



Course Title: Emergency Response Communication for the Major Hazard Industry

Overview

This course is designed for all personnel who are involved with emergency/incident response communication in an event of a major incident.

Structure

During the course participants will gain a basic level of understanding of the concepts, principles and process of effective Emergency/Incident Response Communication specifically communication to the media and affected parties.

Prerequisites

None

Target Audience

Personnel who are involved with Emergency/Incident Response Communications.

Course Content

The syllabus focuses on Media Response:

- Introduction to Emergency Response Communication
- Good Practice Principle of Emergency Response Communication - Media
- Key Principles when communicating with the Media
- Response to Affected Parties
- Introduction to Emergency Response Communication
- Good Practice Principle of Emergency Response Communication - Affected Parties
- Role Playing or Effective Communication with Affected Parties
- Key Principles when communicating with the Affected Parties

Certification

QISC approved certification

Revalidation

Not Applicable

Venue

QISC Premises or Client Premises

Health

Company Specific Medical and all delegates will be asked to complete a standard medical questionnaire prior to course commencement.

Dates and Cost

On Request