident	Describe how the Joint Decision Model is scalable and should be used for any multiagency incident	Describe how the Joint Decision Model is scalable and should be used for any multiagency incident
		Describe information, intelligence and the difference between them	Describe information, intelligence and the difference between them	Describe information, intelligence and the difference between them	Describe information, intelligence and the difference between them
		Describe the importance of sharing information to aid an effective response	Describe the importance of sharing information to aid an effective response	Describe the importance of sharing information to aid an effective response	Describe the importance of sharing information to aid an effective response
		Describe the issues that should be considered when sharing information	Describe the issues that should be considered when sharing information	Describe the issues that should be considered when sharing information	Describe the issues that should be considered when sharing information
		Describe what information would be shared and how (face-to-face, electronically)	Describe what information would be shared and how (face-to-face, electronically)	Describe what information would be shared and how (face-to-face, electronically)	Describe what information would be shared and how (face-to-face, electronically)
		Describe how METHANE can assist in developing shared situational awareness	Describe how METHANE can assist in developing shared situational awareness	Describe how METHANE can assist in developing shared situational awareness	Describe how METHANE can assist in developing shared situational awareness

			Audiences		
All Responder Staff	**Control Room Staff**	**Control Room Command/Manager/ Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
		Describe the need for using common terminology and how to access tools to help - JESIP Glossary, Joint Doctrine Key Definitions	Describe the need for using common terminology and how to access tools to help - JESIP Glossary, Joint Doctrine Key Definitions	Describe the need for using common terminology and how to access tools to help - JESIP Glossary, Joint Doctrine Key Definitions	Describe the need for using common terminology and how to access tools to help - JESIP Glossary, Joint Doctrine Key Definitions

Table 11: JDM - Assess risk and develop a working strategy

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/Manager/ Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
		Describe what is meant by developing a working strategy and why it is important	Describe what is meant by developing a working strategy and why it is important	Describe what is meant by developing a working strategy and why it is important	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 the importance of understanding risk from perspectives of all responder agencies involved	Describe the importance of understanding risk from perspectives of all responder agencies involved	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 why contingency plans and control measures are important in managing risk	Describe why contingency plans and control measures are important in managing risk	Describe why contingency plans and control measures are important in managing risk

Table 12: JDM - Consider powers, policies & procedures

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/Manager/ Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
		Describe the legislation and guidance that exists and how that impacts on multi-agency incidents	Describe the legislation and guidance that exists and how that impacts on multi-agency incidents	Describe the legislation and guidance that exists and how that impacts on multi-agency incidents	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	Explain the importance of Human Rights Act 1998 (HRA) right to life	Explain the importance of Human Rights Act 1998 (HRA) right to life	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 what policies and procedures exist locally and nationally to support joint working	Describe what policies and procedures exist locally and nationally to support joint working	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	Describe considerations required for the Powers, Policies and Procedures stage of the Joint Decision Model	Describe considerations required for the Powers, Policies and Procedures stage of the Joint Decision Model	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 log keeping.	Explain the importance of log keeping.	Explain the importance of log keeping.
		Explain the importance of record keeping	Explain the importance of record keeping	Explain the importance of record keeping	Explain the importance of record keeping

Table 13: JDM - Identify options & contingencies

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/Manager/ Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
		Explain how to identify options and contingencies in regard to the Joint Decision Model	Explain how to identify options and contingencies in regard to the Joint Decision Model	Explain how to identify options and contingencies in regard to the Joint Decision Model	Explain how to identify options and contingencies in regard to the Joint Decision Model
		Describe the options for operational communications at incidents	Describe the options for operational communications at incidents	Describe the options for operational communications at incidents	Describe the options for communications at a major incident

Table 14: JDM - Take action & review what happened

			Audiences		
All Responder Staff	**Control Room Staff**	**Control Room Command/Manager/ Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
		Describe how to take action and review what happens in regard to the Joint Decision Model	Describe how to take action and review what happens in regard to the Joint Decision Model	Describe how to take action and review what happens in regard to the Joint Decision Model	Describe how to take action and review what happens in regard to the Joint Decision Model
Describe the importance of a post-event debrief	Describe the importance of a post-event debrief	Describe the importance of a post-event debrief	Describe the importance of a post-event debrief	Describe the importance of a post-event debrief	Describe the importance of a post-event debrief
Explain the need to capture lessons impacting on interoperability as part of de-brief procedures	Explain the need to capture lessons impacting on interoperability as part of de-brief procedures	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	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	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	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
		Describe JOL and explain local procedures to record lessons identified and notable practice onto the JOL Application	Describe JOL and explain local procedures to record lessons identified and notable practice onto the JOL Application	Describe JOL and explain local procedures to record lessons identified and notable practice onto the JOL Application	Describe JOL and explain local procedures to record lessons identified and notable practice onto the JOL Application

