

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 22320 — Emergency Management Requirements for Incident Management

ISO Certification Programme



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Reference SSR-PCR-22320 • ISO Security Safety & Risk

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AT A GLANCE

REFERENCE	SSR-PCR-22320
AWARD	Certificate
ASSESSMENT	430 marks — 258 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Evaluation and Continuous Improvement

5 chapters · 30 classes 45 marks

• 1 Understanding the Basics of Evaluation in Incident Management — 6 classes

› 1.1 Define Evaluation: Key Concepts in Incident Management

› 1.2 Identify Evaluation Methods for Incident Response

› 1.3 Analyze Data Collection Techniques in Evaluation

› 1.4 Assess Stakeholder Roles in Evaluation Processes

› 1.5 Develop Evaluation Criteria for Incident Management

› 1.6 Create an Improvement Plan: From Evaluation to Action

• 2 Key Performance Indicators (KPIs) for Incident Assessment — 6 classes

› 2.1 Define Key Performance Indicators (KPIs) in Incident Management

› 2.2 Identify the Importance of KPIs for Incident Assessment

› 2.3 Explore Different Types of KPIs Used in Emergency Management

› 2.4 Analyze Examples of Effective KPIs in Real-life Incident Scenarios

› 2.5 Develop SMART KPIs for Enhancing Incident Response

› 2.6 Implement a Continuous Improvement Plan Using KPIs

• 3 Techniques for Gathering Data and Evidence — 6 classes

› 3.1 Identify Key Stakeholders for Data Collection

› 3.2 Utilize Surveys and Questionnaires for Evidence Gathering

› 3.3 Implement Focus Groups to Capture Qualitative Insights

› 3.4 Analyze Existing Data Sources for Incident Management Evaluation

› 3.5 Employ Case Studies to Illustrate Best Practices

› 3.6 Develop Actionable Recommendations Based on Collected Evidence

• 4 Analyzing Evaluation Results for Continuous Improvement — 6 classes

› 4.1 Identify Key Metrics for Evaluation in Incident Management

› 4.2 Assess Data Collection Techniques and Their Effectiveness

› 4.3 Analyze Evaluation Results to Determine Improvement Areas

› 4.4 Develop Actionable Recommendations Based on Analysis

› 4.5 Create a Continuous Improvement Plan for Incident Management

› 4.6 Present Findings and Recommendations to Stakeholders

• 5 Implementing Change: Strategies for Improvement — 6 classes

› 5.1 Assess Current Practices in Incident Management

› 5.2 Identify Gaps and Opportunities for Improvement

› 5.3 Develop Strategic Improvement Plans

› 5.4 Engage Stakeholders in the Change Process

› 5.5 Implement Change Initiatives Effectively

› 5.6 Evaluate Outcomes and Sustain Continuous Improvement

• 1 Understanding ISO 22320: Key Concepts and Definitions — 6 classes

- › 1.1 Define Key Terms in ISO 22320
- › 1.2 Explore the Purpose of ISO 22320 in Emergency Management
- › 1.3 Identify the Core Principles of Incident Management
- › 1.4 Examine the Relationship Between ISO 22320 and Incident Command Structures
- › 1.5 Analyze Case Studies of ISO 22320 in Action
- › 1.6 Apply ISO 22320 Concepts to Real-World Scenarios

• 2 Principles of Incident Management Under ISO 22320 — 6 classes

- › 2.1 Define Key Concepts of Incident Management in ISO 22320
- › 2.2 Explore the Importance of Situational Awareness in Emergencies
- › 2.3 Analyze the Role of Communication in Effective Incident Management
- › 2.4 Identify Stakeholder Responsibilities During an Incident Response
- › 2.5 Apply the Principles of Incident Management to an Example Scenario
- › 2.6 Evaluate the Effectiveness of an Incident Management Plan Using ISO 22320 Guidelines

• 3 Roles and Responsibilities in ISO 22320 Framework — 6 classes

- › 3.1 Identify Key Roles in ISO 22320 Framework
- › 3.2 Define Responsibilities of Incident Management Leaders
- › 3.3 Analyze the Role of Coordination in Emergency Management
- › 3.4 Evaluate the Impact of Leadership in Incident Response
- › 3.5 Develop Effective Communication Strategies for Team Roles
- › 3.6 Apply Role-Based Scenarios to Strengthen Incident Management

• 4 Implementing ISO 22320: Strategies and Best Practices — 6 classes

- › 4.1 Assess Current Incident Management Practices
- › 4.2 Identify Key Components of ISO 22320
- › 4.3 Develop a Framework for Implementation
- › 4.4 Integrate Stakeholder Communication Strategies
- › 4.5 Establish Evaluation Metrics for Success
- › 4.6 Create a Continuous Improvement Plan

