

## 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

**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