

**OPERATIONAL TRAINING DEPARTMENT**

**Second Quarter Review**

**July-September 2016**

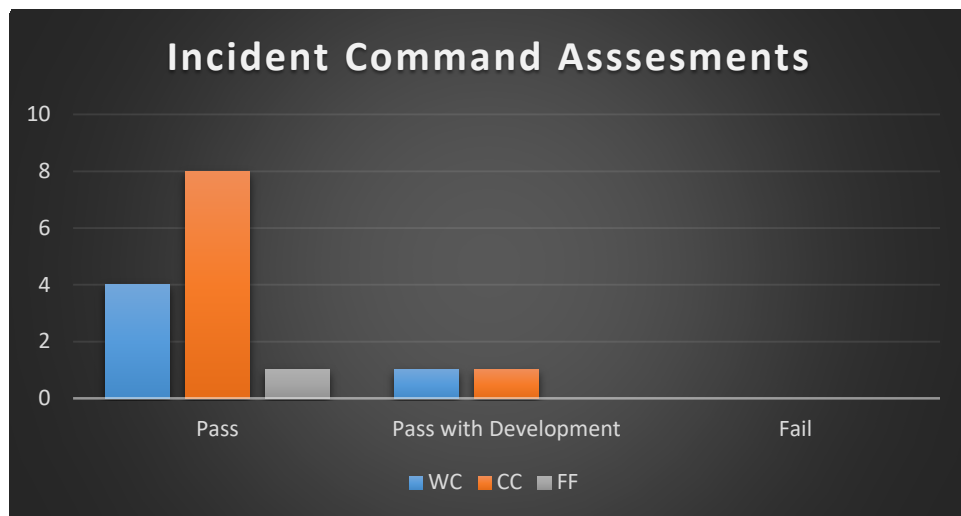
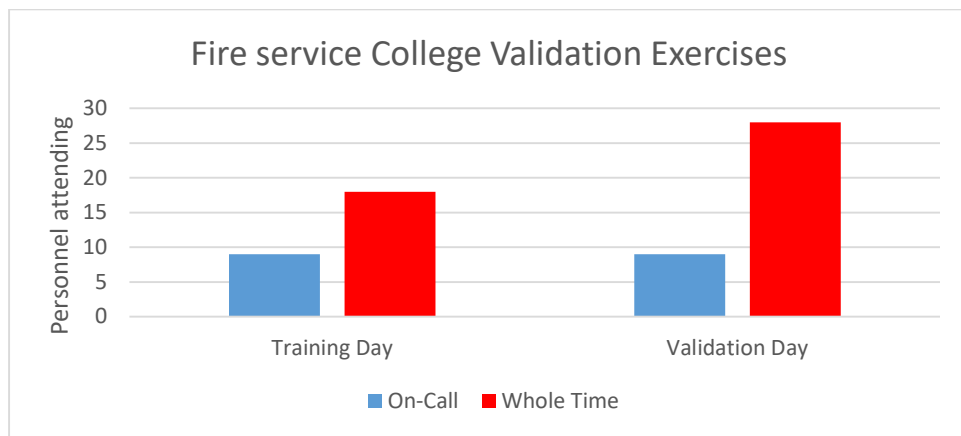
# **OUTPUTS & OUTCOMES**

## **2<sup>nd</sup> Quarter Summary**

The second quarter has been a busy one for the Operational Training Department. 22 apprentice recruits attended a fire fighter development programme overseen by the Fire Service College but facilitated by the Operational training department. Due to the number of students on this course the training department has been supported by Service Delivery to achieve the smooth running of this course.

Buckinghamshire Fire and Rescue Service is on track to have our own water rescue instructors. 8 personnel have been selected to attend the Instructor course in November.

The Operational Training Department sent both department staff and potential Associate Instructors on to Fire Service College courses to aid the delivery of future courses.



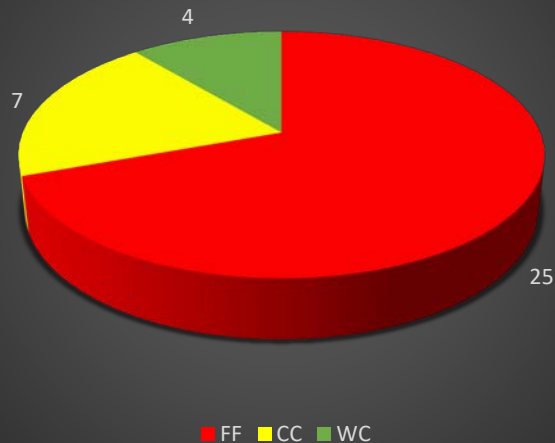
## Validation Exercises

Validation exercises continued into this quarter with the Operational Training Department running 3 training days at the Fire service College and 4 Validation dates (2 days and 2 nights).

During the Validation exercises 15 staff were assessed for level 1 incident Command. 13 received passes 2 (1 whole time 1 On-Call received pass with development needs).

3 minor safety events were reported during validation exercises this quarter, 1 scald during fire behaviour training and 2 muscular / skeletal injuries during the validation scenarios.

## BA assessments at Validation Exercises



### BA Telemetry

Though not yet 'on the run' in this quarter, during each scenario the crews were expected to run entry control using the BA telemetry boards. This gave the crews a chance to practice with BA telemetry at a real life scenario. All staff had received telemetry training on station prior to attending the Fire Service College and a member of the operational training team was on hand to answer questions. The majority of staff had a good working knowledge of BA telemetry

### BA Assessments

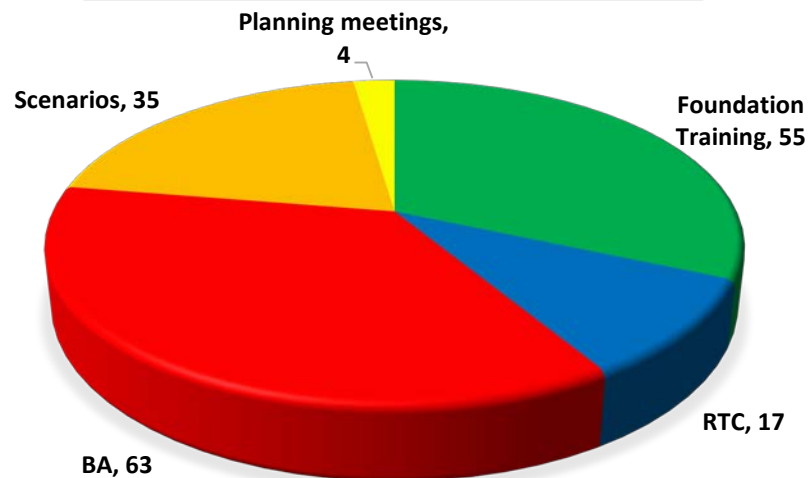
The Operational Training Department facilitated and assessed 36 operational staff during the Validation exercises for breathing apparatus competence during a hot wear.