• 5 Evaluating and Improving Incident Management through ISO 22320 — 6 classes

- › 5.1 Analyze ISO 22320 Framework Components for Incident Management
- › 5.2 Assess Current Incident Management Practices Against ISO 22320 Standards
- › 5.3 Identify Key Performance Indicators for Effective Incident Management
- › 5.4 Develop a Continuous Improvement Plan Utilizing ISO 22320 Principles
- › 5.5 Implement Feedback Mechanisms to Enhance Incident Response Strategies
- › 5.6 Evaluate Incident Management Outcomes and Prepare for Future Enhancements

• 1 Fundamentals of Practical Drills in Emergency Management — 6 classes

- › 1.1 Identify Key Elements of Practical Drills in Emergency Management
- › 1.2 Analyze Different Types of Drills and Simulations
- › 1.3 Develop Objectives for Effective Emergency Drills
- › 1.4 Create a Step-by-Step Drill Implementation Plan
- › 1.5 Evaluate Drill Performance Using Key Metrics
- › 1.6 Conduct a Simulation Exercise and Gather Feedback

• 2 Designing Effective Simulations for Incident Management — 6 classes

- › 2.1 Define Objectives for Incident Management Simulations
- › 2.2 Identify Key Stakeholders and Their Roles in Simulations
- › 2.3 Develop Realistic Scenarios Based on Past Incidents
- › 2.4 Create Assessment Metrics for Simulation Effectiveness
- › 2.5 Implement and Facilitate Simulation Exercises
- › 2.6 Analyze Outcomes and Integrate Feedback for Future Improvements

• 3 Execution of Drills: Best Practices and Techniques — 6 classes

- › 3.1 Outline Key Objectives for Effective Drills
- › 3.2 Identify Essential Resources for Drill Execution
- › 3.3 Develop Realistic Scenarios for Effective Simulations
- › 3.4 Implement Safety Protocols During Practice Drills
- › 3.5 Utilize Feedback Mechanisms for Continuous Improvement
- › 3.6 Evaluate Drill Outcomes and Adjust Future Practices

• 4 Evaluating Drill Performance and Outcomes — 6 classes

- › 4.1 Define Key Performance Indicators for Drills
- › 4.2 Establish Protocols for Observer Roles During Simulations
- › 4.3 Analyze Data Collection Methods for Evaluation
- › 4.4 Conduct Post-Drill Debriefs with Participants
- › 4.5 Develop Action Plans Based on Drill Outcomes
- › 4.6 Present Evaluation Findings to Stakeholders

• 5 Continuous Improvement Through Drill Feedback and Iteration — 6 classes

- › 5.1 Analyze Drill Feedback for Improvement Opportunities
- › 5.2 Identify Key Performance Indicators for Drills
- › 5.3 Develop Action Plans Based on Feedback Analysis
- › 5.4 Implement Iterative Changes in Future Drills
- › 5.5 Facilitate Team Discussions on Drill Outcomes
- › 5.6 Evaluate the Effectiveness of Iterative Changes in Simulations

• 1 Understanding Risk: Definitions and Components — 6 classes

- › 1.1 Define Risk: Fundamental Concepts and Terminology
- › 1.2 Identify Components of Risk: Hazard, Vulnerability, and Impact
- › 1.3 Analyze Risk: Techniques for Assessment and Evaluation
- › 1.4 Explore the Role of Risk Perception in Emergency Management
- › 1.5 Apply Risk Assessment Frameworks to Real-World Scenarios
- › 1.6 Develop a Personal Risk Management Plan: Steps and Considerations

• 2 Identifying Risks in Various Contexts — 6 classes

- › 2.1 Define Key Concepts in Risk Identification
- › 2.2 Analyze Risk Factors in Natural Disasters
- › 2.3 Assess Human-Caused Risks in Incident Management
- › 2.4 Evaluate Organizational Vulnerabilities to Emergencies
- › 2.5 Identify Risks in Technological and Cyber Contexts
- › 2.6 Develop a Comprehensive Risk Identification Strategy

• 3 Risk Assessment Methodologies: Qualitative and Quantitative Approaches — 6 classes

- › 3.1 Define Key Concepts in Risk Assessment Methodologies
- › 3.2 Compare and Contrast Qualitative and Quantitative Approaches
- › 3.3 Identify Situations Suited for Qualitative Risk Assessment
- › 3.4 Apply Qualitative Techniques to Real-World Scenarios
- › 3.5 Explore Quantitative Risk Assessment Tools and Techniques
- › 3.6 Evaluate Risk Assessment Outcomes and Make Informed Decisions

• 4 Evaluating and Prioritizing Risks — 6 classes

- › 4.1 Identify Common Risks in Emergency Management
- › 4.2 Analyze the Impact of Identified Risks
- › 4.3 Assess Likelihood and Frequency of Risks
- › 4.4 Rank Risks Based on Impact and Likelihood
- › 4.5 Develop Strategies for Risk Mitigation
- › 4.6 Create a Risk Prioritization Action Plan

