



WGG Offshore Academy

BUILD PARTNERSHIPS TO IMPROVE INCIDENT RESPONSE CAPACITY

(Advanced Diploma Level 5 in Incident Response Management & Recovery)

Unit Descriptor

This unit covers the building of partnerships to improve the organisations capabilities to respond to incidents.

Employability Skills Applicable of the Unit

The following modules and elements will be delivered:

In a typical scenario the individual would establish, as part of the organisations strategic preparedness, mutual aid provisions within inter-company relationships so that assistance may be available as needed in a crisis. The person would typically be a member of the crisis management team and would initiate, formalise and manage joint efforts with other organisations to improve incident response capacity.

Key aspects of the competency include:

- Developing philosophies and strategies which assist to build partnerships
- Laying the found
- Laying the foundations for mutual cooperation and assistance
- Establishing structures through which strategic partnerships can be implemented

The person would:

- Identify areas of cooperation in relation to incident response
- Initiate talks/negotiations on cooperative efforts/joint activities
- Manage the relationship in order to enhance incident response capacity
- Manage the documentation of agreed cooperative efforts/joint activities
- Manage the relationships and ensure sustainability

Generally, the person would be a member of senior management and a member of the crisis management team. Although independent action may be required, he/she will be expected to coordinate, liaise and consult with other members of the team and other appropriate personnel.

Critical Aspects for Assessment & Evidence required to Demonstrate Competency in this unit

Competency must be demonstrated in the ability to recognize and analyse potential situations requiring action and then in implementing appropriate responsive action. The emphasis should be on the ability to deal effectively with the incident or to contribute effectively to the recovery from the incident.

Consistent performance should be demonstrated. In particular look to see that:

- Strategic communication and conflict resolution skills are demonstrated
- Strategic planning is evident, including the developing of objectives, strategies and relevant budgets
- Partnerships are identified and inclusive proposals developed
- Benefits to potential partners and the organisation are identified
- Ability to initiate, coordinate and conduct discussions with pertinent external organisation in a manner that promotes a positive image of the company is present

- Learning from partnership and brought back into the organisation and analysed for adaption where appropriate to improve incident response
- Effective consultation occurs with team members or appropriate personnel on issues
- Follow-up occurs on all issues until resolution is achieved
- Actions taken enhance incident response effectiveness

These assessment activities should include a range of problems, including new, unusual and improbable situations which may have been generated from past workplace incident history, incidents in similar workplaces around the world, hazard analysis activities and/or similar sources.

Required Skills & Knowledge

This describes the essential skills and knowledge and their level, required for this unit. Competency includes the ability to isolate the causes of problems within the incident Response system and to be able to distinguish between causes of problems indicated by:

- Inability to contact key partners in the event of a crisis
- Response times or objectives confused or outside agreed parameters
- Gaps or overlaps in response, which reduce effectiveness of the response
- Lack of ability to communicate effectively within the organization

The knowledge referred to in the evidence guide for this unit includes:

- Company incident response structure and operations
- The individuals own role within the incident response structure, including its parameters boundaries and/or limitations
- Roles, responsibilities and needs of other organisations
- Understanding of the mission, values and culture of the organisations targeted for and within the partnership
- Clarity of "chain of command" – who will drive the partnership and how it relates to decision making in the organisations
- Company security, confidentiality and communication requirements

Duration, Timings & Numbers

The optimum "contact time" for this training is seen as 26 hours. Approximately 35% of the course will be classroom-based, including pre scenario briefings, and 65% is spent on running the scenarios and debriefing.

The total contact time per day will not exceed 8 hours. The total training day will not exceed 10 hours.

The maximum number of delegates per DICT training programme is six (6).

The Course Format

Following a day of classroom study, the delegates enter a command centre simulator in which they will each experience, at least twice, the role of Containment Planner, in the conduct of realistic scenarios.

Table-top discussions of some of the generic emergency scenarios will prepare the delegates for the exercises; in other cases, they are given an emergency scenario without any prior knowledge.

A post-exercise debrief will be held where an appraiser will comment on the strengths and weaknesses of the individual and the team performance.