Table 15: Command

All Responder Staff	Control Room Staff	Control Room Command/Manager/ Supervisor	Operational Command	Tactical Command	Strategic 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 the purpose of the Tactical Coordinating Group (TCG) and who should attend	Describe the purpose of the Tactical Coordinating Group (TCG) and who should attend	
		Describe why a multi-agency conversation between control room supervisors / commanders may be required during an emergency		Describe the purpose of the Strategic Coordinating Group (SCG) and who should be based there	Describe the purpose of the Strategic Coordinating Group (SCG) and who should be based there
		Describe the purpose and function of the Local Resilience Forum (LRF) & the importance of involving local partner agencies in communications about the incident		Describe the purpose and function of the Local Resilience Forum (LRF) & the importance of involving local partner agencies in communications about the incident	Describe the purpose and function of the Local Resilience Forum (LRF) & the importance of involving local partner agencies in communications about the incident
				Describe the role of Government Liaison Officers	Describe the role of Government Liaison Officers

		Audiences			
All Responder Staff	**Control Room Staff**	**Control Room Command/Manager/ Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
				Describe the role of military Joint Regional Liaison Officers	Describe the role of military Joint Regional Liaison Officers
					Describe the Role of COBR

Table 16: External Communications & Social Media

Audiences					
All Responder Staff	**Control Room Staff**	**Control Room Command/ Manager/ Supervisor**	**Operational Command**	**Tactical Command**	**Strategic Command**
		Describe what is meant by social media and what types of social media may impact on an incident.	Describe what is meant by social media and what types of social media may impact on an incident.	Describe what is meant by social media and what types of social media may impact on an incident.	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)	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)	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)	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	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	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	Demonstrate awareness of local policies & procedures with regards to handling media & social media and the strategic role in developing a media handling strategy for the incident and cascading any instructions through the command chain

All Responder Staff Interoperability Learning Outcomes

Interoperability & Major Incidents

- Define interoperability
- Explain why it is important organisations work together at incidents
- Demonstrate an awareness of the JESIP mobile application
- List the five principles for joint working
- Define a major incident
- Describe who can declare a major incident in the students' organisation

JESIP Principles

- Describe why it is important to establish communication with other responders arriving on-scene
- Describe how the commander at scene from each responder agency can be identified
- Describe why it is important that responder agencies commanders co-locate at an incident
- Describe why it is important to communicate using plain English avoiding the use of acronyms and single service jargon and how to access tools to help - JESIP Glossary
- Describe the basic role and capabilities of other responder agencies
- Describe what is meant by shared situational awareness why it is important to establish it
- Describe what models can support developing shared situational awareness (M/ETHANE and the Joint Decision Model)
- Describe the importance of understanding risk from perspectives of all responder agencies involved

M/ETHANE

- Describe why it is important to have a single format for sharing incident information
- Describe the difference between METHANE and ETHANE messages
- Demonstrate the construction and delivery of an effective M/ETHANE message
- Demonstrate how the JESIP App can be used to help generate a M/ETHANE report

Joint Decision Model

- Explain the benefits of having a single decision making model across agencies
- Name the model commanders should use for making joint decisions
- Describe the importance of a post-event debrief
- Explain the need to capture lessons impacting on interoperability as part of de-brief procedures

Control Room Staff Interoperability Learning Outcomes

Interoperability & Major Incidents

- Define interoperability

- Explain why it is important organisations work together at incidents

- Demonstrate an awareness of the JESIP mobile application

- List the five principles for joint working

- Define a major incident

- Describe who can declare a major incident in the students' organisation

JESIP Principles

- Describe why it is important to establish communication with responders deployed to the incident and other control rooms

- Describe why it is important that responder agencies commanders co-locate at an incident

- Describe how control rooms can support co-location of commanders

- Describe why it is important to communicate using plain English avoiding the use of acronyms and single service jargon and how to access tools to help - JESIP Glossary

- Describe why a multi-agency conversation between control room supervisors / commanders may be required during an emergency

- Describe how the use of Airwave multi-agency talk groups can assist with managing an incident

- Describe the basic role and capabilities of other responder agencies

- Describe what is meant by shared situational awareness why it is important to establish it

- Describe what models can support developing shared situational awareness (M/ETHANE and the Joint Decision Model)

- Describe the importance of understanding risk from perspectives of all responder agencies involved

M/ETHANE

- Describe why it is important to have a single format for 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

Joint Decision Model

- Explain the benefits of having a single decision making model across agencies

- Name the model commanders should use for making joint decisions

- Describe the importance of a post-event debrief

- Explain the need to capture lessons impacting on interoperability as part of de-brief procedures

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)
- 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)

Control Room Command / Manager / Supervisor Interoperability Learning Outcomes

Principles continued

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

Control Room Command / Manager / Supervisor Interoperability Learning Outcomes

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

Operational Command 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
- Describe the role of an Operational Commander in a major incident

