

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

ISO 22320ADC — Emergency Management Incident Management Requirements

ISO Certification Programme



LAPT — London Academy of Professional Training

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

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AT A GLANCE

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

CURRICULUM

1

Crisis Communication Strategies

5 chapters · 30 classes 65 marks

• 1 Understanding Crisis Communication Fundamentals — 6 classes

› 1.1 Define Crisis Communication and Its Importance in Emergency Management

› 1.2 Identify Key Components of a Crisis Communication Plan

› 1.3 Explore Stakeholder Roles in Crisis Communication

› 1.4 Analyze Effective Messaging Techniques During a Crisis

› 1.5 Examine Case Studies of Successful Crisis Communication

› 1.6 Develop a Basic Crisis Communication Strategy for a Hypothetical Scenario

• 2 Crisis Communication Models and Frameworks — 6 classes

› 2.1 Explore the Key Principles of Crisis Communication Models

› 2.2 Analyze Different Frameworks for Effective Crisis Management

› 2.3 Identify Stakeholders and Their Roles in Crisis Communication

› 2.4 Assess the Impact of Media on Crisis Communication Strategies

› 2.5 Develop Tailored Messages for Diverse Audiences in a Crisis

› 2.6 Implement a Crisis Communication Plan Using a Chosen Model

• 3 Developing Crisis Communication Plans — 6 classes

› 3.1 Identify Key Stakeholders for Crisis Communication

› 3.2 Analyze Potential Crisis Scenarios and Impacts

› 3.3 Develop Clear Messaging for Target Audiences

› 3.4 Establish Communication Channels for Timely Dissemination

› 3.5 Implement Training Protocols for Crisis Spokespersons

› 3.6 Review and Test Crisis Communication Plans through Simulations

• 4 Utilizing Media and Technology in Crisis Response — 6 classes

› 4.1 Analyze the Role of Media in Crisis Situations

› 4.2 Evaluate the Impact of Social Media on Crisis Communication

› 4.3 Identify Key Digital Tools for Effective Crisis Management

› 4.4 Develop a Crisis Communication Plan Using Technology

› 4.5 Practice Crafting Messages for Target Audiences During a Crisis

› 4.6 Implement a Real-Time Communication Strategy Utilizing Multiple Platforms

• 5 Evaluating and Improving Crisis Communication Strategies — 6 classes

› 5.1 Assessing Current Crisis Communication Frameworks

› 5.2 Identifying Key Stakeholders and Their Needs

› 5.3 Analyzing Past Crisis Communication Incidents

› 5.4 Developing Metrics for Communication Effectiveness

› 5.5 Conducting Simulations to Test Communication Strategies

› 5.6 Creating a Continuous Improvement Plan for Crisis Communication

• 1 Foundations of Incident Management Frameworks — 6 classes

- › 1.1 Define Key Concepts in Incident Management Frameworks
- › 1.2 Explore the Role of Leadership in Incident Management
- › 1.3 Analyze Different Incident Management Models
- › 1.4 Identify Best Practices for Incident Response Coordination
- › 1.5 Evaluate the Impact of Communication in Incident Management
- › 1.6 Apply Incident Management Frameworks to Real-World Scenarios

• 2 ISO 22320 and its Role in Incident Management — 6 classes

- › 2.1 Describe the Key Principles of ISO 22320 in Incident Management
- › 2.2 Identify the Components of an Effective Incident Management Framework
- › 2.3 Analyze the Role of Leadership in Implementing ISO 22320
- › 2.4 Evaluate the Impact of ISO 22320 on Incident Response Teams
- › 2.5 Develop Action Plans Based on ISO 22320 Guidelines
- › 2.6 Create a Mock Incident Scenario Using ISO 22320 Standards

• 3 Integrating Frameworks into Organizational Culture — 6 classes

- › 3.1 Analyze Current Organizational Culture and Its Impact on Incident Management
- › 3.2 Identify Key Frameworks for Effective Incident Management Integration
- › 3.3 Evaluate the Role of Leadership in Promoting Integrated Incident Management
- › 3.4 Develop Strategies to Align Incident Management Frameworks with Organizational Values
- › 3.5 Create an Action Plan for Embedding Frameworks into Daily Operations
- › 3.6 Assess the Outcomes of Integrated Frameworks on Incident Response Efficiency

• 4 Assessment and Evaluation of Incident Management Frameworks

— 6 classes

- › 4.1 Define Key Concepts in Incident Management Frameworks
- › 4.2 Identify Components of Effective Assessment Techniques
- › 4.3 Analyze Common Evaluation Methods for Frameworks
- › 4.4 Develop Criteria for Assessing Incident Management Frameworks
- › 4.5 Apply Assessment Techniques to Real-World Scenarios
- › 4.6 Reflect on Improvements and Best Practices in Incident Management

• 5 Advanced Techniques and Future Trends in Incident Management

— 6 classes

- › 5.1 Analyze Advanced Incident Management Techniques
- › 5.2 Evaluate the Impact of Technology on Incident Response
- › 5.3 Integrate Predictive Analytics into Incident Management
- › 5.4 Design a Future-Ready Incident Management Framework
- › 5.5 Implement Best Practices for Crisis Communication
- › 5.6 Assess Future Trends in Incident Management Leadership

