

Unit A/650/0113

Manage initial response to significant or major incidents and plan for resilience

| Learning Outcome - The learner will: | Assessment Criterion - The learner can: |
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| 1. Know how to assess the risk and threat of an incident | <ul style="list-style-type: none">1.1 Identify current legal and regulatory requirements, standards and good practice guidelines1.2 Interpret the impact of the national and regional risk assessment and threat level1.3 Assess the roles and structure of local resilience forums for co-operation on risk assessment1.4 Identify the characteristics of the event that may influence the likelihood and impact of a major incident1.5 Describe the organisation's business continuity and incident plans1.6 Describe the aim, scope and objectives of incident plans and arrangements1.7 Describe the resources available for incident management1.8 Explain the importance of involving all the relevant stakeholders in the planning process1.9 Explain the importance of continuously assessing risk during the incident1.10 Critically compare risk assessment methods and outcomes1.11 Review mitigation measures |
| 2. Know how to plan for the response to a significant or major incident | <ul style="list-style-type: none">2.1 Identify stakeholders and their roles and responsibilities in the response process2.2 Identify the necessary resources needed for a response2.3 Describe the principles of incident management planning2.4 Analyse the emergency planning cycle2.5 Identify the methods of raising awareness of incident plans and arrangements |

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| <p>3. Know how to manage the initial response to a significant or major incident</p> | <ul style="list-style-type: none"> 3.1 Describe the potential impact of emergencies on client groups 3.2 Outline the information that needs to be provided to the emergency services 3.3 Identify the different methods of communication during a significant or major incident 3.4 Explain the importance of communicating clearly and assertively 3.5 Describe the process for initiating a response to a significant or major incident 3.6 Explain the importance of recording decisions 3.7 Identify the methods of recording discussions, decisions, actions and communications 3.8 Identify the methods of managing an incident response 3.9 Explain how to lead an incident response team and make decisions 3.10 Explain how to modify the response to support priorities 3.11 Outline the process of transferring primacy to the emergency services 3.12 Identify the types of support that might be required by members of the incident response team and the emergency services 3.13 Describe how to and why to develop business continuity plans |
| <p>4. Know how to manage post-incident recovery</p> | <ul style="list-style-type: none"> 4.1 Identify the types of evidence required for post-incident investigation in accordance with the General Data Protection Regulation (GDPR) 4.2 Describe how to secure evidence 4.3 Explain how to debrief those involved 4.4 Outline the process and importance of report writing 4.5 Explain the importance of reviewing and evaluating an incident response 4.6 Explain how to use evaluation findings to ensure continuous improvement 4.7 Identify where and how to access support for those affected by the incident |
| <p>5. Be able to assess the risk and threat of an incident</p> | <ul style="list-style-type: none"> 5.1 Obtain and analyse information needed to carry out a risk and threat assessment 5.2 Carry out risk and threat assessments |

- 5.3 Evaluate the hazards and threats associated with the event
- 5.4 Co-operate with emergency responders to:
 - a. maintain an agreed position on the risks affecting the event
 - b. plan and prioritise resources required to prepare for those risks
- 5.5 Record risk assessments in accordance with organisational requirements and guidelines
- 5.6 Explain risk and threat assessments to stakeholders
- 5.7 Integrate the mitigation measures in response to the risk and threat assessment
- 5.8 Review and up-date risk and threat assessments in response to changes in the risk environment
- 5.9 Maintain and update contingency plans
- 5.10 Liaise with stakeholders to update emergency plans
- 6. Be able to plan for the response to a significant or major incident
 - 6.1 Evaluate the response threshold for the incident
 - 6.2 Split responsibilities and tasks between all participants involved in the response process according to their roles and responsibilities
 - 6.3 Select the person with responsibility and authority to initiate an incident response
 - 6.4 Plan the use of resources needed for responding to incidents
 - 6.5 Assess the need for training and exercise planning
 - 6.6 Develop a training and exercise programme
- 7. Be able to manage the initial response to a significant or major incident
 - 7.1 Assess client groups at risk of harm and injury
 - 7.2 Contact the emergency services with detailed information about the incident
 - 7.3 Initiate the incident response
 - 7.4 Operate a system to record decisions and policies
 - 7.5 Continue to dynamically assess the risks and modify the response in support of priorities
 - 7.6 Transfer primacy to the emergency services and provide them with up-to-date information on the incident
 - 7.7 Continue to support the emergency services throughout the incident
 - 7.8 Contribute to or initiate business continuity plans

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| 8. Be able to manage post-incident recovery | 8.1 Retain and secure evidence to support a post incident investigation in accordance with the GDPR |
| | 8.2 Debrief all stakeholders and produce a report on the incident |
| | 8.3 Review contingency planning arrangements |
| | 8.4 Provide access to specialist resources to support those affected by the incident |

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.