



SPECIAL BONUS!
A comprehensively tested
Training Manual to guide you
when you return to work.

COURSE OVERVIEW

The Advanced Certificate in Emergency Dispatch & Control Center Operations is a fully accredited security course designed for security professionals who are required to work in Security Monitoring or Dispatch centres.

Professional security dispatchers are vital to security company operations and are responsible for ensuring that security officers attend to incidents and emergencies in a timely manner.

Many dispatchers have little or no formal training and this reflects on a company's image in providing a professional security response service.

The course covers the following units of competency:

Emergency Response

How to dispatch security officers and teams to an emergency situation and what the dispatcher needs to consider including wind direction, danger of fire, gas and other similar dangers.

Disaster Control

Dispatchers are taken through the steps as to what actions need to be carried out to maintain a security perimeter and the coordination with Police, Fire and Medical services.

Whilst most companies use theory based training, the 360BSI & Australian School of Security and Investigations uses true to life training scenarios that require course participants to make decisions under difficult and stressful conditions whilst under the guidance of our professional and experienced instructors.

THE COST OF POOR RESPONSE TO EMERGENCIES...

- ★ The 1998 Esso Longford (Australian) gas explosion was a catastrophic industrial accident, killing two workers and injuring eight. Gas supplies to the state of Victoria were severely affected for two weeks.

The fire at the plant was not extinguished until two days later. The sudden crisis was devastating to Victoria's economy, crippling industry and the commercial sector. Loss to industry during the crisis was estimated at around AUD\$1.3 billion.

This programme will develop the core skills needed to assess and protect your infrastructure against Security and Risk threats. The training is both practical and realistic and is relevant to your working environment.

Latest TESTIMONIALS:

- 1 'Adrian Francis is one of the greatest professional men I have ever met in my job field. With this course he cleared some hidden ideas I missed. I wish to meet him again and again'
- 2 'This is the first training class where I felt all training material was delivered successfully through many practical exercises.'
- 3 'The course and trainers way of delivery kept us up to date with all course items and is very excellent.'
- 4 'I would like to extend my appreciation to Mr Adrian Francis with his excellent co-operation and helpful and he keep me interested to learn more and new information which I hope will reflect in my job'

YOUR INTERNATIONAL COURSE FACILITATOR



Adrian Francis

Dip.Sec.Man., Grad.Cert.Man., Dip.Gov.Inv.
**Director of Training/
Chief Instructor**
Australian School of
Security & Investigations

Adrian Francis has a long career in law enforcement, investigations and security operations & intelligence. Extensive experience in the Emergency Command Centre, specialist covert intelligence gathering operations coupled with over 25 years experience as a senior criminal and corporate investigator has given Adrian the background knowledge and hands-on experience to ensure that Delegates receive only the most up-to-date and professional training available.

PROFILE

• Consultant for government and private sector on investigator training and development • New South Wales Police Rescue Squad Course • Drug Enforcement Agency Crime Scene Investigators • Australian Federal Police Surveillance Detective • Advanced Certificate in Criminal Investigations • Arson Investigators Certificate • Advanced Diploma in Risk Management • Certificate IV in Government (Fraud Control & Investigations)

- 1 Over 25 years experience as an Investigator in both law enforcement and general investigation environment.
- 2 Head of Emergency Dispatch Unit in the Australian Federal Police.
- 3 Accredited trainer and Director of Registered Training Organization with strong background in investigator training and risk management.
- 4 Key skills in technical based investigations, evidentiary, identification, evaluation, deployment of restricted surveillance and security equipment including GPS and RF tracking equipment and other related equipments.
- 5 Consultant for corporate clients for risk management, security procedures, surveillance, investigation techniques local and international.
- 6 Extensive knowledge and experience in investigation of crime and serious corruption in the Government & Organizations.
- 7 Promote, contribute and instruct in safe working practices (OH&S)
- 8 Check and evaluate all briefs of evidence where specialist investigative services are involved.

COURSE CONTENT

ALL SESSIONS WILL BE THEORY AND PRACTICAL BASED

DAY 1 UNDERSTANDING YOUR EQUIPMENT

- How the dispatchers' radio equipment works and the layout of radio panels

EFFECTIVE RADIO COMMUNICATIONS

- Dispatchers must communicate with security officers in the correct manner using good communication skills. We will look at the available ways to effectively communicate with your security team.

CONVERSATION MANAGEMENT AND CONTROL

- Managing a radio conversation can be challenging in some situations. Sometimes dispatchers are speaking with officers who are in a stressful situation or unable to talk clearly due to the environment they are in. You will discover methods to manage conversations to gain maximum information from your officers.

DAY 2 DISPATCH TECHNIQUES

- Techniques for dispatching including incident management and allocation of officers to jobs will be demonstrated in a practical situation.

PRIORITIZING EMERGENCY CALLS

- Dispatchers learn how to prioritise the attendance of officers at an incident. We will examine techniques to determine what needs to be attended to first.

DEALING WITH STRESS IN A SECURITY ENVIRONMENT

- The Security Industry is a stressful environment which if not managed correctly can cause wrong decisions to be made placing others in danger. We will look at simple techniques to manage and reduce stress.

LANGUAGE ISSUES

- Many companies use English as the language in their security operations. When English is a second language there is a tendency for some officers to use their first language in tense or emergency situations. Delegates will be shown how to communicate effectively in these types of situations.



PRACTICAL EXERCISE:

- Exercise on effective radio communications

DAY 3 EFFECTIVE REPORTING AND RECORDING OF INFORMATION

- A major part of a Dispatch Officer job is to keep records of events. During serious incidents these records and notes, including recordings of dispatch calls can be requested in court or by senior management. Delegates will participate in practical note taking exercises using a technique called 'Information Slicing' to ensure accurate notes are maintained.

