



WGG Offshore Academy

CRISIS MANAGEMENT TEAM CRISIS LEADER TRAINING

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

Outline

The course is designed for personnel who fill the CL or IC role, traditionally referred to as the 'Offsite Duty Manager', whose responsibilities include the support of an offshore or remote site should they have a crisis incident and is based on the principles of the Incident Command System (ICS). The course provides delegates with formal training in the strategy, tactics, command and control, communications and coordination elements used in the management of major emergencies.

The CL will be supported by a 'Crisis Management Team' (CMT), and the course is also designed for personnel who form part of that team who might be expected to take over the CL role in the event of unexpected absence or sickness, such as:

- Operational Section Chief
- Planning Section Chief
- Logistics Section Chief
- Finance/Admin Section Chief

This programme also provides Crisis Management training for personnel who are undertaking a training and competence programme to progress to the role of Duty Manager or Crisis Leader.

Course Aims and Objectives

The aims and objectives of Crisis Leader Training are that, on completion of the course, in acting in the role of Crisis Leader (CL) the delegates will be able to:

- a) Recall the key elements of the management of emergencies:
 - i) Different types of major emergency and their particular key factors
 - ii) The duties and responsibilities of the CMT members
 - iii) ECC Facilities and information management
 - iv) Preplanning and maintaining a state of readiness
 - v) Establishing and maintaining communications with internal and external agencies.
- b) Demonstrate the ability to assess the situation and take effective action
- c) Demonstrate the ability to maintain communications with internal and external agencies
- d) Demonstrate the ability to delegate the authority to act
- e) Demonstrate the ability to manage individual and team performance

They will also be able to put into place predetermined plans during the Activation Phase (when the emergency alarm has been raised), through to the Deactivation Phase/Stand Down in the role of the Crisis Leader in a number of specific types of crisis scenarios.



WGG Offshore Academy

CRISIS MANAGEMENT TEAM CRISIS LEADER TRAINING (Advanced Diploma Level 5 in Incident Response Management & Recovery)

Course Modules

The following modules and elements will be delivered:

Module 1: Theory of Major Emergency Management

- Element 1.1 - Major Emergencies and How to Apply the ICS Principles
- Element 1.2 - The Crisis Leader and Other CMT Members
- Element 1.3 - The Crisis Command Centre Facilities & Information Management
- Element 1.4 - Pre-Planning and Maintaining a State of Readiness
- Element 1.5 - Establishing & Maintaining Communications

Module 2: Practical Elements of Major Emergency Management

- Element 2.1 - Maintaining a State of Readiness
- Element 2.2 - Assessing the Situation and Taking Effective Action
- Element 2.3 - Maintaining Communications
- Element 2.4 - Delegating the Authority to Act
- Element 2.5 - Managing Individual and Team Performance

Competency

Delegates will participate in a minimum of **two** scenario simulations acting as a member of the Crisis Management Team and will be appraised by direct observation of their performance as Crisis Leader in **at least one** of the scenario simulations. On completion of the course delegates will receive a Wild Geese Group approved Crisis Management Team Crisis Leader Training certificate.

Pre-requisites

This program is part of the WGG Offshore Academy Advanced Diploma Level 5 in Crisis Management and should be completed along with the other courses within the Dip Level 5 suite.

This program requires that attendees nominated for Crisis Management Team Crisis Leader training should have a sound background of what is required to support site crisis management and response. This can be in the form of professional experience in that position or by having a good understanding of company expectations in crisis response.

Course Duration

The course is designed to be conducted over a two-day period at a WGG Offshore Academy approved Training Centre, the Wild Geese Group Emergency Response Support Centre, in a purpose-built Crisis Command Centre (CCC) or in an Organization's own facilities. The Course will be tailored to the client's operations and the clients Company Emergency Response Procedures and Incident Action Plans.



WGG Offshore Academy

CRISIS MANAGEMENT TEAM CRISIS LEADER TRAINING

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

Delegate Numbers

The course is run for a total of six delegates, two of which will be appraised.

Method of Training

This training is initially delivered in a classroom environment and consists of one day of interactive theory, which includes using table-top discussions of some of the generic crisis scenarios, followed by one day of practical role play scenarios. Post-exercise debriefs and a critique will be held where an appraiser will provide formal, documented, feedback on the strengths and weaknesses of the individual and team performances.

Appraisal

Each delegate will conduct at least one scenario in which their performance as Crisis Leader will be formally appraised.