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www.normit.org



## About Us

NORMIT offers a range of training and services to assist organisations increase the resilience of their activities so they are better prepared to respond to and recover from disruptions.

NORMIT is facilitated by the Resilience Team at Norfolk County Council and is a partnership of private and public sector organisations promoting Resilience and Business Continuity. The partnership comprises over 150 organisations from a diverse range of sectors. These include businesses of all sizes, together with the public sector, emergency services, voluntary organisations, health providers and utility companies.

This wide spectrum of membership enables NORMIT members to access a vast range of Emergency Management, Incident Management and Business Continuity experience and knowledge whilst providing a platform to share best practice and encourage mutual aid.

Organisations that are members of the NORMIT partnership receive substantial discounts on the range of training and services we offer.

All training is in line with the Civil Contingencies Act Guidance Documentation, BCI Good Practice Guidance and relevant British Standards. The material used is continually updated to reflect industry best practice.

There is more information about NORMIT online:

Website ~ [www.normit.org](http://www.normit.org)  
[www.facebook.com/norfolk.normit](https://www.facebook.com/norfolk.normit)  
Twitter ~ @normitnorfolk

## Accredited Training

We offer a range of one day training courses that are endorsed by the Emergency Planning Society (EPS). As well as being able to claim CPD points, delegates can apply for 12 months free Associate Membership of EPS.

Terms and conditions apply.

Our endorsed training courses are listed below. Delegates may attend one of our training dates in Norwich or we can schedule a date specifically for your organisation at a location that suits you. Scheduled dates available on the website.

### Managing Emergencies

All organisations need to be able to respond to disruptions. This course provides an overview of the generic response to emergencies by external agencies and looks at an organisation's internal response. Topics include:

- External and Internal response;
- Resources required within a response centre;
- Roles and functions of response teams;
- Information management;
- Debriefing.

### Business Continuity Workshop

This course is for managers, BC Reps and those that want to find out more about the BC process.

Topics include:

- What is Business Continuity?
- Stages of Business Continuity Management in line with the British Standard;
- How to identify, prioritise, evaluate and mitigate risks to your organisation;
- What strategies can be implemented?
- How the BC plan is an important document in the process.

### Exercise Management

During the course delegates will work through a seven step process, in order to develop an exercise that is safe and effective.

Topics include:

- Types of exercises;
- Developing aim and objectives;
- The documentation required to support an exercise;
- Evaluation and identification of lessons and recommendations.

### Emergency Plan Writing

This course aims to develop delegates' understanding of the importance of emergency plan writing and the stages involved.

Topics include:

- What is an emergency plan?
- The plan development process;
- The plan review process.

**The following courses are facilitated in partnership with East of England Ambulance Service NHS Trust**

### Skills for Briefing & Debriefing

**NEW COURSE.** Designed to provide delegates with the knowledge and skills required to conduct effective briefings and debriefs & to produce action plans.

Topics include:

- Nine step briefing process;
- Types of debrief including the steps for Reflective Debriefing: Explore, Reflect, Action.

### Loggist Training

**NEW COURSE.** This course is aimed at anyone who may be expected to respond to an incident and therefore will be required to maintain a log of events, decisions and actions.

Topics include:

- The importance of the role of the loggist;
- Effective recording process;
- Effective logging skills.

Visit the website [www.normit.org](http://www.normit.org) to book a course or for more information.  
**Prices** start from £150 per delegate (£400 for non-NORMIT organisations).  
**NORMIT ~ for high quality affordable training**



## Other services we offer

### Specialist Training

Working with our partner training organisations, we are able to offer the following courses:

- Media Awareness Workshop;
- Media Training;
- Emergencies on Trial;
- Emergencies and Social Media;
- Safety of Personnel Abroad;
- Crisis Care: Looking after your responders.

### Bespoke Training

Our trainers are all qualified and knowledgeable in their subject area, so are able to offer examples and share their experiences. Any of our training courses and workshops can be tailored specifically for an organisation's needs. Courses can be held within our training rooms in Norwich or at a location to suit you.

Please contact us to discuss the individual needs of your organisation.

### Reflective Debrief

The importance of debriefing an incident or exercise is not to be underestimated. NORMIT can facilitate an unbiased, independent debrief session. This will be followed up with a debrief report to ensure you are able to capture learning from your event.

### Networking Opportunities

As well as the networking opportunities at our Seminars, we hold regular meetings for organisations that are part of the NORMIT partnership. These are held at one of the members' sites and are designed to encourage sharing of best practice.

### Exercise Facilitation

Our staff have considerable experience in developing and delivering high quality emergency exercises of various type and scale. All exercises are documented and debriefed. An Exercise Report will be produced listing any recommendations and lessons identified.

### Seminars and Study Days

The NORMIT Study Day is held in October each year. It attracts high quality speakers and delegates from across the country.

Each May we facilitate a Seminar with a Business Continuity theme enabling delegates to learn from the experience of others and increase the resilience of their organisation.

### Advice and Guidance

We are happy to offer advice and guidance to organisations, particularly small and medium sized businesses, in relation to Emergency Planning and Business Continuity. Our website has lots of free information and links to assist organisations to increase their knowledge and resilience. Please ask for details of other resources that are available.

### Plan Development and Review

If you need a second opinion on your plans, procedures, policy or strategy documents, then please give us a call to discuss. We are happy to assist in the development of documents or to provide you with an audit or constructive critique of what you currently have in place.

### What our customers say:

*"Another great Study Day, the topics were current and the speakers very knowledgeable."*

*"NORMIT developed a training package specifically for us. They really understood our needs and the sessions were very well received and valuable."*

*"A great exercise, very well facilitated. The report has enabled us to move our Emergency Planning agenda along significantly"*

*"I found the guidance and template available on the website to be ideal for me to use. As a small business I needed something simple and easy to understand. Your product ticked all the boxes for me."*

*"I really enjoyed the training and found it extremely beneficial and a real eye opener. It was good value, particularly with such experienced trainers and accreditation."*

Please contact us to discuss any of the services mentioned or if you feel that there are other services you would like us to provide.

**NORMIT ~ for high quality affordable services**



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**NORMIT**  
Promoting Resilience and Business Continuity

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