Most staff had 2 BA wears with only their BA wear as a BA team leader being assessed.

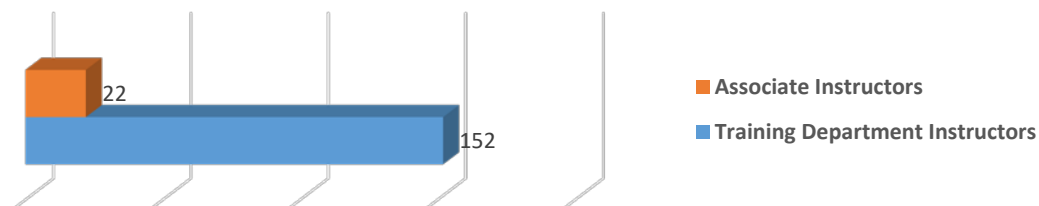
A further 5 staff were assessed for BA competence in Service at Great Holm. These staff were only assessed at Great Holm when the department were unable to programme them into a validation exercise.

In this quarter no staff failed their BA assessments

### FFDP INSTRUCTOR SCHEDULE DAYS



### Instructors Days on FFDP



Associate Instructors were released by Service Delivery to work on the FFDP. No associate pay was paid to instructors for working on the FFDP.

### Fire Fighter Development Programme

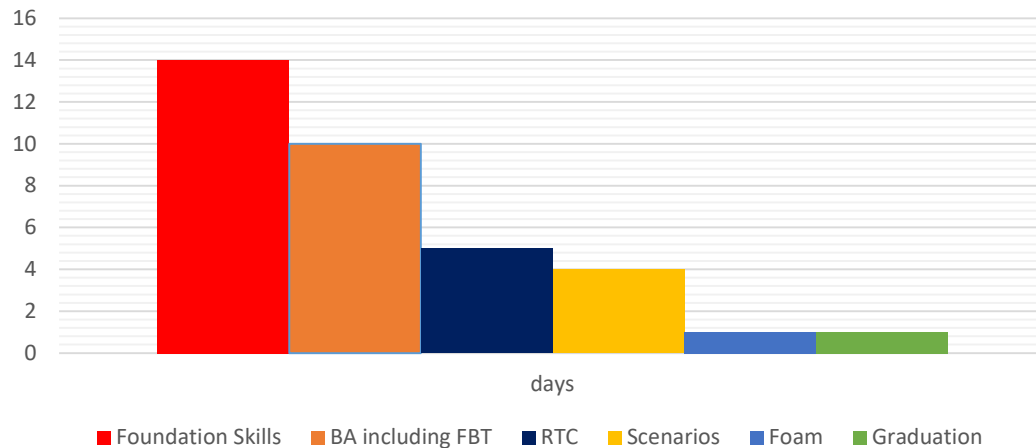
Following the decision by BFRS to take on 22 apprentices, the Operational training department in consultation with the Fire Service College designed a recruit course suitable to take the apprentices from off the street to being available as an operational asset in 13 weeks.

The FFDP course was owned by the Fire Service College but facilitated, instructed and assessed by BFRS instructors and trainers.

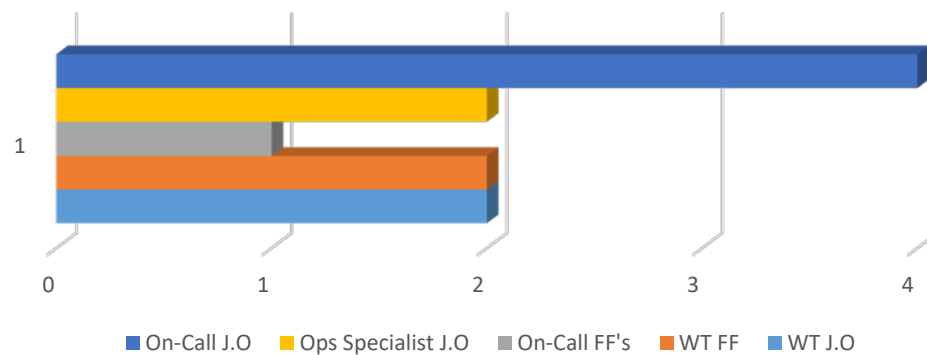
By having the Fire Service College own the course, BFRS were able to discount the days our instructors worked on the course from the Instructor Schedule.

All apprentices who started the course, got to the graduation day and went on to continuation training in the 3<sup>rd</sup> Quarter.

## FFDP Student days



## **Volunteers who worked on FFDP Scenario week**



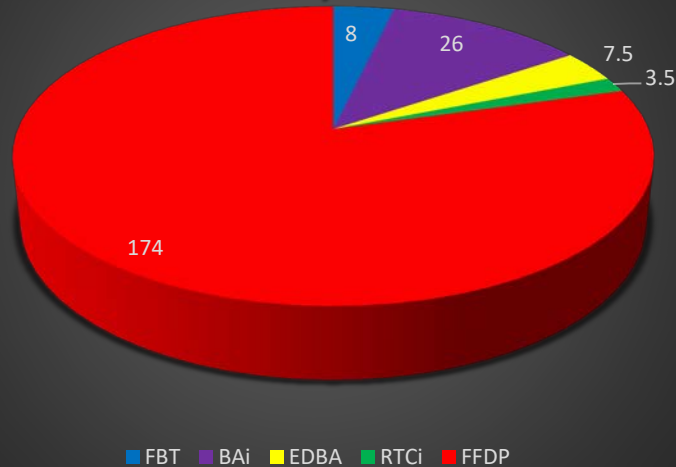
## FFDP

The Operational Training Department invited supervisory managers and fire fighters who were interested in their own development to volunteer to participate in the recruit fire fighter scenario week.

Volunteers were expected to be able to deliver short presentations or training to the recruit apprentices and also be in charge of an appliance for a realistic scenario. With one being chosen as Incident Commander for each scenario.

12 volunteers attended and help on the scenario week. Some very strong performances were put in by fire fighters acting as Incident Commanders which has been fed back to their Station Commanders.