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
- Demonstrate how the JESIP App can be used to help generate a M/ETHANE report

Principles

- Describe how the commander at scene from each responder agency can be identified
- Describe why it is important to co-locate and what can go wrong if this does not occur
- Describe what considerations there are in relation to co-location (safety, easily identifiable, proximity to scene)
- 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 why it is important to have regular communication between all responder agencies and up and down through the command chain throughout the incident response
- 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
- 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 meetings at Forward Command Post)
- Describe why it is important to use a consistent standard briefing tool such as IIMARCH
- Describe the elements of the IIMARCH briefing model and generate a brief using it
- Describe the elements of developing a joint understanding of risk (likelihood and impact of risks and hazards)

Operational Command Interoperability Learning Outcomes

Principles continued

- 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 (M/ETHANE and the Joint Decision Model)

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 multiagency 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, Joint Doctrine Key Definitions
- 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
- Describe JOL and explain local procedures to record lessons identified and notable practice onto the JOL Application

Operational Command Interoperability Learning Outcomes

Command

- Describe the purpose of the Tactical Coordinating Group (TCG) and who should attend

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

Tactical Command 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 single service and Local Resilience Forum major incident plans are held in their area
- Describe the role of a Tactical Commander in a major incident
- Describe why it is important to provide timely and accurate information to warn and inform the public
- 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
- Demonstrate how the JESIP App can be used to help generate a M/ETHANE report

Principles

- Describe how the commander at scene from each responder agency can be identified
- Describe why it is important to co-locate and what can go wrong if this does not occur
- Describe what considerations there are in relation to co-location (safety, easily identifiable, proximity to scene)
- 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 why it is important to have regular communication between all responder agencies and up and down through the command chain throughout the incident response
- 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
- 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 TCG meetings)
- Describe why it is important to use a consistent standard briefing tool such as IIMARCH
- Describe the elements of the IIMARCH briefing model and generate a brief using it
- Describe the elements of developing a joint understanding of risk (likelihood and impact of risks and hazards)

Tactical Command Interoperability Learning Outcomes

Principles continued

- 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 (M/ETHANE and the Joint Decision Model)

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 multiagency 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 can assist in developing shared situational awareness
- Describe the need for using common terminology and how to access tools to help - JESIP Glossary, Joint Doctrine Key Definitions
- 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
- Describe JOL and explain local procedures to record lessons identified and notable practice onto the JOL Application

Tactical Command Interoperability Learning Outcomes

Command

- Describe the purpose of the Tactical Coordinating Group (TCG) and who should attend

- Describe the purpose of the Strategic Coordinating Group (SCG) and who should be based there

- Describe the purpose and function of the Local Resilience Forum (LRF) & the importance of involving local partner agencies in communications about the incident

- Describe the role of Government Liaison Officers

- Describe the role of military Joint Regional Liaison Officers

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

Strategic Command 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 single service and Local Resilience Forum major incident plans are held in their area
- Describe the role of a Strategic Commander 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

Principles

- Describe how the commander at scene from each responder agency can be identified
- Describe why it is important to co-locate and what can go wrong if this does not occur
- Describe why it is important to communicate using plain English avoiding the use of acronyms and single service jargon
- Describe why it is important to have regular communication between all responder agencies and up and down through the command chain throughout the incident response
- Describe the basic role and capabilities of other services
- 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 TCG meetings)
- Describe why it is important to use a consistent standard briefing tool such as IIMARCH
- Describe the elements of the IIMARCH briefing model and generate a brief using it
- 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 (M/ETHANE and the Joint Decision Model)

Strategic Command Interoperability Learning Outcomes

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 multiagency 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 can assist in developing shared situational awareness
- Describe the need for using common terminology and how to access tools to help - JESIP Glossary, Joint Doctrine Key Definitions
- 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 communications at a major incident
- 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
- Describe JOL and explain local procedures to record lessons identified and notable practice onto the JOL Application

Command

- Describe the purpose of the Strategic Coordinating Group (SCG) and who should be based there
- Describe the purpose and function of the Local Resilience Forum (LRF) & the importance of involving local partner agencies in communications about the incident
- Describe the role of Government Liaison Officers
- Describe the role of military Joint Regional Liaison Officers
- Describe the Role of COBR

Strategic Command Interoperability Learning Outcomes
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 handling media & social media and the strategic role in developing a media handling strategy for the incident and cascading any instructions through the command chain

Annex A – Audience Definitions

Audience	Definition
All Responder Staff	All staff who may be first on scene, deployed to the scene as the incident develops or working remotely from the scene
Control Room Staff	All staff who work in a responder organisation control room, emergency rooms, operations room, or equivalent
Control Room Command/ Manager/Supervisor	All staff who carry out a command supervisory / management role in a responder organisational control room, emergency room or equivalent
Operational Command	All those who perform an operational command role in relation to incident response
Tactical Command	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
Strategic Command	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