



## COURSE OVERVIEW HE1235 Security Incident Management

### Course Title

Security Incident Management

### Course Date/Venue

December 23-26, 2024/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

### Course Reference

HE1235

### Course Duration/Credits

Four days/2.4 CEUs/24 PDHs



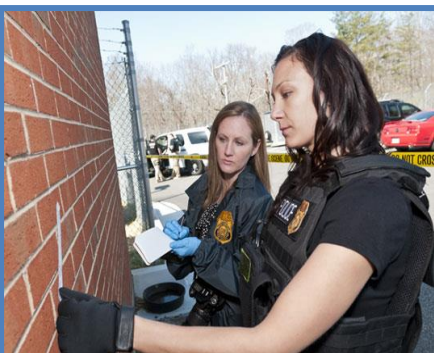
### Course Description



***This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.***



This course is designed to provide participants with a detailed and up-to-date overview of security incident management. It covers the incident management and investigations; managing incident including incident response, business continuity management (BCMO), evidence collection, evidence continuity, external and internal investigations; the fundamentals of incident management; the integrated incident management response and site-specific emergency procedures; the 5 priorities when responding to specific incidents and incident management team requirements; conducting debriefs post-incident and the 5C's to incident management; and the incident management plan by constructing an incident management plan for the organization.



During this interactive course, participants will learn the techniques required to implement the incident management plan; the principles of investigations; the investigation rules, investigation planning and decision making process; working with victims and suspects and setting priorities on attending the scene; the types, value, evidence collection, crime scene preservation, crime topology and how it affects investigations; and the investigation methodology.

### Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on security incident management
- Carryout incident management and investigations by differentiating an emergency, incident and accident as well as security incidents and safety incidents
- Manage an incident including incident response, business continuity management (BCMO), evidence collection, evidence continuity, external and internal investigations
- Discuss the fundamentals of incident management covering initial response, incident classification, reporting and escalation procedures
- Apply integrated incident management response, site-specific emergency procedures, 5 priorities when responding to specific incidents and incident management team requirements
- Conduct debriefs post-incident and describe the 5C's to incident management
- Apply incident management plan by constructing an incident management plan for the organization
- Discuss the techniques required to implement the plan and implement the incident management plan
- Employ the principles of investigations covering the Locard's exchange principle and establish an investigative mindset as well as observe skills
- Implement investigation rules, investigation planning and decision making process
- Work with victims and suspects, set priorities on attending the scene including the principles and types of search
- Discuss the types, value, evidence collection, crime scene preservation, crime topology and how it affects investigations
- Apply investigation methodology comprising of conducting an investigation, investigation evaluation and how to deal with evidence found at the scene
- Enumerate the legal chain of evidence and deal with the authorities and police
- Employ questioning techniques and conduct a professional interview

### Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Howard Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor’s actual lectures & practical sessions during the course conveniently saved in a **Tablet PC***



**Who Should Attend**


This course provides an overview of all significant aspects and considerations security incident management for security managers/supervisors and personnel, company investigators, human resource professionals, site managers, safety and incident response team members, business owners and all those involved in incident management and investigations.

**Course Certificate(s)**

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

**Certificate Accreditations**


Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology’s courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.4 CEUs** (Continuing Education Units) or **24 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant’s involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant’s CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.







**Course Instructor(s)**

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Peter Tegman is a Senior HSE Consultant with over 35 years of extensive experience within the Petroleum, Oil, Gas, Petrochemical and Power Industries. His broad expertise includes Security Risk Management, Security Threat Identification, Risk Analysis Evaluation & Management, Security Systems, Security Intelligence, Security Operations Management, Investigation & Security Surveying, Security Crisis Management, Lifting & Rigging, Slings, Manlift Operations, Fire Fighting & Rescue Operations, Fire Fighting Systems, Fire Prevention & Safety, Fire Proofing, Scaffolding, Risk Management, Waste Management & Pollution Control, Emergency Response Management, Emergency Planning & Hazardous Materials Management, Security Management and Health & Safety Management. Further, he is also well-versed in risk assessment, oil spill management, incident accident investigation, construction safety and first aid. At present, he is the Senior Facilitator and Consultant of SHRA Consultancy wherein he is in charge of the fire rescue, fire safety, first aid and HSE trainings.**