## Fire Service College Instructor Schedule days



## Fire Service College Instructor schedule

The Operational Training Department instructors mostly worked on the FFDP in this quarter. These days count towards the days BFRS owe the Instructor Schedule.

Prior to the start of the FFDP, Operational Training Department Instructors spent a total of 44 days working at the Fire service College this quarter and taught on a variety of courses including Breathing Apparatus Instructor, Extended duration BA (for HART Teams), Fire Behaviour training and Road Traffic Collision training.



### **On-Call Road Traffic Collision Module**

The Operational Training Department ran an On-Call RTC module in July. This course held over a weekend for On-Call trainee fire fighters who are in the acquisition phase of their training to learn RTC techniques and procedures. All 8 students on the course passed.

3 training Department staff facilitated this weekend.

### **Fire Service College RTC refresher course run in BFRS**

Because of our partnership with the Fire Service College, the College asked if they could trial an RTC refresher course they were developing using BFRS operational staff. Bletchley and Broughton were chosen as venues, with 2 crews from MK West at one venue and Broughton and Newport Pagnell at the other. Scrap cars were delivered and paid for by the Fire Service College. A Fire Service College instructor delivered training on vehicle technology, new extrication techniques and team approach. Each session lasted half a day and BFRS were not charged for these courses.

<b>Learning outcomes from Swift Water Rescue Instructor Selection</b>	
<b>All Students displayed a good knowledge of-</b>	<b>Line work and mechanical advantage</b>
<b>Required Learning</b>	
<b>Most students</b>	<b>Practice in-water skills.</b>  <b>Swimming practice to gain muscle memory ready for arduous training activities</b>
<b>Some Students</b>	<b>Theory knowledge of swift water rescue and DEFRA concept of operations</b>

## **Water Rescue**

11 swift water rescue trained personnel from Beaconsfield and Newport Pagnell fire stations attended Lee Valley White Water Centre in Hertfordshire to participate in a Swift water Rescue Instructor selection day.

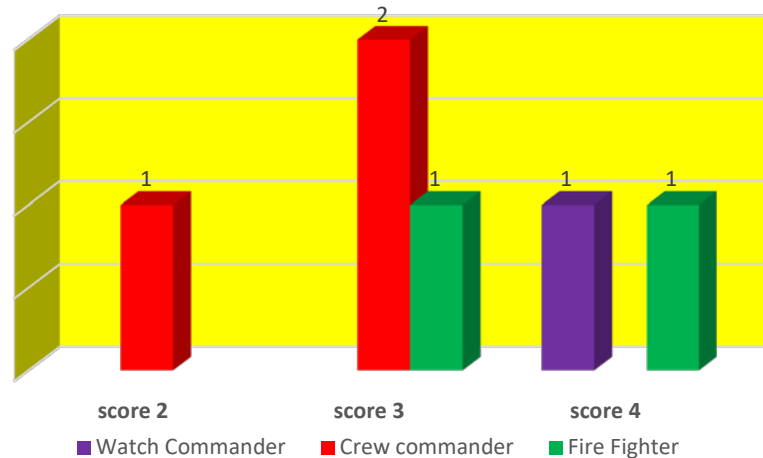
The day was run by Babcock water rescue SME and involved a theory test, practical test on setting up lines and mechanical advantage. The afternoon was dedicated to in-water practical skills.

7 personnel passed, one passed with development needs and he will be restricted to only assisting in the instruction of swift water courses until he develops his in-water skills. 3 failed the selection process.

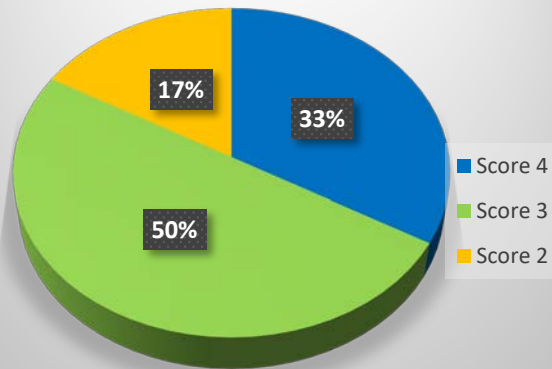
Due to the arduous nature of the selection process 2 Safety events for injuries were reported for this selection process.

We have also sent 6 boat operator on a refresher course to Plas Menai North Wales in July.

**QA scores by Rank**



**3rd Quarter QA results**



#### **Areas for Improvement**

Looking at the trends from the QA reports for this quarter the areas that trainers need to concentrate on to go from a score of 3 to a score of 4 are-

- Aims & Objectives
- Debriefs

### **Quality Assurance**

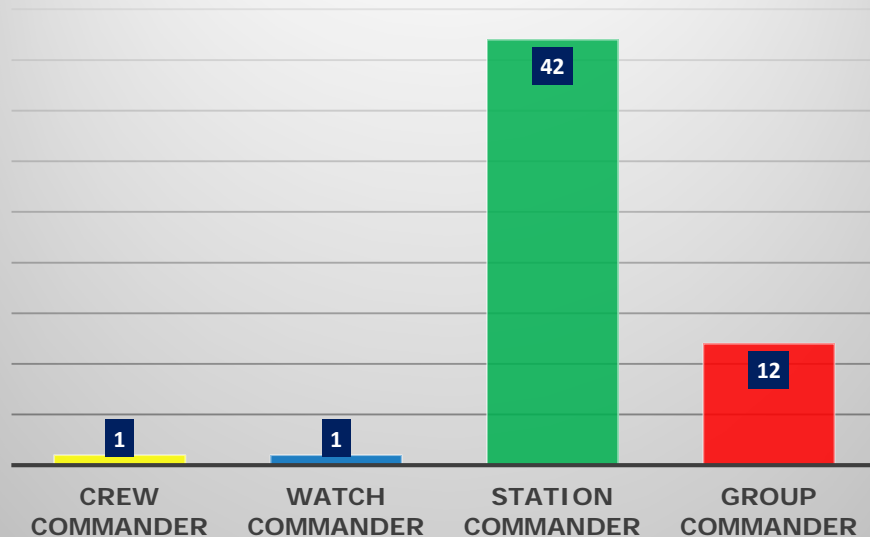
Due to the Operational Training Department Instructors being fully involved in the Fire Fighter Development Programme and continuing to work days on the Instructor Schedule only a limited number of Quality Assurance audits took place in the 2<sup>nd</sup> quarter.

