



PORTFOLIO OF TRAINING PRODUCTS AND SERVICES



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The standard FIOR training course and services portfolio is listed inside.

The training events can be delivered in the client's own premises or alternatively, FIOR can provide full training facilities at Scion House on Stirling University Innovation Park and these can be costed on an individual basis.

Full details of each training course, content and outcomes are available at **www.fior.org.uk** or by request to **training@fior.org.uk**.

FIOR Directors would be delighted to meet with prospective clients to discuss their individual requirements on a no fee basis and provide a full costing proposal tailored to their specific requirements.

CRITICAL INCIDENT MANAGEMENT

FIOR trainers are trained critical incident leaders, who have experienced the real thing, and who can assist your organisation to select and train the right managers to become positive leaders in the high-pressured environment of emergency situations ➔



INCIDENT
COMMANDER

Their approach based on merging theory with tradecraft and the provision of a toolkit to assist those leaders to effectively handle a critical incident is unique in the market place. An excellent manager does not automatically possess the leadership qualities to succeed in a critical incident. FIOR can provide training which assists Gold, Silver, and Bronze players to succeed in their roles.

Leadership in an emergency is a trainable, transferable skill rather than an exclusive inborn ability; thereafter those learned skills can become an asset in the daily management demands of staff.

The listed training events will not only prepare your staff to manage critical incidents and stop those incidents becoming disasters but will also prepare them to seamlessly move into the Preparing Scotland Integrated Emergency Management structure utilised by the emergency services and government agencies in a declared major incident.

GOLD (STRATEGIC) maximum of 10 attendees

- 3-hour session
- Roles and responsibilities of Gold
- Awareness session and practical tradecraft in regard to organisational Incident Response Plan
- Decision log training
- Explore their individual role within an Integrated Emergency Management incident as laid out in the UK (England & Wales) & Scottish Government Contingency guidance
- Experiential session with proven Gold leads

SILVER (TACTICAL) maximum of 10 attendees

- 7-hour session
- Contextual setting – Importance of People and Planning
- Individual introspective leadership profile and development exercise
- Leadership
- Goleman's theory of leadership as an 'array of golf clubs'
- Leadership approaches
- Functions of Leadership
- IIMRAC briefing tool
- Delivering effective Incident Management Team meetings
- Information handling
- Probing question and active listening techniques
- Assertive communication
- Emotional intelligence
- Decision Making
- Confirming your own decision-making style - strengths and weaknesses
- Converting the Rational Decision-Making Model to the incident environment and a Recognition Primed approach
- Logging and recording key decisions
- Roles & responsibilities of a loggist
- Requirements for a key decision log
- How to record key decisions along with justifications for those decisions and how to reduce the potential negative elements for those decisions.
- Attendees to the course will be provided with a memory stick containing supporting material for each of the listed outcomes and a completion certificate.

BRONZE (OPERATIONAL) Operational / Incident Team members - maximum of 10

- 3-hour session
- Individual roles within an Integrated Emergency Management incident as laid out in UK (England & Wales) and Scottish Government guidance
- Role and responsibilities of an Evacuation Lead; 999 Liaison Lead; Security Lead; First Aid Lead; HR Lead; etc
- Leadership approach
- Awareness session and practical tradecraft in regard to the organisational Incident Response Plan



TABLETOP / SIMULATION EXERCISE



3 hour session

The simulation exercise will be designed to test the following:

- To develop the confidence of staff who are expected to occupy key roles in an incident
- The individual roles and responsibilities as they are currently planned for the Incident Team Leader; Emergency Services Liaison
- Lead; Evacuation Lead (accounting for staff and development to the off-site evacuation contingency; Fire Wardens; Security Lead and Lead First Aider
- Identification of specific challenges or adjustments to current planning

SIMULATION - 'WORKING UNDER PRESSURE'



1 hour session

- Aimed at testing the Incident Manager; Communications Officer; and Loggist
- Places the players under pressure in a real-time environment by feeding live radio messages and personal injects into the Incident Control Room
- Hot debrief to evaluate personal experience of players
- Exercise monitored by video from Exercise Control to heat up or cool down exercise as appropriate

LOGGIST TRAINING



Maximum of 10 attendees



3 hour session

- Individual role within an Integrated Emergency Management incident as laid out in UK (England & Wales) and Scottish Government guidance
- Role and responsibility of a loggist
- Legal requirements of maintaining an event log and key decision log
- Interactive exercise / discussion in regard to the recording of information; meeting action points and key decisions within the pressured environment of a critical incident
- Supporting Silver





LIVE PLAY EXERCISE



**3 hours
including debrief**

- 1-hour operational abstraction from day business for work force
- Actual evacuation of work force with inject of professional casualty actors
- Staff preparation and briefing where appropriate
- Development of specific Exercise Manual
- Provision of Exercise Management Team including observers and role players
- End of exercise evaluation report

DIPLOMA OF INTEGRATED EMERGENCY MANAGEMENT

Since 2014 FIOR have delivered a Diploma of Integrated Emergency Management with students studying for the Diploma on a part time distance learning basis over a 22-week period.

