

**Unit Title:** Provide an initial response to incidents (CD1)  
**OCR unit number:** H/601/4793  
**Level:** 2  
**Credit value:** 4  
**Guided learning hours:** 10

## Unit purpose and aim

This unit covers providing an initial response to incidents, including: crime, non-crime and traffic incidents. The learner will need to be able to gather information on the incident, establish the nature of the incident, and plan their actions accordingly. In the case of a major or critical incident, when first on the scene, they will need to take control of the incident until relieved by the appropriate person.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p><b>The Learner will:</b></p> <p>1 Know and understand relevant legal and organisational requirements for responding to an incident</p>	<p><b>The Learner can:</b></p> <p>1.1 Identify the legislation, policies, procedures, codes of practice and/or guidelines that relate to:</p> <ul style="list-style-type: none"> <li>• race, diversity, human rights</li> <li>• health and safety (self and others)</li> <li>• working with vulnerable groups</li> <li>• using personal safety techniques (including force).</li> </ul> <p>1.2 Explain the reasons why it is important to provide an initial response to incidents in accordance with relevant legal and organisational requirements.</p> <p>1.3 Identify different types of incident for which an initial response is required, explaining the different procedures for response.</p>	<p>This may include</p> <ul style="list-style-type: none"> <li>• P.A.C.E. &amp; Codes of Practice</li> <li>• Health and safety</li> <li>• Human Rights Legislation</li> <li>• Local procedures.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Meeting local and national targets</li> <li>• Customer care</li> <li>• Quality of service</li> <li>• Public confidence.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Domestic violence</li> <li>• Road traffic</li> <li>• Public order incident</li> <li>• Allegation of crime</li> <li>• Non crime incident.</li> </ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>2 Be able to gather information and plan a response to an incident</p>	<p>2.1 Establish the nature of incidents based on an assessment of available information.</p> <p>2.2 Obtain any necessary additional information which will support response to the incident.</p> <p>2.3 Prioritise and plan actions in accordance with the nature of the incident.</p>	<p>This may include:</p> <ul style="list-style-type: none"> <li>• Previous history</li> <li>• Known dangers</li> <li>• Witness information.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Scene of the crime</li> <li>• Scene of the incident</li> <li>• Casualties</li> <li>• Route taken by suspects</li> <li>• Allocated status of call</li> <li>• Number of suspects involved.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Support for victims and witnesses</li> <li>• Searching methods</li> <li>• How to place road closures</li> <li>• Evidence gathering techniques.</li> </ul>
<p>3 Be able to respond to incidents</p>	<p>3.1 Liaise and communicate effectively with the following people regarding the incident, requesting other resources as necessary:</p> <ul style="list-style-type: none"> <li>• members of the public</li> <li>• control room</li> <li>• line management</li> <li>• other specialists, including external agencies.</li> </ul> <p>3.2 Respond and take control of incidents, within appropriate timescales, according to current policy, demonstrating the ability to:</p> <ul style="list-style-type: none"> <li>• challenge and deal appropriately with unacceptable behaviour</li> <li>• use appropriate personal safety techniques</li> <li>• recognise individual needs with respect to race, diversity and human rights.</li> </ul>	<p>This may include:</p> <ul style="list-style-type: none"> <li>• Speaking to members of the public</li> <li>• Police officers</li> <li>• Using a range technology to liaise with control room, line management &amp; other specialists, including external agencies</li> <li>• Systems and protocols for communicating with other agencies.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Understanding response time requirements</li> <li>• How to deal with inappropriate behaviour</li> <li>• Systems for referring inappropriate behaviour</li> <li>• How to take control at a range of incidents</li> <li>• Use of force legislation</li> <li>• How to apply appropriate safety techniques</li> <li>• Human Rights Legislation.</li> </ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
	<p>3.3 Demonstrate how to provide support to victims, witnesses and/or others.</p> <p>3.4 Identify and prioritise casualties, and provide necessary assistance.</p> <p>3.5 Take action to protect the scene of the incident and preserve evidence.</p> <p>3.6 Record the following and submit for supervision within agreed timescales:</p> <ul style="list-style-type: none"> <li>• information, intelligence and sources from the incident</li> <li>• decisions</li> <li>• actions</li> <li>• rationale.</li> </ul> <p>3.7 Respond to incidents ensuring that they:</p> <ul style="list-style-type: none"> <li>• act in a way that values people as individuals</li> <li>• use law enforcement actions proportionately, recording actions correctly, within agreed timescales.</li> </ul>	<p>This may include:</p> <ul style="list-style-type: none"> <li>• Providing appropriate support to victims, witness and other individuals involved with the incident</li> <li>• Victims/witness support groups</li> <li>• Referring on to other agencies.</li> </ul> <p>This may include how to administer first aid within the limits of your training and qualification.</p> <p>This may include:</p> <ul style="list-style-type: none"> <li>• How to secure the crime scene</li> <li>• Seizure procedures and powers.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• The types of documentation that must be completed</li> <li>• How to complete the incident related documentation</li> <li>• The timescales within which completed documentation must be completed and forwarded to others.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Knowledge and application of diversity and equality legislation</li> <li>• Knowledge and application of PACE</li> <li>• SOCAP Legislation</li> <li>• The types of documentation that must be completed</li> <li>• The timescales within which completed documentation must be completed and forwarded to others.</li> </ul>

## Assessment

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### Knowledge Element

Application of knowledge should be demonstrated in a learning and development environment prior to application in the workplace

## **Workplace Assessment**

Competence must be practically demonstrated on three occasions, covering two different types of incident.

## **Guidance on assessment and evidence requirements**

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Candidates must produce their own work and assessors use a range of assessment methods.

Candidates may provide evidence of knowledge and understanding prior to, or during the assessment phase.

## **Details of relationship between the unit and national occupational standards**

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Unit CD1, AA1, AB1, AE1, AF1, CA1.

## **Additional information**

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For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850).