However the QA visits that were booked were targeted at the potential water rescue instructors and potential working at height instructors. These were targeted to ensure that these candidates were able to deliver instruction to an acceptable level.

Again in this quarter no one scored the lowest score of 1. One On-Call Crew Commander was revisited following a previous audit where he scored a 2 (Requires improvement to reach the required standard to deliver instruction within the Service) and again scored a 2.

1 Fire fighter being assessed to be a water rescue instructor scored a 4 (Exceeds the required standard).

### Attendance at FDO training mornings



### Flexi Duty Officer Training Mornings

The flexi duty officer training mornings continue twice monthly with new training subjects each month. The inclusion of a monthly training subject has proved popular and added a real learning element to the training morning where previous to this year it was purely based around FDO discussion.

Subjects in this quarter have been-

- Resources management team & Operational Support Room
- Core Training Records
- Resilience Direct

Training subjects are already programmed in for the 3<sup>rd</sup> quarter and part of the 4<sup>th</sup> quarter FDO mornings, including National Occupational Guidance Programme, Ops Alignment and Missing Persons searches.

### 1<sup>st</sup> Quarter Activities, outside those mentioned above

(Totals in days' work)

Event	Total	Event	Total
FDO Training Days	6	FFDP course development	4
SC Portfolio	1	Police Interview	.5
On-Call pump assessment	.5	1 to 1's	1
Leadership Workshop	1	SC Portfolio	4
Operational Training Department Instructor Meetings including Validation planning and review	11	Link Officer	1
Water Rescue meeting with Babcock	0.5	On-Call module prep	1
Water rescue instructor assessment day	1	On-Call training modules development and prep	3
Water rescue training venue visit	.5	JESIP	2
Station Visits (not QA)	1	First Aid	1
Fire Authority Executive Committee presentation	.5	ICS form creation	1
Working @ height meetings and development	2	On-Call modular training development	4
Ops alignment project	2	Exercises (not Validation)	1
Ops Assurance work	1	Training Department meetings	7
Fitness project	1	SCAS / ITC	1
Accident Investigation	5.5	FSC Course attended (FBTi)	12

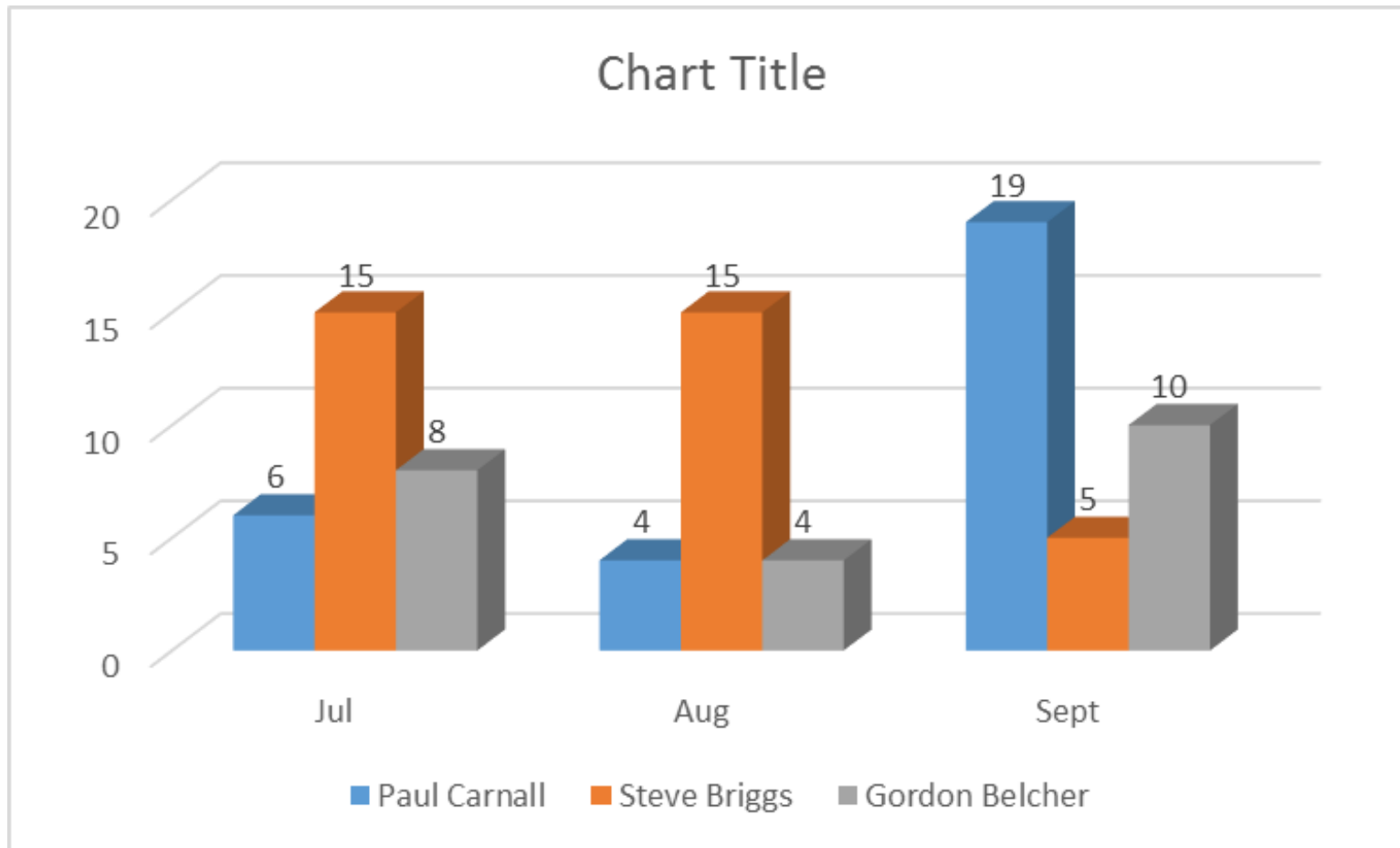
### 2<sup>nd</sup> Quarter Activities

As well as all the activities mentioned for this quarter, there is the on-going administration work through all aspects of the department, preparation for pre and de-brief, report writing and presenting, collation of evidence and trends, booking of personnel.