The Diploma is delivered on a blended learning approach of 1 classroom tutorial day each month and home study of designated required reading. Students are assessed monthly.

The Diploma programme was academically designed and meets the SCQF Level 11 standard (post graduate level) and is recognised and supported by the University of Stirling. As such, successful Diploma students who wish to enter future subject appropriate learning

programmes at any UK University or College will qualify for Recognised Prior Experiential Learning credits.

The Diploma examines legislation surrounding integrated emergency management as laid out by UK (England & Wales) and Scottish Government guidance; organisational & personal values and ethics; corporate and legal responsibilities; leadership in emergency management and decision making in critical incidents.

“ *The University of Stirling acknowledges and welcomes the professional work undertaken by FIOR in the development and delivery of the Diploma in Integrated Emergency Management and recognises the high-quality learning and teaching experienced by students on the programme.*

The Diploma represents a theory informed and practiced focused response to the UK Government's strategy for dealing with emergency situations. Risk management, emergency planning and business continuity have become increasingly important responsibilities for senior managers across the public, private and third sectors, and this award goes some considerable way towards addressing these emerging developmental needs. **”**

Dr Richard Dockrell, University of Stirling.

FIRE SAFETY

Legislation to improve Fire Safety in non-domestic premises in Scotland is now in force. Part 3 of the Fire (Scotland) Act requires anyone who manages, operates, or has safety obligations for non-domestic premises, to take steps to prevent and minimize the impact of fire. This includes owners, employers, employees, managers, and other occupiers. Similar legislation is in place for other parts of the United Kingdom →



2016 saw FIOR recognised by the Institute of Fire Safety Managers as the first Approved Fire Safety Training Centre in Scotland.





Tommy Mann
MBE GCGI MIFSM

BASIC FIRE SAFETY TRAINING



Maximum of 12 attendees



3 hour session

This 3-hour course was created for all employees within the workplace and on completion of this session, attendees will fully understand their fire responsibilities at their place of work. All delegates receive a comprehensive course handbook.

The course includes the following subjects –

- Fire Precautions Regulations/ Legislations Chemistry of fire and how fires spread
- Common causes of fire
- Safety features within buildings Action on discovering a fire
- Calling the Fire Service
- Hazard spotting/hazard reduction Fire Notices
- Fire extinguishers: Practice and theory Attendees will also be given the opportunity of practical hands on training incorporating the use of fire extinguishers or methods of leaving smoke filled rooms (this training does not involve smoke but utilises specialist lighting equipment and visors).

FIRE WARDEN / MARSHALL TRAINING



Maximum of 12 attendees



3 hour session

Each session will deliver the following training outcomes:

On completion of this session, candidates will fully understand their fire responsibilities at their place of work. All delegates receive a comprehensive course handbook and a certificate of completion. Subjects covered includes -

- Fire Legislation
- Definition of the responsible person Duties of a competent person
- Fire risk assessment – reducing the risk Basic fire prevention
- Chemistry of fire Classes of fire Common causes of fire
- How fire spreads
- Hazard Identification
- Managing people with special needs in your building
- Evacuation procedure Fire-fighting equipment
- Co-operation with the emergency services Daily and Weekly Fire Checks
- Record Keeping.
- Dangerous substances and flammable materials The course will be supported with various video clips demonstrating the different effects and the serious nature of fire.
- Attendees will also be given the opportunity of practical hands on training incorporating the use of fire extinguishers or methods of leaving smoke filled rooms (this training does not involve smoke but utilises specialist lighting equipment and visors).



FIRE SAFETY TRAINING



Maximum of 12 attendees



3 hour session



Care Homes; Schools & Colleges; Hospitals & Medical Clinics; Construction Sites

Because of the expertise and experience possessed by FIOR staff the company is well placed to offer a quality fire safety service to operators within the Care Home, Schools & Colleges, Hospitals & Medical Clinics, and Construction sectors – these sectors demand focus upon unique sets of fire safety risks and each FIOR course is designed to meet those risks.