• 1 Principles of Leadership in Emergency Management — 6 classes

- › 1.1 Identify Core Leadership Qualities in Emergency Management
- › 1.2 Analyze Leadership Styles Suitable for Crisis Situations
- › 1.3 Develop Communication Strategies for Effective Leadership
- › 1.4 Implement Team Dynamics and Collaboration in Emergencies
- › 1.5 Evaluate Decision-Making Techniques Under Pressure
- › 1.6 Create a Personal Leadership Development Plan for Emergencies

• 2 Developing Communication Strategies for Incident Leadership — 6 classes

- › 2.1 Assess Communication Needs in Emergency Scenarios
- › 2.2 Develop Key Message Strategies for Incident Response
- › 2.3 Identify Stakeholder Communication Roles and Responsibilities
- › 2.4 Implement Communication Tools and Technologies for Leadership
- › 2.5 Evaluate Communication Effectiveness Post-Incident
- › 2.6 Adapt Communication Plans for Diverse Audiences

• 3 Building and Managing Effective Emergency Response Teams — 6 classes

- › 3.1 Identify Key Roles in Emergency Response Teams
- › 3.2 Develop Effective Communication Strategies for Teams
- › 3.3 Establish Training Protocols for Response Team Members
- › 3.4 Assess Team Dynamics and Build Trust Among Members
- › 3.5 Implement Decision-Making Processes in Crisis Situations
- › 3.6 Evaluate Team Performance and Adapt Strategies for Improvement

• 4 Navigating Ethical Dilemmas in Crisis Leadership — 6 classes

- › 4.1 Identify Key Ethical Principles in Crisis Leadership
- › 4.2 Analyze Common Ethical Dilemmas Faced in Emergencies
- › 4.3 Evaluate Stakeholder Perspectives in Crisis Decision-Making
- › 4.4 Apply Ethical Decision-Making Frameworks to Case Studies
- › 4.5 Develop Strategies for Communicating Ethical Decisions
- › 4.6 Reflect on Personal Leadership Values in Crisis Situations

• 5 Evaluating Leadership Performance in Post-Incident Reviews — 6 classes

- › 5.1 Identify Key Leadership Traits in Emergency Management
- › 5.2 Analyze Leadership Decisions During Past Incidents
- › 5.3 Assess the Impact of Leadership on Team Performance
- › 5.4 Develop Criteria for Evaluating Leadership Effectiveness
- › 5.5 Conduct a Post-Incident Leadership Review Simulation
- › 5.6 Create an Action Plan for Leadership Improvement Based on Findings

• 1 Understanding Performance Metrics in Emergency Management

— 6 classes

- › 1.1 Define Key Performance Metrics in Emergency Management
- › 1.2 Analyze Different Types of Performance Metrics
- › 1.3 Explore Data Collection Methods for Performance Evaluation
- › 1.4 Assess the Impact of Performance Metrics on Incident Management
- › 1.5 Develop a Framework for Continuous Improvement
- › 1.6 Implement Performance Metrics in Real-World Scenarios

• 2 Data Collection Techniques for Incident Evaluation — 6 classes

- › 2.1 Identify Key Data Collection Methods for Incident Evaluation
- › 2.2 Analyze the Importance of Qualitative vs Quantitative Data
- › 2.3 Develop Effective Surveys and Questionnaires for Data Gathering
- › 2.4 Implement Observational Techniques for Incident Analysis
- › 2.5 Evaluate Data Sources and Their Reliability in Incident Management
- › 2.6 Synthesize Collected Data to Inform Incident Improvement Strategies

• 3 Analyzing Incident Response Efficiency — 6 classes

- › 3.1 Identify Key Performance Indicators for Incident Response
- › 3.2 Assess Current Incident Response Protocols
- › 3.3 Analyze Data Sources for Incident Response Evaluation
- › 3.4 Evaluate Efficiency of Coordination Among Response Teams
- › 3.5 Identify Areas for Improvement in Response Strategies
- › 3.6 Develop an Action Plan for Enhancing Incident Response Efficiency

• 4 Implementing Continuous Improvement Strategies — 6 classes

- › 4.1 Analyze Current Performance Metrics for Improvement
- › 4.2 Identify Gaps and Opportunities in Incident Management
- › 4.3 Develop a Continuous Improvement Action Plan
- › 4.4 Implement Feedback Mechanisms for Stakeholder Engagement
- › 4.5 Monitor and Evaluate the Effectiveness of Improvement Strategies
- › 4.6 Encourage a Culture of Continuous Improvement within Teams

• 5 Reporting and Communicating Performance Outcomes — 6 classes

- › 5.1 Analyze Key Performance Indicators for Incident Management
- › 5.2 Identify Effective Reporting Techniques for Performance Outcomes
- › 5.3 Develop Clear Communication Strategies for Stakeholder Engagement
- › 5.4 Evaluate the Impact of Performance Outcomes on Emergency Response
- › 5.5 Create Action Plans for Continuous Improvement Based on Performance Data
- › 5.6 Implement Feedback Loops to Enhance Future Incident Management Practices