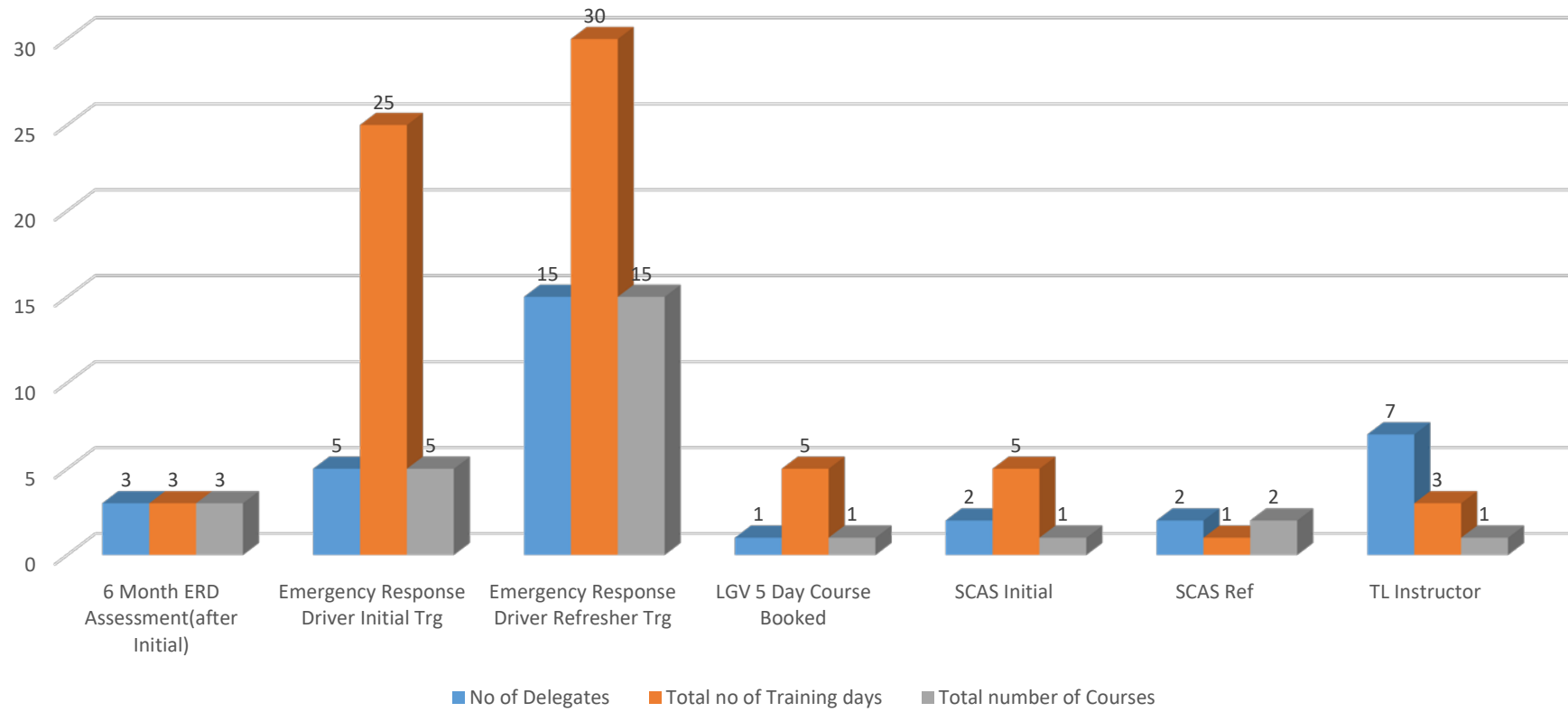
Station Commanders continue to attend Operational Incidents as part of their responsibilities.

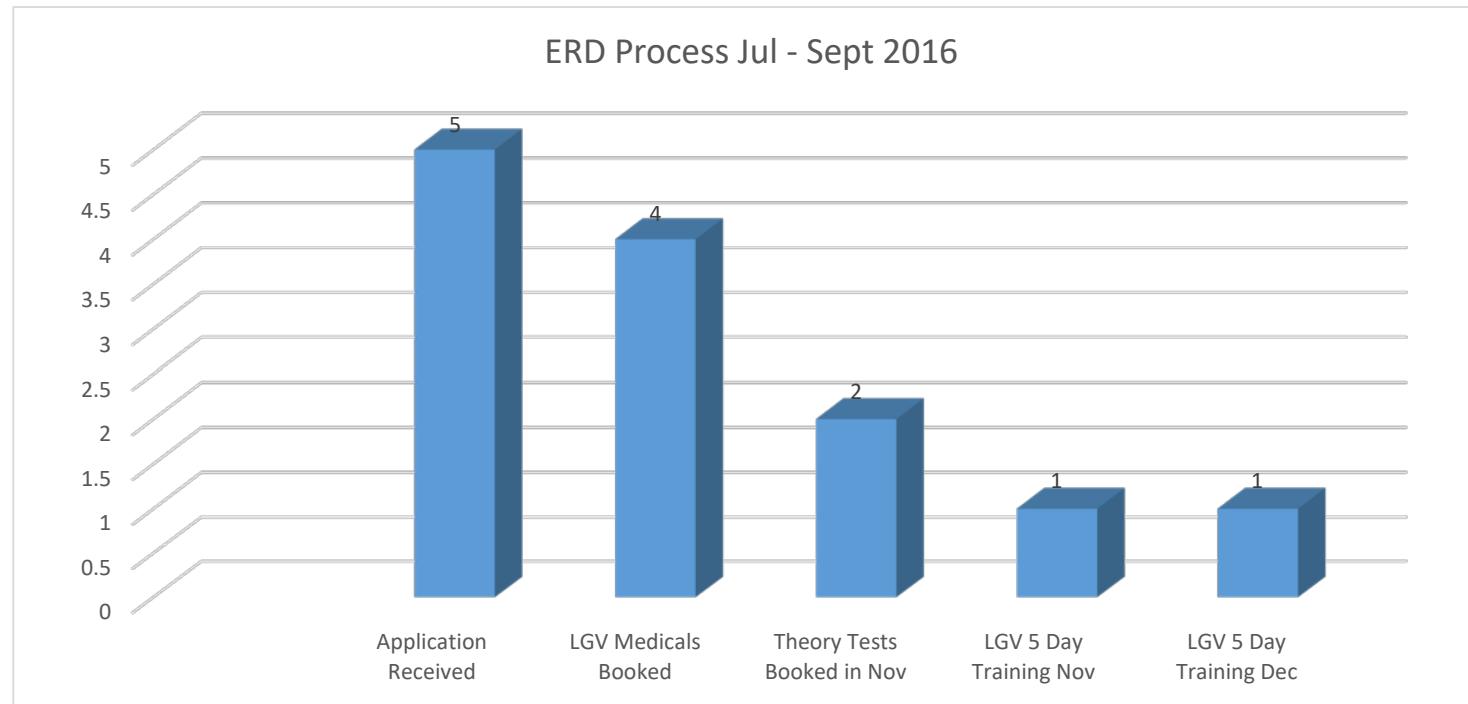
## Driving Centre

Paul Carnall did not get his license back until 30<sup>th</sup> August 2016 so he was on a restricted driving role (non LGV). Paul is now able to deliver all types of driver training. Gordon Belcher was cover (part time for 3<sup>rd</sup> DCI position). Gordon only covered courses that were booked prior to Paul receiving his licence back.