MAP READING AND UNDERSTANDING GPS

- Dispatchers must have a good area knowledge of their refinery, warehouse or community. A simple grid system demonstration will assist dispatchers in knowing their area so they can correctly identify incident areas and dispatch security officers to the correct location.

BASIC RADIO EQUIPMENT FAULT DIAGNOSIS

- Sometimes, equipment failures occur especially during emergency situations. Delegates will be trained in identifying basic equipment faults or how to set up temporary equipment so that communication can be maintained with their security officers.

The enclosed information is a general overview of the course we offer. However each course can be tailored to suit individual client needs. The type of scenario training and resources utilised is dependent upon environmental, legal and geographical constraints.

COVERAGE

- Regulatory Environments
- Communications: Problems and Solutions
- Failure to Identify Hazards
- What is Operator error
- Handling Stress in a Response
- FEMA Threat
- Vulnerability Assessment
- Risk Analysis
- Occupational health and safety
- Response Management Plans
- Designing Reporting Systems
- Critical Incident Staff Selection
- Media Management
- Investigation Techniques



WHY THIS EVENT

This programme will develop the core skills needed to assess and react instinctively to a serious incident. The training is both practical and realistic, with the best chance of success, when the unexpected happens.

You will explore some new management strategies in the security environment and be able emphasize on the importance in communication and teamwork.

The Advanced Certificate in Emergency Dispatch & Control Center Operations course is designed and delivered for any industry where there is a potential risk to their employees or infrastructure from internal & external threats.

Some areas could include:

- Plants, Refinery, Chemical Storage, Power Station – Bombing, Leakage, Explosion, others Railways, underground rails, Airports, Ports - Accident with numerous people
- Water Authorities, Government Building – Contamination of Water Supply, Threat to water supply, Terrorism, Major Incident, Collapse, and more.



WHO SHOULD ATTEND

- All Emergency Dispatch Personnel
- Security Directors, Head, Managers
- Building & Facility Managers, Owners
- Risk Managers
- Emergency Response Team
- Plant Security Head, Managers, Incharge
- Security vendors and houses
- Investigation officers & others

COURSE SCHEDULE

8.00	Registration & Coffee/Tea
8.30	Workshop commences
10.00 - 10.20	Morning coffee/tea
12.30 - 13.30	Lunch
14.40 - 15.00	Afternoon coffee/tea
16.00	End of day

ADVANCED CERTIFICATE IN

EMERGENCY DISPATCH & CONTROL CENTER OPERATIONS

03 - 05 JULY 2010
INTERCONTINENTAL
JUBAIL
SAUDI ARABIA



DELEGATES

1 Name : _____
Name on tag: _____
Job Title : _____
Email : _____
Mobile : _____

2 Name : _____
Name on tag: _____
Job Title : _____
Email : _____
Mobile : _____

3 Name : _____
Name on tag: _____
Job Title : _____
Email : _____
Mobile : _____

AUTHORIZATION

(This form is invalid without a signature)

Name : _____
Job Title : _____
Email : _____
Tel : () _____
Organization : _____
Address : _____

Signature : _____ Date: / / _____

FEES

- USD 2,695 per delegate
- USD 6,600 - Special for Group of 3
- USD 10,000 - Special for Group of 5

The fee does not include any taxes (withholding or otherwise). In case of any taxes applicable the client has to ensure that the taxes are paid on top of the investment fee paid for the course. Compliance with the local tax laws is the responsibility of the client.

* Save up to 50% for In-house Training program
For Enquiries: +60-16-3327 360 or events@360bsi.com

REGISTRATION FORM

Fax: +603 9205 7788

Tel: +603 9205 7771

Mobile: +6016 3327 360

Email: events@360bsi.com



THE CERTIFICATES

Participants will be awarded an academic Certificate, an Australian Nationally Accredited Statement of Attainment for the units:

PRS 30103 Certificate III in Security Operations

Note:

Completion of this certified course will enable the candidate to pursue higher level qualifications, i.e.

1. Diploma program
2. Professional Security Intelligence Course (Australia)

OTHER CERTIFIED PUBLIC COURSES

- Security Operations & Investigation
- Security & Risk Management
- Ports & Maritime Security
- Emergency Response Management
- BBS & Safety Leadership
- Advanced Covert Surveillance
- Loss Prevention & Investigation

Hotel Contact Details:

For Room Reservation, please contact the hotel.
Telephone: +966 3 3417000 Fax: +966 3 3412212

Intercontinental Al Jubail, P.O. Box 10167, Tareeq 101
Al Jubail, 31961 Saudi Arabia

General Information:

- 1 Closing date for registration is 28th June 2010.
- 2 The fees cover lunch, tea breaks, materials and certificate.
- 3 Official confirmation will be sent, once registration has been received.
- 4 Participants will need to arrange their own accommodation.
- 5 Attire: Smart Casual

Cancellations/Substitutions

Substitutions are welcome at any time. Please notify us at least 2 working days prior to the event. All cancellations will carry a 10% cancellation fee, once a registration form is received. All cancellations must be in writing by fax or email at least 2 weeks before the event date. Cancellations with less than 2 weeks prior to the event date carry a 100% liability. However, course materials will still be couriered to you.

Thank you for your registration!

PAYMENT DETAILS

Payment is required within 5 days upon receipt of the invoice.

Bank transfer:

360 BSI (M) Sdn Bhd
HSBC Bank Malaysia Berhad
Bukit Bintang Branch, Kuala Lumpur, Malaysia
Account No: 203-371059-725
Swift No: HBMBMYKL

All payments must be received prior to the event date