

REF NUMBER:

See instructions on overleaf.

|                                     |                                                                                                   |                        |
|-------------------------------------|---------------------------------------------------------------------------------------------------|------------------------|
| <b>I.M DATA</b>                     | 1. Grade                                                                                          | 2. Username            |
|                                     | 3. Staff ID                                                                                       | 4. Organisation        |
|                                     | 5. Contact (i.e Discord Tag)                                                                      |                        |
| <b>INCIDENT DATA</b>                | 6. Incident Reference Number                                                                      | 7. Incident Type       |
|                                     | 8a. Report Avenue                                                                                 | 8b. Call/Tip ID(s)     |
|                                     | 9a. Service Type                                                                                  | 9b. Service ID         |
|                                     | 9c. Location Details (i.e Job ID)                                                                 |                        |
|                                     | 10a. Time (in UTC)                                                                                | 10b. Date (DD/MM/YYYY) |
|                                     | 11. Narrative                                                                                     |                        |
|                                     | 12. Actions Taken (reference supporting documents, i.e accusations or Q.A reports)                |                        |
| <b>REMARKS &amp; AUTHENTICATION</b> | 13. Remarks                                                                                       |                        |
|                                     | 14. I certify that the above facts are true to the best of my knowledge. <input type="checkbox"/> |                        |
|                                     | 15. Incident Manager Signature                                                                    |                        |

**INSTRUCTIONS ANNEX  
FOR THE MS-1A FORM**

**1. USAGE:**

- 1.1. The MS-1A form is to record the details surrounding an incident.
- 1.2. While the MS-1A form is categorised under the Moderation Service group, it can be completed by anyone entrusted to respond and manage incidents including, but not limited to members of the-
  - (a) Senior Leadership Team,
  - (b) Moderation Service,
  - (c) Quality Assurance Office,
  - (d) Development Service,

**2. TERMINOLOGY:**

- 2.1a. "Incident Manager" (I.M) refers to the individual responsible for coordinating the response to an incident.
- 2.1b. If multiple staff are in attendance, the I.M refers to the most senior person responding, unless delegated.
- 2.1c. If only one person is in attendance, they are considered the I.M regardless of their seniority, provided they have proper authorisation to respond to the incident.

**3. AUTHENTICATION, APPLICATION & COPIES:**

- 3.1. This form is considered 'authenticated' only when all fields are properly filled in, as applicable, by a person authorised to fill in the form.
- 3.2. Only people in a response-capable role are authorised to use this form.
- 3.3. The person entering the document into the SI Document archive MUST ensure the authenticity of the I.M.
- 3.4. This form is considered 'applicable' when the form is entered into the SI Document archive, pursuant to the above requirements.
- 3.5. Copies of the form must be sent to, or placed in the following locations:
  - (a) the SI Document Archive at "Forms/Moderation-Service/Series-1/Category-A",
  - (b) the SI Document Archive at "Records/Incidents/ID-<Incident Ref No>"
- 3.6. The title of this document should follow the format:  
"MS-1A - Incident <Incident Ref No> - <Ref ID>"
- 3.7. The document can be entered as either a PDF, JPEG or PNG. If originally filed as a non PDF, it should be converted to PDF format with OCR enabled.
- 3.8. The Instructions Annex does not need to remain attached to the document.

**4. NOTES:**

- 4.1. If the person filling in this document does not have permission to enter the document into the archive, someone who does can enter it on their behalf, provided they are also within the same organisation.
- 4.2. Note the difference between the "Reference Number" and the "Incident Reference Number":
  - (a) the Reference Number refers to a unique identifier for this DOCUMENT, the Reference Number should be generated manually using the SI Form Toolbox;
  - (b) the Incident Reference Number refers to a unique identifier for the INCIDENT this document records, the Incident Ref No should be automatically generated by the Moderation System.
- 4.3. Note the individuals in attendance in the narrative box.

**It is an offence under section 2 of the Fraud Act 2006 to use this form without the proper credentials with the intent to deceive or defraud another person.**