This 3-hour course will include:

- Fire Legislation -Fire (Scotland) Act 2005
- Fire Safety Provision -Fire guide, Means of escape, Fire warning systems, Firefighting equipment.
- Fire Science - How fires build and spread, Backdrafts.
- Preventative Fire Inspections
- Hazard spotting Common faults
- Regular maintenance (housekeeping).
- Fire Evacuation Procedures
- Behavior of people evacuating
- Safe evacuation methods and key points
- Staff/Warden roles and responsibilities
- Factors in a controlled evacuation
- Evacuation methods
- Personal emergency evacuation plans.
- Fire Fighting Procedures
- Fire facts
- Fire products Classification of fires Fire spread.
- Main Causes of Fire - How fires start and develop, Classes of fires.
- Portable Fire-Fighting Equipment Main types of extinguisher Suitability of agents
- Using the PASS formula for the safe use Practical firefighting with water and carbon dioxide extinguishers.
- Attendees will also be given the opportunity of practical hands on training incorporating the use of fire extinguishers or methods of leaving smoke filled rooms (this training does not involve smoke but utilizes specialist lighting equipment and visors.

FIRE RISK ASSESSOR TRAINING



3 / 5 day modules

A 3 or 5-day mix of classroom training and practical exercises designed to equip attendees to undertake detailed and sophisticated fire risk assessment of work premises and to produce competent fire risk assessment documents and fire action plans.

This course has been accredited by the Institute of Fire Safety Managers and successful completion will be recognised within the Institute's continuing professional development programme. The training outcomes for this course are –

- Ability to conduct practical fire risk assessments in your place of work evaluating the current fire safety provision against legislative requirements and government guidance
- Ability to record risk assessment utilising PAS 79 method
- Identify fire safety vulnerabilities and deliver remedial actions
- Know how to conduct regular reviews
- Develop knowledge which will allow the attendee to advise on fire control measures & firefighting access
- Deliver and manage effective fire action plans



ANCILLARY TRAINING COURSES & SERVICES

Since establishing the company in 2009 FIOR have developed several innovative training solutions and work processes to meet the emerging needs of individual clients – Turn over for examples of these ancillary services →

AUTHORISED ECONOMIC OPERATOR

AEO is an internationally recognised quality mark overseen by the HMRC & E, indicating that a company's role in the international supply chain is secure and that their customs controls and procedures are efficient & compliant.



The Known Consignors' accreditation award is a quality mark which is overseen by the Civil Aviation Authority.

The requirements of the Known Consignor Scheme are based on international best practice. Known Consignors must demonstrate that they have security measures and procedures in place to meet these requirements, and can secure their export SPX air cargo or mail from where it originates, until it is handed to another regulated business. The validation of these enhanced security measures is undertaken on annual basis by independent auditors. Chargeable fees for this service will be dependent on the size and nature of the

organisation – FIOR Directors can meet with prospective clients and on a no charge basis will prepare an evaluation of the working time required to prepare a threats and risk assessment of the ability of the organisation to make a successful application to HMRC.

The number of required FIOR working days would be chargeable at the current corporate daily rate and typically a large-scale business operation would require in the region of 14 working days with support from an organizational team typically drawn from Compliance, Security, Warehousing and internal HMRC Liaison teams.

INVESTIGATIVE INTERVIEWING

This single day course is aimed at providing professionals currently working in the fields of security, compliance, human resource etc. with an appreciation of the knowledge and understanding of what an investigative interview should consist of and to provide them with a range of tools to plan, conduct and evaluate any interview with an investigative purpose.

On completion of the training course participants will be able to –

- Plan and prepare for an interview
- Engage and explain the purpose of the interview to the interviewee establishing a rapport
- Deliver an effective interview approach which maximises the opportunity to retrieve and capture best evidence
- Produce a record of the interview which is both professional and meets the legal standard
- Provide an objective assessment of the interview outcome
- Close the interview and maintain a positive & open door for the interviewee to return

PRODUCT SAFETY & RECALL

Crucially the reputation and business continuity of companies can be threatened by product safety threats emanating from:

- Product contamination – accidental or deliberate
- Packaging defects – faulty or damaged boxes or containers which may pose a threat to customers or logistics sub-contractors
- Suspect or counterfeit stock – the presence of counterfeit products in the market place and the consumption of those counterfeit products resulting in injury or the

threat of injury to the consumer
Companies require to have processes in place to ensure that they have procedures in place to ensure early recognition of a potential product safety threat and a planned response that ensures that they can act quickly to control the threat and avert the crisis becoming a disaster for the organisation.

FIOR have developed an effective training and planning product that will allow early identification of such threats which are over and above the normal customer complaint incidence and then to take action to control the threat as follows:





If you would like further information
on any of these courses or services
please contact us on :

✉ training@fior.org.uk

☎ 07795 034506

🖱 www.fior.org.uk

📍 Scion House, Stirling University
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