• 5 Developing Risk Mitigation Strategies — 6 classes

- › 5.1 Identify Key Risks in Incident Management
- › 5.2 Analyze Impact and Likelihood of Risks
- › 5.3 Prioritize Risks for Mitigation Planning
- › 5.4 Develop Tailored Mitigation Strategies
- › 5.5 Implement Risk Mitigation Strategies Effectively
- › 5.6 Evaluate and Adjust Mitigation Strategies Continuously

• 1 Foundations of Incident Management: Principles and Practices — 6 classes

- › 1.1 Define Key Concepts of Incident Management
- › 1.2 Identify Core Principles of Effective Incident Response
- › 1.3 Explore the Role of Leadership in Incident Management
- › 1.4 Analyze the Phases of the Incident Management Cycle
- › 1.5 Examine Best Practices for Communication in Incidents
- › 1.6 Develop a Strategic Incident Management Plan

• 2 Risk Assessment and Analysis in Incident Management — 6 classes

- › 2.1 Identify Key Risk Factors in Incident Management
- › 2.2 Analyze the Impact of Risks on Incident Outcomes
- › 2.3 Evaluate Existing Risk Mitigation Strategies
- › 2.4 Conduct a Comprehensive Risk Assessment Process
- › 2.5 Prioritize Risks Based on Likelihood and Consequence
- › 2.6 Develop Action Plans for Risk Management in Incidents

• 3 Strategic Planning for Incident Response — 6 classes

- › 3.1 Analyze Current Incident Management Policies
- › 3.2 Identify Stakeholder Roles in Incident Response
- › 3.3 Develop Strategic Objectives for Effective Response
- › 3.4 Create Comprehensive Incident Response Plans
- › 3.5 Evaluate Resource Allocation for Incident Management
- › 3.6 Implement Continuous Improvement Strategies for Response Plans

• 4 Leadership and Coordination in Incident Management — 6 classes

- › 4.1 Assess Leadership Roles in Incident Management
- › 4.2 Define Core Competencies for Effective Coordination
- › 4.3 Analyze Communication Strategies in Crisis Situations
- › 4.4 Develop Collaborative Decision-Making Techniques
- › 4.5 Implement Leadership Styles to Enhance Team Performance
- › 4.6 Evaluate Best Practices for Post-Incident Reflection and Improvement

• 5 Evaluation and Continuous Improvement in Incident Management — 6 classes

- › 5.1 Assessing Current Incident Management Practices
- › 5.2 Identifying Key Performance Indicators for Improvement
- › 5.3 Implementing Feedback Mechanisms in Incident Response
- › 5.4 Analyzing Post-Incident Reviews for Insights
- › 5.5 Developing an Improvement Action Plan
- › 5.6 Engaging Stakeholders in the Continuous Improvement Process

• 1 Understanding Team Dynamics in Incident Management — 6

classes

- › 1.1 Analyze Team Roles in Incident Management
- › 1.2 Assess Communication Styles within Teams
- › 1.3 Evaluate Team Cohesion during Crises
- › 1.4 Develop Strategies for Conflict Resolution
- › 1.5 Implement Decision-Making Frameworks in Teams
- › 1.6 Reflect on Team Performance and Growth in Incident Response

• 2 Roles and Responsibilities in Emergency Response Teams — 6

classes

- › 2.1 Identify Key Roles in Emergency Response Teams
- › 2.2 Understand Responsibilities of Team Leaders
- › 2.3 Explore the Functions of Support Staff
- › 2.4 Analyze Inter-Agency Coordination in Emergencies
- › 2.5 Evaluate Communication Strategies Among Team Members
- › 2.6 Apply Role Assignments in Simulated Emergency Scenarios

• 3 Communication Strategies for Crisis Situations — 6 classes

- › 3.1 Analyze the Importance of Clear Communication in Crises
- › 3.2 Identify Key Communication Channels for Incident Management
- › 3.3 Develop Effective Messaging for Diverse Stakeholders
- › 3.4 Implement Active Listening Techniques in Leadership
- › 3.5 Create a Communication Plan for Crisis Scenarios
- › 3.6 Evaluate Communication Effectiveness Post-Incident

• 4 Decision-Making Processes in High-Stress Environments — 6

classes

- › 4.1 Identify Key Decision-Making Challenges in High-Stress Situations
- › 4.2 Analyze the Role of Emotions in Decision-Making Under Pressure
- › 4.3 Explore Collaborative Decision-Making Techniques for Teams
- › 4.4 Develop Strategies for Rapid Risk Assessment During Incidents
- › 4.5 Implement Decision-Making Frameworks for Emergency Scenarios
- › 4.6 Evaluate Case Studies on Effective Leadership Decisions in Crises

• 5 Building and Leading Multidisciplinary Response Teams — 6

classes

- › 5.1 Define the Role of Multidisciplinary Teams in Emergency Management
- › 5.2 Identify Key Skills for Effective Team Leadership
- › 5.3 Develop Communication Strategies for Diverse Teams
- › 5.4 Foster Collaboration and Trust Among Team Members
- › 5.5 Implement Decision-Making Processes in Crisis Situations
- › 5.6 Assess Team Performance and Adapt Leadership Approaches