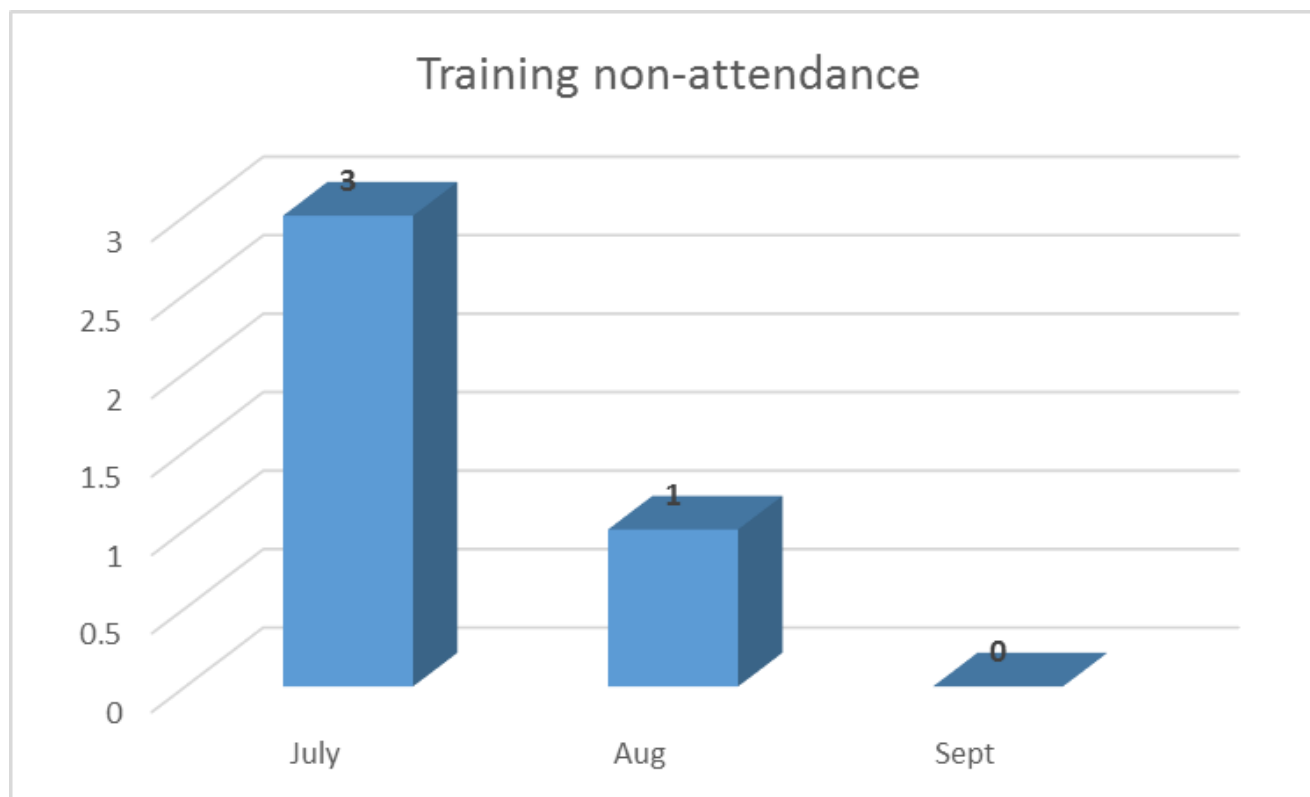


Driver Training Jul - Sept 2016





The chart above shows how many delegates are going through the ERD Process.



The chart above shows the number of delegates who failed to attend for their driver training.

## IFE Examinations

A number of examination papers was held on the **3<sup>rd</sup> October 2016** and Buckinghamshire managed the centre for this in which 1 delegate attended from another Service.

The examinations were held at the Holiday Inn, Aylesbury, due to the number of attendees and ensuring we were able to accommodate any candidates requiring reasonable adjustments.

Below are the numbers of individuals who sat each papre:

	Number of Personnel Sat Examinations	Number of Papers sat across range on offer
Firefighter On-call	1	4
Firefighter Specialist	2	3
Firefighter Wholetime	11	18
Crew Commander On-call	1	1
Crew Commander Specialist	2	2
Crew Commander Wholetime	6	9
Watch Commander Wholetime	1	1
Station Commander	1	3

Feedback received from candidates stated that the centre was run smoothly and efficiently, with appreciation given to the facilities to study in advance if required.

This venue has been booked ready for the next IFE examinations in March 2017.

IFE exam tutoring to support studying for the Fire Science examinations has been arranged by Kieron Thomas @ Buckingham FS and is taking place at the Royal Latin School.

## Apprenticeships

The ongoing objective for apprentices is to recruit and develop people into career pathways across the Organisation.

We currently have the following apprentices in post -

Qualification	Department	Location
Level 3 NVQ Business Administration	Health and Safety 1 Human resources 1	Headquarters
Level 2 & 3 NVQ Diploma in Heavy Vehicle Repair & Maintenance	Workshops 1	Headquarters
BTEC Level 4 Diploma in Professional Competence for IT and Telecoms Professionals.	KIS 1	Headquarters

We also have 22 apprentice firefighters who have completed the following training and are due to commence on Station from 24<sup>th</sup> October 2016.

Weeks 1-3	Foundation module	Great Holm Station
Weeks 4-7	Breathing Apparatus Initial Road Traffic Collision Training Hazardous Material Training Scenario Based Training	Fire Service College
Week 8-9	1 <sup>st</sup> aid emergency services course/ consolidation training	Haddenham Fire Station & Great Holm Fire Station

Week 7 concluded with all 22 apprentice fire fighters graduating from the Fire Service College. The graduation was attended by family and friends, representatives of the Senior Management Board, People and Organisational Development, Service Delivery and Training School.

