



Perth
17-18 September 2020

BCI Professional Practices Training

INCIDENT RESPONSE AND CRISIS MANAGEMENT TRAINING COURSE

Course Description

This course is a comprehensive learning opportunity covering all aspects of developing and implementing an incident response structure and crisis management capability. It begins with learning how to build an incident response structure (as introduced in the Design stage of the Business Continuity Management Lifecycle) and goes beyond incident management into learning how to build a crisis management capability in an organisation.

This course provides the continuity and resilience professional with the opportunity to gain a deeper knowledge and understanding of this subject as well as the opportunity to apply this knowledge in the classroom using a case study and an exercise.

The course is broken down into modules, exploring the concepts, principles of incident and crisis management and what tools and techniques can be applied in anticipating and assessing incidents as well as the key activities, roles and responsibilities required for effective incident and crisis management.

This course is based on the Good Practice Guidelines and reflects the current global thinking from ISO 22301:2012, and BS 11200:2014.

Course Objectives

The objectives of this training course are to provide students with the ability to:

- Understand the principles, strategies and techniques for incident response and crisis management;
- Develop the knowledge and skills necessary for implementing an effective structure and processes for responding to and managing incidents and crises.

Who should attend?

Business Continuity and resilience practitioners who require an in depth knowledge and understanding of how to build and an incident and crisis management capability in an organization.

This course is not a crisis leadership or crisis communications training course but is designed for those with responsibilities for developing and implementing incident and crisis management plans and procedures and that may have an active role in a crisis management team.

Certificate of Attendance

All students will receive a certificate of attendance and will be notified by BCI about seasonal membership offers.

Course Delivery

This BCI training course is delivered as a two day course, classroom based, by the BCI's global network of licensed Training Partners and Approved BCI Instructors.



INCIDENT RESPONSE AND CRISIS MANAGEMENT TRAINING COURSE

17—18 September 2020, Perth

Key Topics

- Crisis management concepts, principles and framework
 - Overview of the BCM lifecycle and standards
 - What is an incident and a crisis?
 - Principles of crisis management
 - Crisis management framework
- Crisis anticipation and assessment
 - Threat assessment
 - Early warning systems
 - Horizon scanning
 - Notification and escalation procedures
- Building crisis management capability
 - Response structure
 - Crisis management roles and responsibilities
 - The crisis management plan
- Crisis management team support facilities and tools
 - Crisis command centre
 - Information management tools
 - Notification tools
- Crisis response and recovery
 - Crisis leadership and decision making
 - Response protocols
 - Recovery management
 - Dealing with employees' concerns
- Crisis communications
 - Crisis communications planning
 - Steps in creating effective messages
 - Managing internal and external communications
 - Use of social media
- Hands-on crisis management tabletop exercise
- Readiness and continuous improvement
 - Training
 - Exercising
 - Post-crisis review and evaluation

Testimonials from past attendees

"Very knowledgeable and approachable. Excellent course, great learnings! Thank you, Kenny!"

OSH/Projects Officer, Bethanie Group

"Really knowledgeable, great resources and facilitator. Excellent course and very useful for future."

General Manager, St Bartholomew's House

Instructor

Kenny Seow is the winner of the BCI Global Award for Continuity and Resilience Consultant 2017. He has over 28 years of international experience in disaster recovery, business continuity and crisis management in banking, securities, education, health, logistics and government. He is a Partner at Riskwest, an Australasian consulting practice that provides business continuity and risk management support, training and advisory services to government, community service organisations and private sector companies in the region.

Kenny speaks regularly at seminars and conferences, and has presented papers on business continuity in Australia, United States, United Kingdom, Hong Kong, Indonesia, Singapore and Malaysia. He conducts business continuity, incident response and crisis management courses regularly and has trained over 3,000 senior managers and executives from public and private sector organisations.

Kenny is a Member of the BCI (MBCI), an Approved BCI Instructor, and a former Director of BCI Australasia. He is qualified as an ISO 22301 Lead Auditor and Trainer. He has a Bachelor degree in Psychology and Computer Science, Master degree in Business Administration and Specialist Diploma in Disaster and Emergency Management System. He is also a volunteer with the WA State Emergency Service.

"Fantastic instructor, very experienced and extensive practical knowledge of topics given he has been on IMT roles before. Brought lots of real life examples to the table."

Risk Officer, City of Moonee Valley

"Well informed, experienced and engaging. Great to meet people from other industries. Gained a broader understanding from them and Kenny."

Consultant, JLT Australia

"Well travelled and knowledgeable on the subject. Good mix of stories, theories, discussions from both the instructor and class."

Facilities Manager, Department of Defence



INCIDENT RESPONSE AND CRISIS MANAGEMENT TRAINING COURSE

17—18 September 2020, Perth

About the BCI

The Business Continuity Institute (BCI) is the world's leading institute for business continuity. Established in 1994, the BCI has established itself as the leading membership and certifying organization for Business Continuity (BC) professionals worldwide. With circa 8,500 members in more than 100 countries worldwide, working in an estimated 3,000 organizations in private, public and third sectors, the BCI truly is the world's leading institute for business continuity.

The BCI offers world-class, high-quality, award winning education services, delivered in partnership with BCI licensed Training Providers and Approved BCI Instructors located around the globe.

All Approved BCI Instructors are highly experienced and respected business continuity and resilience professionals, bringing a wealth of expertise to enhance your learning experience.

www.thebci.org

About Riskwest

Riskwest is a specialist management consulting firm providing advisory services in risk management and business continuity to a broad range of corporate, government and community service organisations in Australia and across Asia.

Our services are supplemented by a comprehensive selection of training programs that are developed and delivered by practitioners with extensive hands-on experience in multiple sectors, including financial services, mining, oil and gas, petrochemicals, utilities, transportation, logistics, government, and community service organisations.

We are Licensed Training Partners of the Business Continuity Institute (BCI) and International Consortium for Organisational Resilience (ICOR), and authorised to deliver their certification training courses and examinations.



Course registration

Register and pay online with

Eventbrite

<https://www.eventbrite.com.au/e/94296091147>

If you prefer to be invoiced for the course, please email your request to events@riskwest.com.au

Course fee

AUD 1,870 per person

Fee Includes GST, course handouts, morning tea, lunch, and afternoon tea.

In-house training available. Quotation upon request.

Venue

Forrest Centre Conference Facility
Level 14, 221 St Georges Terrace
Perth, Western Australia 6000, Australia

Course will be held from 9:00 am—4:30 pm each day.

Terms and conditions

Riskwest reserves the right to make any amendments to the course, change the instructor, or cancel the course due to unforeseen circumstances.

If the course is cancelled, the course fees will be fully refunded. A replacement is welcomed if a participant is unable to attend the course. Cancellation will carry a 30% service charge if made in writing up to 5 working days prior to the start of the course. Regrettably, no refund can be given if cancellation is made less than 5 working days prior to the start of the course, for "no show", or absence from part of the course.

Contact Information

Riskwest Pty Ltd
Suite 22 Level 5,
189 St Georges Terrace,
Perth WA 6000, Australia

Phone +61(0)8 9321 9292
events@riskwest.com.au
www.riskwest.com.au

