

Principles of Basic Crisis Management

1.1 Overview

This qualification is developed and owned by Salama Fikira Group Ltd (Centre) and delivered in accordance with Highfields standards as an internationally accredited course. It is intended for security professionals (security managers, consultants and advisors) and relevant teams.

The course content aims to provide a detailed overview of the criteria required to establish a basic understanding of corporate crisis management and how to apply this in training and real time environments.

1.2 How long will it take me to achieve this qualification?

This programme is delivered over 4hours; however, the time may be adjusted in accordance with learners' needs and/or local circumstances.

1.3 How is the qualification assessed?

The qualification is assessed through a knowledge assessment: this includes oral questioning and a written exam. Both parts of the assessments are developed and assessed internally by the centre assessor.

- Learners must achieve a minimum of 20 out of 25 points (80%) as correctly answered multiple choice questions.
- The final score/outcome for the knowledge exam, along with assessor reports, (and IQA reports if sampled) will be submitted to Highfield to process certification.

1.4 How is this course delivered?

To effectively deliver this qualification the following resources and safety measures must be put in place:

- Classrooms with suitable seating and desks, laptop, flip chart, and projector to conduct the knowledge-based learning outcomes in PowerPoint;
- Centre can also deliver the knowledge elements through remote online sessions if necessary; however, ensure that learners have access to appropriate systems and software, learning materials, network connectivity and other resources, throughout the online delivery.
- **Trainers** must ensure safe operating procedures throughout the conduct of the training and assessment sessions

1.5 Where can this course be taken?

This qualification is currently available for learners outside the United Kingdom and can be obtained at SF Group's internationally approved centres within Africa and Asia regions.

1.6 Certification

On successful completion of the course, learners will receive the following certificate;

- Highfields International Accredited Course; Principles of Basic Crisis Management, Salama Fikira Group Ltd