FF Anthony Lancaster very proudly received the Silver Axe award and commented on his training experience –

*'I have really enjoyed my whole experience at the Fire service College. The grounds and facilities are more realistic than I ever imagined, and all the instructing staff are very well informed. I will come out of the college with new friends, a new respect for the Fire Service and a close knit team'*

To support the arrival of the apprentices, staff have been trained or upskilled depending on their current competence to be assessors and internal verifiers. Further training and mop up sessions have been scheduled for November 2016.

# E-Learning Course Completions for training year 2016-2017

Please bear in mind that this completion data does not include repeat completions for none required learning

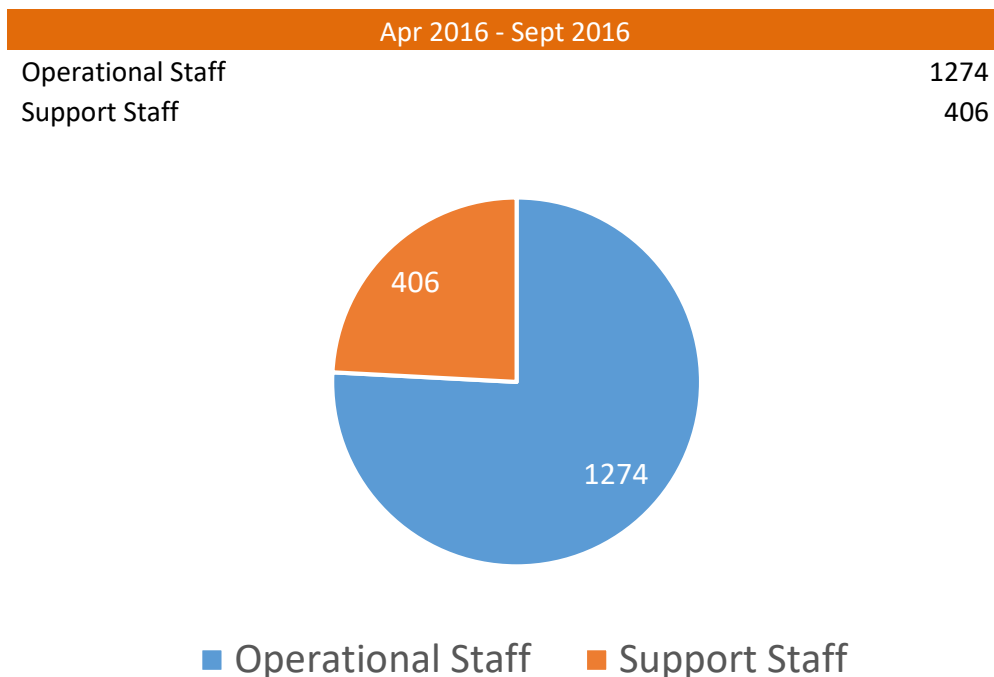
Course Name:	Completions Apr 2016 - September 2016	Quarter 1	Quarter 2
3TC IRS Plus Training	11	5	6
Assertive Communication	24	18	6
Budget Monitoring	9	5	4
Capital Forecast	8	4	4
Casualty Handling	13	2	11
Communication Skills	6	1	5
Counter Fraud and Corruption and Anti-Money Laundering	26	21	5
Delivering Effective Appraisals	34	30	4
Dementia Friendly Communities	27	19	8
Display Screen Equipment	37	28	9
Drone thermal camera	30	0	30
Effective Writing	15	8	7
Emotional Intelligence	4	1	3
Employee Responsibility in Health and Safety	43	27	16
Equality and Diversity in the workplace	112	73	39
Fire Safety	98	57	41
Forced Entry	8	4	4
Giving & Receiving Feedback	8	2	6
Health and Safety Induction	62	30	32
High Rise Building Procedures	12	6	6
Induction to the Authority	34	6	28
JESIP (Joint Emergency Services Interoperability Programme)	2	0	2
Leading a healthy lifestyle	29	0	29
Managing Change	27	14	13
Managing Yourself & Your Time	2	1	1
Manual Handling	341	226	115
Meeting Skills	3	0	3
Microsoft Office Online Courses	7	2	5
NCAF Awareness	41	29	12
Optimising Team Performance	4	2	2
Preparing for Interviews	5	3	2
Prevent	27	13	14
Protecting Information Level 1	19	5	14
Safeguarding Awareness: Children & Vulnerable Adults 2016/17	238	191	47
Spelling, Grammar and Punctuation	7	2	5
Stay Safe - Firearms and Weapons attack	287	212	75
Stress Awareness	17	6	11
Thames Valley Fire Control Service	3	1	2
<b>Total</b>	<b>1680</b>	<b>1054</b>	<b>626</b>

## CTR Technical Completions for training year 2016-2017

Course Name:	Completions Apr 2016 - September 2016
BA1 Fire Behaviour*	181
BA1 Tactical Ventilation*	147
BA1 Respiration and exertion in relation to the consumption of air and use of BA	53
BA1 High Rise Incidents*	137
BA1 Basement Fires	42
BA1 Building Construction and signs of collapse	28
BA1 Thermal Imaging Camera (TIC)	37
BA1 Fires Involving Timber Framed Buildings	11
BA1 Thatch Fires	18
BA1 Chimney Fires	16
BA1 Comfort Wears	12
BA2 Set Description and Testing*	199
BA3 Telemetry*	299
BA3 BA Operational Guidance*	169
BA3 BA Entry Control Procedures*	192
ER1 Airbags - Specifications and use	65
ER1 Hydraulic Equipment - Specifications and use	59
ER1 Responding to rescues	35
ER2 Large Animal Rescues Level 1 (AR1)*	231
ER2 Hybrid Electric Vehicles*	95
ER2 Vehicle design and hazards	45
ER2 Confined Space Rescues - Silos, Sewers, Trenches, Pits and tunnels	11
ER2 Railway Incidents	13
ER2 Aircraft Incidents	11
ER2 Lift and Escalator Rescues**	22
ER2 Road Traffic Collisions	38
ER3 Impactology and casualty assessment and management at rescue incidents	21
FSP1 Water Supply Types, including Hydrants and Open Water sources	115
FSP2 Principles and Characteristics of pumps	66
FSP3 Pump Operating - Includes calculating flow rates and pressure	63
FSP3 Water Relays	30
FSP3 Use of Foam	34
WS1 Water Rescue PPE and Equipment for First Responders	50
WS2 Hazards associated with working near water	46
WS3 First Response to water rescues	31
WAH1 WAH Equipment and Procedures**	91
WAH2 Ladders**	101
WAH2 Other Height Access Equipment (LGV Platform, TTL, etc)	50

