

Hampshire Fire and Rescue Service

Human Resources Committee

Item

6

14 November 2012

Maintenance of Competence (MOC) Scheme v1.0

Report of the Director of Human Resources

Contact: GM Dave Turner - Telephone: 07918887581

1 Summary

- 1.1 The Maintenance of Competence (MOC) scheme has been designed to integrate with Firewatch via the IPDS module, which will see the introduction of time bound qualifications (with expiry dates) linked to real time availability. This will provide HFRS the assurance that any personnel mobilised to an operational incident hold the correct qualifications (competency) to undertake the role they have been mobilised to perform.
- 1.2 On the 1/4/2012 HFRS evolved the Workplace Assessment Programme into the MOC Scheme for all Operational Grey book staff in the roles of Firefighter, Crew Manager and Watch Manager.
- 1.3 All Grey Book employees (both WDS and RDS) within HFRS are required to maintain competence for their respective roles. The MOC scheme ensures that competence is maintained and that legislation, policy and guidance are adhered to by a combination of training and assessment activities.
- 1.4 The Maintenance of Competence Scheme is designed to ensure that a consistent, quality assured and auditable standard of training and assessment is undertaken and maintained across all HFRS workplaces.

2 Recommendation

- 2.1 That the HR Committee acknowledge the work completed by the Service to ensure its compliance with legislation through the use of the Maintenance of Competence Scheme to maintain competence of our Grey Book employees.

3 Introduction and background

- 3.1 The MOC Scheme introduced a philosophy of 'training for competence' to provide a mechanism for the maintenance, development and improvement of the learnt skills, knowledge and behaviours, acquired by staff during initial attainment .
- 3.2 Working in partnership with Service Delivery, Training & Development (T&D) reviewed HFRS training and assessment requirements and by the use of a regional risk based frequency tool, established the MOC Framework. The Framework consists of Workplace Assessment's (WA's) supported by Maintenance of Skills (MOS) where individuals will practice skills and refresh knowledge, during training

or by the recording of operational activities.

- 3.3 The Framework details how the scheme is structured and implemented, to establish a 2 Year MOC training and assessment plan, which ensures that a consistent standard is delivered and maintained across all HFRS workplaces.
- 3.4 Maintenance of Skills is the foundation of workplace competence. Regular training events and the outcomes from these, are integral to the achievement of role based competence. Formative (ongoing) assessment of MOS's events outcomes will allow assessors to make valid, authentic and reliable judgements on role based competence
- 3.5 WA's are critical activities requiring robust and auditable assessment of competence using agreed criteria at regular frequencies. Each WA has a document detailing the assessment protocols and assessment criteria, to ensure standardisation of assessment. WA's are undertaken by specialist Instructors/Assessors within the workplace, who are in turn quality assured by line managers and T&D.
- 3.6 A complete review and redesign of all WA 'assessment criteria' and MOS 'training briefs' was undertaken to ensure currency and consistency in training and assessment. Examples are provided in appendices A and B.
- 3.7 Stations are provided with a MOC handbook, dedicated intranet MOC section, link to frequently asked questions and importantly have access to training material and relevant resources via the new HFRS MOODLE site. MOODLE is a virtual learning environment that is designed to support new and current HFRS staff to access training material to support their training and development.
- 3.8 The MOC WA 'assessment criteria' and MOS 'training briefs' are the key foundation items, for the delivery of Directors priority project to provide Quality Assurance (QA) of Breathing Apparatus Instructors (BAi's). These documents were used to clarify to the Health and Safety Executive (HSE) that QA of BAi's was supported and underpinned by an effective and realistic training and assessment process against which performance could then be measured against.
- 3.9 Line managers are responsible for ensuring that all 'Grey Book' operational personnel under their direct line management comply with the Maintenance of Competence Scheme.
- 3.10 Quality assurance processes are documented within the policy directive and are undertaken locally by line managers, with an independent monitoring of real time performance via Scorecard, 6 monthly performance reports (produced by T&D) and a sampling strategy of audits of workplaces undertaken by T&D.

4 Supporting our corporate aims and objectives

- 4.1 In order for Hampshire Fire & Rescue Service (HFRS) to deliver an effective service to our communities, it is of fundamental importance that it fulfils the requirements of the following legislation:
 - Fire & Rescue Services Act 2004
 - Health and Safety at Work Act etc 1974
 - Management of Health and Safety at Work Regulations 1999

5 Risk analysis

- 5.1 The MOC will support a risk reduction for HFRS, by integrating with Firewatch via the IPDS module. Using time bound qualifications (with expiry dates) linked to availability in real time, provides the assurance that any HFRS personnel mobilised to an operational incident will have the correct qualifications (competency) to undertake the role they are performing.
- 5.2 MOC in conjunction with Firewatch will document competence standards and performance levels across all grey book staff. HFRS have now defined the requirements for a firefighter to remain competent and the achievability of the expectations in the available time for RDS, will require monitoring within the RDS sustainability project.

6 People Impact Assessment

- 6.1 The proposals in this report are considered compatible with the provisions of the equality and human rights legislation.
- 6.2 None are applicable for this document.

