



Award in Command Support

LEVEL
4

This qualification is aimed at those who undertake the role of Command Support Officer at incidents.



Total Qualification Time:
40 hrs

Qualification Number: 610/0737/7

Qualification Age: 18



Guided Learning (GL):
24 hrs

Availability: This qualification is regulated in England and Wales

Operational From: 1 April 2022



Qualification Objectives

What does this qualification cover?

The objective of this qualification is to provide learners with the knowledge and skills required to facilitate the operation of the Command Support function in the role of Command Support Officer.

Who is the qualification for?

This qualification is aimed at those who are practitioners at initial fire and rescue incidents and wish to develop their skills and knowledge in facilitating the Command Support function.

Who supports this qualification?

The qualification has been developed in collaboration with fire and rescue services and training providers in the sector.



Qualification Progression

What future education could this qualification lead to?

Learners not yet in the Command Support Officer role (e.g. Watch Managers) can undertake the first (knowledge) unit to facilitate progression. Learners can progress to from this qualification to other Incident Command qualifications.

What future employment could this qualification lead to?

This qualification provides learners with the knowledge and skills to undertake the Command Support Officer role in the fire and rescue sector.



Qualification Achievement

What are the entry requirements for the qualification?

Prior to registration learners are required to be:

- accurately identified
- at least 18 years of age
- have an understanding of the command support process
- are / have been practitioners at initial incidents
- be competent Level 1 commanders

How is the qualification achieved?

The learner will need to complete 2 mandatory units. This will include building portfolio of evidence meeting the assessment criteria.

What will be assessed?

Portfolio of evidence and demonstration of skills either in the training environment or in the workplace.

How will it be assessed?

This qualification contains 2 mandatory units to be completed by the learner. Each unit is comprised of a number of learning outcomes and assessment criteria which must all be achieved.

Learning outcomes that begin 'The learner will understand...' will be assessed through theory-based activities.

Learning outcomes that begin 'The learner will be able to...' are assessed through practical activities.

For example:

Learning outcomes The learner will...	Assessment criteria The learner will...
1. Understand health and safety in the Command Support role	1.1 Explain the importance of maintaining the safety and welfare of yourself and others whilst carrying out Command Support 1.2 Explain the rationale for facilitating an effective move from initial Command Support to the dedicated Command Support unit 1.3 Explain the need to review and validate the initial Command Support function
2. Be able to facilitate the introduction of Command Support at incidents	2.1 Confirm the safe and appropriate siting of the Command Unit 2.2 Ensure own and others safety and welfare with regard to carrying out the Command Support role 2.3 Manage the effective hand over from the initial Command Support function



Qualification Delivery

What facilities and/or equipment are needed to deliver this qualification?

The approved centre is required to have:

- one or more delivery sites with facilities to support the programme of training and assessment
- equipment in place to facilitate the full programme of learning and assessment
- opportunities in the workplace for learners to carry out tasks/activities which allow them to generate evidence to meet assessment criteria.

What qualification materials support this qualification?

This qualification is supported by additional documents which must be read by all relevant personnel within approved centres approved to offer this qualification. These include:

- SFJ Awards Level 4 Award in Command Support Qualification Handbook, detailing unit specifications, learning outcomes and assessment criteria for the qualification
- SFJ Awards Centre Handbook
- SFJ Awards Assessment Guidance
- SFJ Awards Quality Assurance (Internal and External) Guidance

Our policies are available on the SFJ Awards website
<https://sfjawards.com/policies/>.

SFJ Awards also have template forms available to support assessors and internal quality assurers.

What workforce is needed to be able to deliver this qualification?

The approved centre is required to have a qualified and competent qualification workforce in place which includes as a minimum:

- Head of Centre
- Centre Coordinator
- Assessor(s) and Internal Quality Assurers (IQA) who:
 - Are occupationally knowledgeable in incident command / command support
 - Have current occupational competence in incident command / command support
- Assessors who are:
 - Qualified with a recognised assessor qualification, or
 - Working towards a recognised assessor qualification, or
 - Able to prove equivalent competence through training to appropriate national standards
- IQA(s) who are:
 - Qualified with a recognised IQA qualification, or
 - Working towards a recognised IQA qualification, or
 - Able to prove equivalent competence through training to appropriate national standards

How much does this qualification cost?

Qualification registration fees are available from SFJ Awards on request.

How to apply to deliver this qualification

SFJ Awards' approved centres should complete the Qualification Approval Form available from Odyssey or the Centre Resources section of the website:

www.sfjawards.com/centres/centre-resources

Other centres will need to become approved by SFJ Awards. For information and the centre application form please see our website:

www.sfjawards.com/centres/become-a-centre

For more information please contact SFJ Awards' Customer Support Team:

Tel: 0114 284 1970

Email: info@sfjawards.com

Website: www.sfjawards.com



Qualification Structure

Learners must successfully complete 2 mandatory units to achieve the qualification

Unit title	Level	GL	Reference	Assessment method(s)
Understand the role of Command Support in Fire and Rescue Services	4	16	H/650/1783	Portfolio of Evidence
Be able to facilitate the operation of the Command Support function	4	8	J/650/1784	Practical Demonstration / Assignment

Contacts



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Ofqual

Tel: 0300 303 3344
Email: public.enquiries@ofqual.gov.uk
Website: www.gov.uk/government/organisations/ofqual

Qualifications Wales

Tel: 01633 373 222
Email: enquiries@qualificationswales.org
Website: www.qualificationswales.org

CCEA

How to contact: <https://ccea.org.uk/contact>
Email: info@ccea.org.uk
Website: <https://ccea.org.uk/regulation>

Skills for Justice

How to contact: www.sfjuk.com/contact
Email: contactus@sfjuk.com
Website: www.sfjuk.com

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SFJ Awards

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SFJ Awards is an awarding organisation recognised and regulated by the Office of the Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland and Qualifications Wales in Wales.

SFJ Awards is part of the Workforce Development Trust, a not-for-profit organisation, together with Skills for Justice and Skills for Health. For over 10 years Skills for Health and Skills for Justice have been working with employers, Governments of the UK and agencies within the skills system, to better equip workforces with the right skills now and for the future. During this time both Skills for Health and Skills for Justice have earned an enviable reputation for their knowledge of the health and justice sectors and their proactive approach to the development of skills and qualifications, along with an ability to deliver genuinely workable solutions for the employers they represent. SFJ Awards is an awarding organisation that builds upon this reputation. We work with employers in the policing, community safety, legal, armed forces and health sectors and understand their specific challenges, enabling us to quality assure learning outcomes that are suited to the needs of the sectors.