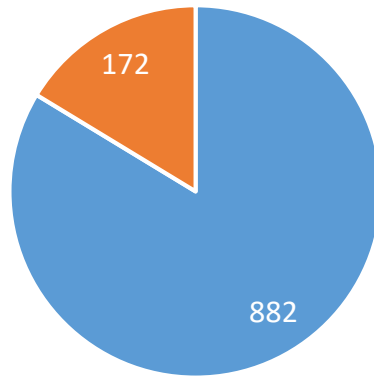
WAH3 Hazards associated with WAH**	78
HM1 Responding to Hazardous Material Incidents	37
HM1 Environmental Protection	18
HM2 Initial and Mass Decontamination	18
HM3 Health and Safety at Hazardous Material Incidents	20
HM3 Specific Hazardous Material Incidents	15
HM3 Photovoltaics**	
HM3 Chemical Suicides	25
HM3 Pipelines	5
HM3 Explosives	15
HM4 Preserving Evidence at Hazardous Material Incidents	8
CC1 Responding to first aid injuries**	49
CC2 Dealing with unconscious casualties**	41
CC3 Respond to major/trauma injuries**	32
CC4 Cardio-Pulmonary Resuscitation (CPR)**	47
D1 Slow Speed Manoeuvring**	0
ICS 1 Incident Command	76
<p>* E-Learning package</p> <p>** In Development</p>	

## Completions by role



Quarter 1

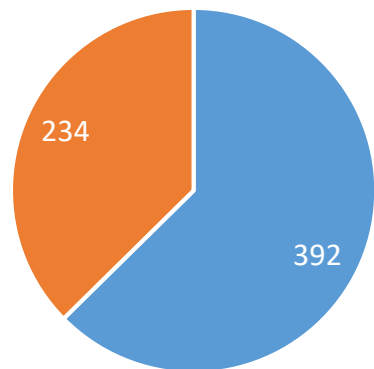
Operational Staff	882
Support Staff	172



■ Operational Staff ■ Support Staff

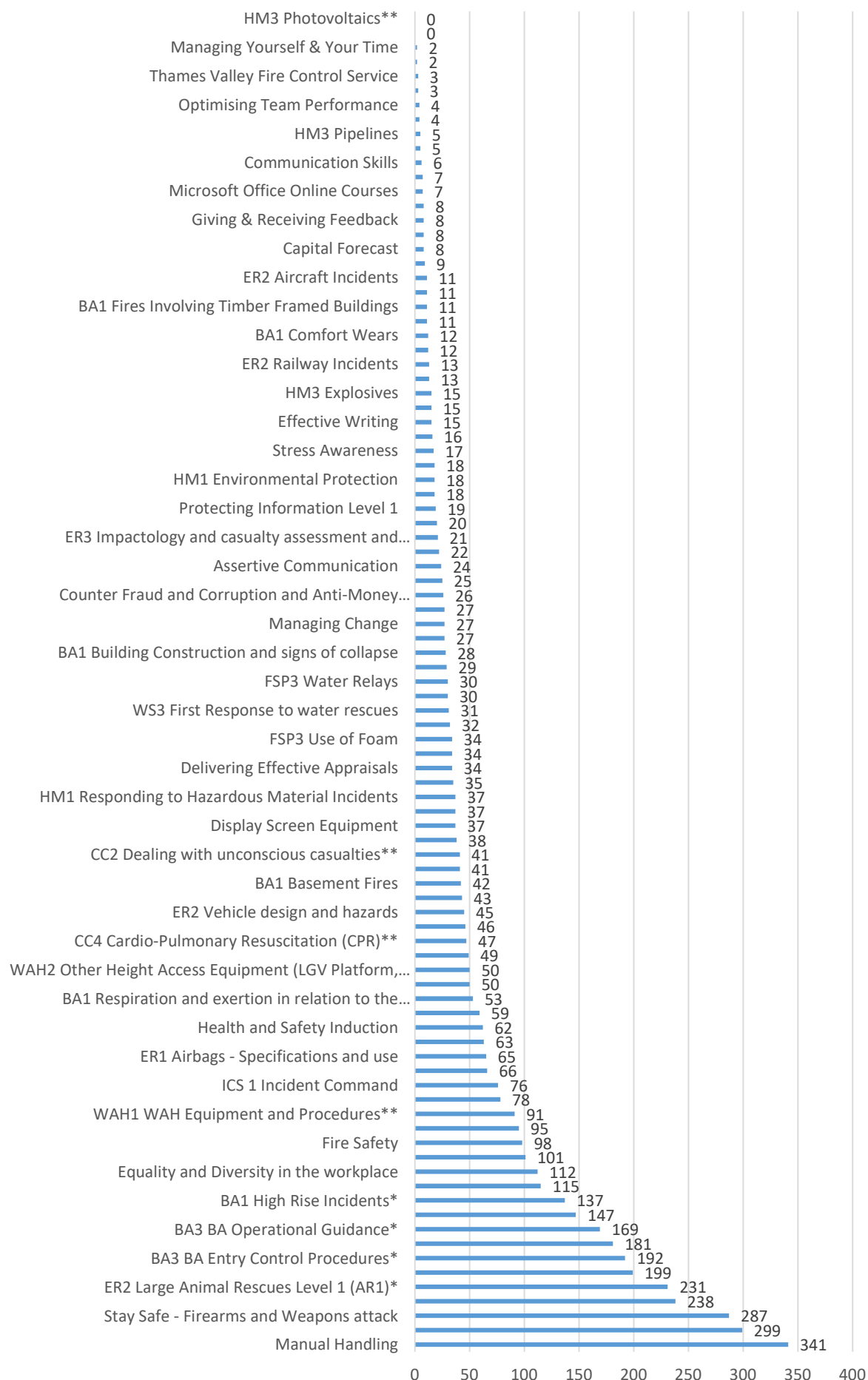
Quarter 2

Operational Staff	392
Support Staff	234



■ Operational Staff ■ Support Staff

## Completions Apr 2016 - September 2016



## Assessment Completions

Assessment Name:	Completions Apr 2016 - September 2016
BA Underpinning Knowledge Assessment	174
Incident Command Knowledge Assessment	16