• 1 Understanding Risk Assessment Frameworks — 6 classes

- › 1.1 Define Key Concepts in Risk Assessment Frameworks
- › 1.2 Identify Components of a Risk Assessment Framework
- › 1.3 Analyze Different Types of Risks in Emergency Management
- › 1.4 Evaluate Risk Assessment Methodologies and Tools
- › 1.5 Develop a Risk Assessment Plan for a Hypothetical Incident
- › 1.6 Present and Justify Risk Mitigation Strategies to Stakeholders

• 2 Identifying Hazards and Vulnerabilities — 6 classes

- › 2.1 Define Key Terminology in Hazard Identification
- › 2.2 Analyze Potential Hazards in Various Environments
- › 2.3 Assess Vulnerabilities within Community Structures
- › 2.4 Prioritize Hazards Based on Impact and Likelihood
- › 2.5 Develop a Hazard and Vulnerability Mapping Framework
- › 2.6 Create an Action Plan for Mitigating Identified Risks

• 3 Analyzing Risk Impact and Likelihood — 6 classes

- › 3.1 Identify Key Risk Factors in Emergency Management
- › 3.2 Evaluate the Likelihood of Identified Risks
- › 3.3 Assess the Potential Impact of Risks on Operations
- › 3.4 Prioritize Risks Based on Impact and Likelihood
- › 3.5 Develop Mitigation Strategies for High-Priority Risks
- › 3.6 Implement and Monitor Risk Management Plans

• 4 Mitigation Strategies and Planning — 6 classes

- › 4.1 Identify Key Components of Mitigation Strategies
- › 4.2 Analyze Risk Factors for Effective Planning
- › 4.3 Develop a Comprehensive Mitigation Plan
- › 4.4 Evaluate Existing Mitigation Strategies for Improvement
- › 4.5 Implement Risk Mitigation Techniques in Scenario Planning
- › 4.6 Review and Update Mitigation Plans for Continuous Improvement

• 5 Monitoring, Review, and Continuous Improvement — 6 classes

- › 5.1 Define Key Metrics for Monitoring Incident Management
- › 5.2 Develop a Monitoring Framework for Risk Assessment
- › 5.3 Conduct Regular Reviews of Incident Response Effectiveness
- › 5.4 Identify Areas for Improvement in Risk Management Practices
- › 5.5 Implement Feedback Loops for Continuous Improvement
- › 5.6 Create an Action Plan for Enhancing Incident Management Strategies

• 1 Understanding the Framework of Emergency Management

Planning — 6 classes

- › 1.1 Define the Core Concepts of Emergency Management
- › 1.2 Identify Key Components of Emergency Management Framework
- › 1.3 Analyze the Roles and Responsibilities in Emergency Planning
- › 1.4 Evaluate Current Emergency Management Plans
- › 1.5 Develop a Strategic Vision for Emergency Management
- › 1.6 Implement Best Practices for Effective Emergency Planning

• 2 Risk Assessment and Analysis in Strategic Planning — 6 classes

- › 2.1 Identify Key Risks in Emergency Management
- › 2.2 Analyze Risk Impact and Probability
- › 2.3 Assess Vulnerabilities in Current Response Systems
- › 2.4 Develop Risk Mitigation Strategies
- › 2.5 Prioritize Risks for Strategic Planning
- › 2.6 Implement Continuous Risk Monitoring Practices

• 3 Developing Effective Emergency Response Strategies — 6 classes

- › 3.1 Identify Key Components of Emergency Response Strategies
- › 3.2 Assess Risks and Prioritize Threats in Emergency Scenarios
- › 3.3 Develop Collaborative Communication Channels for Emergency Management
- › 3.4 Formulate Incident Command Structures for Effective Leadership
- › 3.5 Simulate Emergency Response Scenarios for Strategy Testing
- › 3.6 Evaluate and Revise Emergency Response Strategies Based on Feedback

• 4 Integration of Communication and Coordination in Emergency

Planning — 6 classes

- › 4.1 Analyze the Role of Communication in Emergency Management
- › 4.2 Explore Models of Emergency Coordination Systems
- › 4.3 Evaluate Communication Channels for Crisis Situations
- › 4.4 Develop Strategies for Effective Stakeholder Coordination
- › 4.5 Implement a Communication Plan for Emergency Scenarios
- › 4.6 Assess the Impact of Technology on Emergency Communication

• 5 Evaluating and Improving Emergency Management Strategies — 6 classes

- › 5.1 Identify Key Performance Indicators for Emergency Management
- › 5.2 Assess Current Emergency Management Strategies Using KPI Data
- › 5.3 Analyze Gaps and Challenges in Existing Emergency Management Practices
- › 5.4 Develop Action Plans for Strategy Improvement and Implementation
- › 5.5 Create a Feedback Mechanism for Continuous Evaluation of Strategies
- › 5.6 Present and Communicate Improved Strategies to Stakeholders