

Counter-Terrorism Management Response Team Duties and Major Incident Management

Course Director

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Course Overview

This course is targeted toward management staff who have the responsibility of leading operations teams in a large complex. They will learn counter-terrorism awareness and how to form, and lead a team of response officers.

They will also learn how to manage a major incident and build a plan for the aftermath of such an incident.

They will practice what they have learned through role-playing and real-world simulations progressively building towards becoming individuals who are polite, yet firm in their dealings with any relevant individuals they come across.

Candidates will then apply these skills in real-world simulations and role-play.

Course Length – 2 days**Course Requirements**

- Candidates must be able to speak an intermediate to fluent level of English in order to digest the material contained within this course.
- Minimum class of 10 candidates, maximum of 15 at one time

Course Schedule

Period	Counter-Terrorism Awareness Theory – 3 hours	
1 hour	Briefing on the current security status quo and Q&A session	Individuals will be briefed on the current threat level in Malaysia and will be provided with declassified information gathered from the intelligence services as well as regional embassies.
1 hour	Identifying and dealing with first-contact incidences	Individuals will be taught how to identify when a building or premise has been marked as a potential target by perpetrators. They will learn how to detect these perpetrators by body language, suspicious behavior and by their clothing.
1 hour	Immediate actions when an attack occurs	Individuals will learn what to do if and when an attack does occur in their premises, or within a public space. They will learn to apply a simple decision-making model in order to minimize the chances of them becoming targets as well as getting in touch with the relevant first responder teams.
Counter-Terrorism Awareness Application – 3 hours		
2 hours	Practical Application – Identifying and dealing with a first-contact situation	Individuals will apply their knowledge gained to effectively identify and deal with a simulated first-contact situation. This is delivered through role-play as our staff assume the role of a potential perpetrator.
2 hours	Practical Application – Simulated Attack	Through role-playing and scenario application, a simulated attack will be run at the client's premises, giving individuals the opportunity to apply their immediate actions when an attack occurs.
1 hour 30 mins	Managing a site evacuation	Candidate will learn to effectively manage a site evacuation should their threat assessments indicate that one is necessary. They will learn crowd control techniques relevant to this exercise.
1 hour 30 mins	Delivering an after-action briefing and writing relevant reports	Candidates will learn how to deliver an after-action briefing after incidents. While

this technique may be employed to a multitude of incidents, the focus is on the discovery of a suspect package and self-reflection on the handling of the process. They will also learn how to write an after-action report for dissemination based on the topics of discussion in the briefing.

2 hours Knowledge Retention – Role Playing

Candidates will apply their knowledge of the above through a full day’s simulation of a suspect package in an area of their choosing (training area or site itself).

Areas which will be covered:-

1. Containing a belligerent subject with a suspect package
2. Discovery of a suspect package within the premises
3. Delivering an after-action report to security staff and management

Atlas trainers will be provided as role players.

30 mins FINAL EXAM

Candidates will sit through a 30-minute multiple choice and open-ended question exam paper which contains elements of their learning over the past 2 days.

A result of 75% and above is required to pass this course.

2 hours
(Optional) **Counter-terrorism defense – High Risk establishment**

An optional 2 hours of additional training is required if the client establishment is situated within a high risk area (for example, city centres and areas where there is no emergency services coverage containing sensitive infrastructure).

Candidates will apply their knowledge of the local area, the perimeter of their establishment and their existing knowledge of regulations and rules associated with their place of work.

Examination Structure

Candidates will be tested on elements in response team duties and containment tactics in a series of role playing situations where a candidate must demonstrate aptitude in knowledge, followed by a multiple choice exam at the end of the course. Candidates must achieve a result of at least 75% to pass this course.

Classroom Policy

Candidates must be willing and able to contribute actively to discussion and take part in role-play. An integral part of graduating from the course is the candidate’s ability to resolve situations which require a higher level of discretion through knowledge gained from the course, applied in a role-playing exercise.

Candidates are expected to follow professional standards, including adherence to legalities and ethics. In addition, candidates need to show a respectful demeanor toward other students and professional peers. The use appropriate professional tools, including technological tools, as needed and appropriate, is expected. Candidates are expected to be aware of and respect diversity and multicultural issues.

Course Competency Matrix

The following table demonstrates the skills and competencies that will be gained by candidates by the end of the course. Each candidate will receive a complete assessment of their performance and capabilities at the course’s conclusion in order for them to be able to identify areas of improvement and for their employers to make strategic decisions when assigning their duties.

The candidate will be rated from 1 to 5, with a rating of 1 signifying Poor Performance and 5 signifying Excellent Performance.

Competency	Description
Incident Response	Candidate is able to adapt behavior and choice of words depending on incident. They are able communicate effectively both amongst themselves and the public and are also able to work together as a team to resolve the issue.
Effective Communication	Candidate takes appropriate notes at an incident, asks appropriate questions and is able to deliver information well to their team, the public and most importantly, the control room. Candidate employs the LEAPS approach effectively.