

# Managing Emergencies Course

## Summary

This course is aimed at enhancing the knowledge and skills that delegates will require when implementing Emergency Risk Treatment Strategies for their own organisation.

## Course Covers

- Implementing Prevention and Preparedness Risk Treatment Strategies.
- Principles of Operational Management.
- Roles and Functions in an Emergency Operations Centre.
- Equipment needed for an Emergency Operations Centre.
- Information and Resource Management Systems.
- Supporting and maintaining the Emergency Operations Centre.
- Coordinating the Recovery process for the organisation.

## Duration

One day.

## Course Author and Presenter

The course is presented by members of the NORMIT team who have a wide range of experience in Emergency and Business Continuity. Sarah Alcock Dip EP FEPS MBCI is the lead tutor on the course. Sarah has been an Emergency Planning practitioner for 10 years and has experience of working with private and public sector organisations to deliver a vast range of training and exercise programmes.

## Cost

£400 per delegate – This includes refreshments and course material.  
EPS and BCI Members receive a 10% discount.

NORMIT Members £125 (Voluntary / Charity members £100)

The course content is approved by Business Continuity Institute (BCI) and delegates receive one years free affiliate membership of the BCI.

## Managing Emergencies Course Programme

1	Administration and Overview	Health and safety. Introductions and identification of delegates' personal learning objectives for the course.
2	Emergency Management Revision	Identify current legislation relating to Emergency Planning and Business Continuity. Summarise the requirements of the Civil Contingencies Act. Understand the definition of an Emergency and identify hazards and threats.
3	External Response to Emergencies	Understand generic objectives of multi agency emergency response. Recognise the relationship between Operational, Tactical and Strategic levels.
4	Internal Response to Emergencies	Understand the need for Operational, Tactical and Strategic response within own organisations. Identify critical issues for Tactical Control.
5	Emergency Operations Centre	Identify activation triggers, facilities required and importance of location of the Emergency Operations Centre.
6	Information Management	The importance of effective communication and information sharing in the response and recovery processes.
7	Roles and Responsibilities	Key functions and their tasks. Develop checklists for Response Team roles.
8	Briefings and Orders	Understand the difference between briefings and orders. Identify a sequence for passing information during an emergency.
9	Recovery Issues	Identify issues relating to business and human aspects of recovery.
10	Debriefing	Understand the different types of debriefing and the benefits.
11	Structured Debriefing	Gain experience of a Structured Debrief and how it can be used for different activities.
12	Summary	Ensure learning outcomes achieved. Reinforce key messages and clarify any ambiguities.