7 Environmental and Sustainability impact assessment

- 7.1 None applicable for this document.

8 Resource implications

- 8.1 None applicable for this document.

9 Consultation

- 9.1 Working in partnership with Service Delivery, T&D have reviewed training and assessment needs and using a regional risk based frequency tool, established the MOC Framework.
- 9.2 There has been stakeholder engagement in design of resource products and within the communication strategy
- 9.3 The FireWatch Programme Team has been involved in the development of MOC to ensure the maximum compatibility of both products.

10 Conclusion

- 10.1 The MOC Scheme introduces a philosophy of 'training for competence' to provide HFRS a mechanism for the maintenance, development and improvement of the learnt skills, knowledge and behaviours, which enables HFRS to ensure the safety of our firefighters and our compliance with legislation.

11 Background papers

- 11.1 The following documents disclose the facts or matters on which this report, or an important part of it, is based and has been relied upon to a material extent in the

preparation of the report:


- SO/9/5/3 - Maintenance of Competence Scheme (Grey Book – Operational Personnel)

Note: The list excludes: (1) published works; and (2) documents that disclose exempt or confidential information defined in the Act.

12 Appendices

12.1 Appendix A - Workplace Assessment 'assessment criteria & protocols' –page 1

12.2 Appendix B - Workplace Assessment 'assessment criteria & protocols' –page 2

Workplace Assessment (WA)		 HAMPSHIRE FIRE AND RESCUE SERVICE			
Assessment Criteria & Protocols					
Unit Ref.	OP 3.1	Breathing Apparatus			
WA Ref.	OP 3.1.1	Breathing Apparatus Incident Scenario			
Version	V1.0	Review Date	01/02/2014	Form. Ref.	7
Assessment Type					
Assessor to candidate ratio	1:3	Assessment Frequency (months)		6	
Assessor	BAI	Summative	✓	Formative	
Assessment Method					
Direct Observation		✓	Debrief / Questioning		✓
Health and Safety					
Generic risk assessment on file		✓	Additional risk assessment req.		
Safety brief req.		✓	Safety Officer req.		✓
Activity					
Actual work performance			Realistic simulation		✓
Simulation Objectives					
<ul style="list-style-type: none"> • Demonstrate competence in operation systems and relevant technical information • Demonstrate procedures for start-up, door, search & rescue, stairs • Demonstrate an understanding of responsibilities and priorities when searching for casualties and extinguishing internal fires • Tactics to be employed across a range of internal fires • Demonstrate competent and safe operations to support successful control of internal fires 					
Resources Required					
Personnel			Equipment		
<ul style="list-style-type: none"> • Candidates x 2/3 • 1 x Assessor (BAI) per team • Safety Officer • BAECO 			<ul style="list-style-type: none"> • BA Chamber (heat & smoke) • BAECO equipment • BA Sets • Appliance • Radios • TIC 		

Appendix B - Workplace Assessment 'assessment criteria & protocols' –page 2

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Owner: SM (BA)

Review: 02/2014

3.1.1		BA Incident Scenario		V 1.0	
This document maybe printed for use by Assessors					
Assessment Criteria					
3.1.1.1	Start Up, Donning and Doffing:	Minor	Major		
A	Was the start up procedure performed correctly				
B	Was a Buddy check carried out correctly				
C	Did the wearer pass through entry control correctly				
D	Did the wearer select and take appropriate equipment prior to entry into the risk area				
3.1.1.2	Search procedures:	Minor	Major		
A	Was a full and correct personal search adopted at all times				
B	Was the search pattern adhered to at all times				
C	Did the wearer become lost and unable to retrace their steps				
D	Did the wearer miss a door				
E	Was personal contact maintained				
F	Was direct and indirect searching used at appropriate times				
G	Did the wearer contribute to the effectiveness of the team				
H	Did the wearer safely manage their air				
I	Did the wearer carry out regular and appropriate gauge checks				
3.1.1.3	Stairs procedure:	Minor	Major		
A	Was a gauge check carried out prior to ascent/descent				
B	Was the change of level communicated to the BAECO				
C	Was the safe side of the stairs used				
D	Was each step swept and checked for integrity				
E	Was the wearers weight spread				
3.1.1.4	Casualty handling:	Minor	Major		
A	Was a gauge check carried out prior to casualty movement				
B	Was the ECO informed that the casualty was located				
C	Was the immediate area around the casualty searched for further casualties				
D	Was the wearer aware of tasks to be completed				
E	Did the wearer work efficiently as a team member to remove the casualty from the risk area.				
3.1.1.5	Hose Reel management:	Minor	Major		
A	Did the wearer take sufficient hose to complete the task				
B	Did the wearer handle the hose efficiently within the area				
C	Was the hose taken into all areas and removed from the building				
3.1.1.6	Door procedures:	Minor	Major		
A	Did the wearer identify door/s opening 'towards / away'				
B	Did the wearer set up in a safe position on the door/s				
C	Was the command 'Door open' given and repeated				
D	Were the door/s opened under control				
E	Did the wearer wedge door/s effectively				