Mr. Tegman is a “hands on” instructor, who is using theoretical knowledge and expertise with **practical demonstrations and applications**. He has gained his over **10 years** of practical experience as a **Senior Firefighter, Fire Fighter, Protection Officer and Control Officer**. He has also gained his practical knowledge in the field of **Health & Safety** by occupying key positions including **HSE Consultant & Facilitator, HSE Manager, Demine & Paramedic and Train Control Officer** of various International companies including **SAFAM, Midrand Fire, Vereeniging, International Demining Alliance Canada, Central Procurement & Forwarding and Spornet**.

Mr. Tegman has **Bachelor** degrees in **Criminology & Ethnology** as well as **Mercantile Law** and **Business Economics** from the **Centurion Technical College**.





**Course Fee**

**US\$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Howard Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking

**Training Methodology**

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1: Monday 23<sup>rd</sup> of December 2024**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>Introduction to Incident Management &amp; Investigations</b> Incident Management • Differences Between an Emergency, Incident and Accident • Security Incidents and Safety Incidents
0930 – 0945	Break
0945 – 1100	<b>Introduction to Incident Management &amp; Investigations (cont'd)</b> Managing an Incident • Incident Response • Business Continuity Management (BCMO)
1100 - 1230	<b>Introduction to Incident Management &amp; Investigations (cont'd)</b> Investigation Case Studies • Evidence Collection and Continuity of Evidence
1230 - 1245	Break
1245 - 1420	<b>Introduction to Incident Management &amp; Investigations (cont'd)</b> External and Internal Investigations • Locard's Exchange Principle
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day One





**Day 2: Tuesday 24<sup>th</sup> of December 2024**

0730 - 0930	<b>The Fundamentals of Incident Management</b> Initial Response • Incident Classification • Reporting and Escalation Procedures
0930 - 0945	Break
0945 - 1100	<b>The Fundamentals of Incident Management (cont'd)</b> Integrated Incident Management Response • Site-specific Emergency Procedures
1100 - 1230	<b>The Fundamentals of Incident Management (cont'd)</b> 5 Priorities when Responding to Specific Incidents • Incident Management Team Requirements
1230 - 1245	Break
1245 - 1420	<b>The Fundamentals of Incident Management (cont'd)</b> Conducting Debriefs Post-incident • 5C's to Incident Management
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Two

**Day 3: Wednesday 25<sup>th</sup> of December 2024**

0730 - 0930	<b>Application of Incident Management Plan</b> What is an Incident Management Plan?
0930 - 0945	Break
0945 - 1100	<b>Application of Incident Management Plan (cont'd)</b> Constructing an Incident Management Plan for your Organization
1100 - 1230	<b>Application of Incident Management Plan (cont'd)</b> Techniques Required to Implement the Plan
1230 - 1245	Break
1245 - 1330	<b>Application of Incident Management Plan (cont'd)</b> Implement the Incident Management Plan
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Three

**Day 4: Thursday 26<sup>th</sup> of December 2024**

0730 - 0930	<b>Principles of Investigations</b> Locard's Exchange Principle • Establishing an Investigative Mindset • Observation Skills
0930 - 0945	Break
0945 - 1100	<b>Principles of Investigations (cont'd)</b> Rules of Investigation • Planning an Investigation • Decision Making Process
1100 - 1230	<b>Principles of Investigations (cont'd)</b> Working with Victims and Suspects • Priorities on Attending the Scene • Principles and Types of Search
1230 - 1245	Break
1245 - 1330	<b>Principles of Investigations (cont'd)</b> Types, Value and Collection of Evidence • Crime Scene Preservation • Crime Typology and How it Affects Investigations • Common Questions and Answers Regarding Investigations
1420 - 1430	<b>Recap</b>
1430	Lunch & End of Day Four



**Practical Sessions**

This practical and highly-interactive course includes real-life case studies and exercises:-



**Course Coordinator**

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