Training Course on The Fundamentals of ISO 22320:2018

Professional Development Training Course Outline

Category	Development	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

This comprehensive training course provides a foundational understanding of **ISO 22320:2018**, the international standard for **emergency management** and **incident response**. In an increasingly complex and interconnected world, organizations face a multitude of potential disruptions, ranging from natural disasters and technological failures to security threats. Effective **crisis management** is no longer a luxury but a necessity for organizational resilience and survival. This course delves into the core principles and framework of ISO 22320, equipping participants with the knowledge to establish, implement, and maintain robust **emergency preparedness** strategies. By understanding the guidelines for **incident management**, including planning, coordination, and communication, organizations can significantly enhance their ability to respond effectively, minimize impact, and ensure business continuity during critical events.

The ISO 22320 standard emphasizes a holistic and integrated approach to **organizational resilience** , promoting seamless collaboration between internal teams and external stakeholders. This training highlights the importance of **situational awareness**, clear **communication protocols**, and well-defined **command and control structures** in managing emergencies of any scale. Participants will learn how to develop effective **emergency response plans**, conduct risk assessments, and establish procedures for information sharing and resource allocation. Furthermore, the course underscores the significance of continuous improvement and the integration of human and cultural factors in emergency management. Mastering the fundamentals of ISO 22320:2018 will empower individuals and organizations to build a strong foundation for proactive **disaster recovery** and ensure a coordinated and efficient response to any crisis, ultimately safeguarding lives, assets, and reputation.

Programme Curriculum

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Course Duration

10 days

Course Objectives

1. Understand the **core principles of ISO 22320**, including its scope, purpose, and key definitions.
2. Learn to implement an **all-hazards approach** to emergency management planning and preparedness.
3. Develop skills in conducting **emergency risk assessments** and identifying potential threats and vulnerabilities.
4. Establish effective **incident management systems** based on the ISO 22320 framework.
5. Master the development and implementation of **emergency response plans** and procedures.
6. Enhance **crisis communication strategies** for internal and external stakeholders during emergencies.
7. Understand the importance of **interoperability** and **coordination** among different responding agencies.
8. Learn to establish clear **command and control structures** for efficient incident management.
9. Develop strategies for effective **resource management** and allocation during emergency response.
10. Understand the role of **situational awareness** and **information management** in effective decision-making.
11. Integrate **business continuity planning** with emergency response efforts for enhanced resilience.
12. Learn about **performance evaluation** and **continuous improvement** of emergency management systems.

13. Understand the significance of **human and cultural factors** in emergency response and recovery.

Organizational Benefits

- Improves the organization's ability to withstand and recover from disruptions.
- Facilitates seamless collaboration among internal teams and external agencies during emergencies.
- Establishes clear and reliable communication channels, reducing confusion and misinformation.
- Minimizes operational disruptions and ensures quicker recovery of critical functions.
- Optimizes the allocation and utilization of resources during incident response.
- Demonstrates a commitment to safety and preparedness, building trust with customers, partners, and the community.
- Helps meet relevant emergency management requirements and standards.
- Protects the organization's image and credibility during and after a crisis.
- Provides a structured framework for informed and timely decisions during incidents.
- Minimizes potential financial losses associated with emergencies through effective preparedness and response.

Target Audience

1. Emergency Managers
2. Business Continuity Managers.
3. Risk Managers.
4. Security and Safety Managers.
5. Public Safety Officials
6. Healthcare Professionals.
7. Government Officials.
8. Compliance Managers.

Course Outline

Module 1: Introduction to Emergency Management and ISO 22320

- Overview of the evolving landscape of emergency management.
- Understanding the purpose and benefits of ISO 22320:2018.
- Key definitions and terminology used in the standard.
- The relationship between ISO 22320 and other relevant standards (e.g., ISO 22301).
- Exploring the structure and content of the ISO 22320 standard.

Module 2: Principles of Emergency Management

- The importance of an all-hazards approach to planning.
- Understanding the principle of unity of command and control.
- The role of ethics and professional conduct in emergency response.
- Fostering effective collaboration and working together.
- Integrating risk management into emergency preparedness.

Module 3: Emergency Risk Assessment and Analysis

- Identifying potential hazards and threats to the organization.
- Methods for assessing the likelihood and impact of emergencies.

- Analyzing vulnerabilities and determining critical functions.
- Developing risk treatment strategies and mitigation measures.
- Documenting and reviewing risk assessment findings.

Module 4: Developing Emergency Response Plans

- Establishing objectives and scope for emergency response plans.
- Defining roles and responsibilities within the response structure.
- Developing specific procedures for various emergency scenarios.
- Integrating business continuity considerations into response plans.
- Ensuring plans are accessible, understandable, and regularly updated.

Module 5: Incident Management System (IMS) Framework

- Understanding the key components of an effective IMS.
- Establishing a scalable and flexible organizational structure for incident response.
- Defining the functions and responsibilities within the IMS.
- Ensuring clear lines of authority and communication.
- Integrating the IMS with existing organizational structures.

Module 6: Command and Control in Emergency Response

- Establishing a clear chain of command and decision-making process.
- Defining the roles and responsibilities of the incident commander and support staff.
- Managing incident objectives, strategies, and tactics.
- Ensuring effective coordination and communication within the command structure.
- Utilizing tools and technologies for command and control.

Module 7: Communication and Information Management

- Developing a comprehensive crisis communication plan.
- Establishing internal and external communication protocols.
- Managing the flow of information during an emergency.
- Utilizing various communication channels and technologies.
- Addressing media inquiries and managing public relations.

Module 8: Resource Management and Logistics

- Identifying and assessing available resources (personnel, equipment, supplies).
- Establishing procedures for resource mobilization and allocation.
- Managing logistics, including transportation, staging areas, and support services.
- Ensuring accountability and tracking of resources.
- Developing contingency plans for resource shortages.

Module 9: Situational Awareness and Assessment

- Establishing processes for gathering and analyzing information during an incident.
- Developing and maintaining a common operating picture.
- Assessing the evolving situation and potential impacts.
- Utilizing intelligence and forecasting to support decision-making.
- Documenting observations and assessments.

Module 10: Interoperability and Coordination with External Agencies

- Identifying key external stakeholders (e.g., first responders, government agencies).
- Establishing protocols for communication and coordination.
- Participating in joint training and exercises.
- Understanding legal and regulatory frameworks for inter-agency cooperation.
- Building relationships and fostering trust with external partners.

Module 11: Business Continuity Integration

- Understanding the relationship between emergency response and business continuity.
- Identifying critical business functions and their recovery requirements.
- Integrating emergency response plans with business continuity plans.
- Ensuring the continuity of essential services during and after an emergency.
- Testing and exercising integrated response and continuity plans.

Module 12: Public Awareness and Education

- Developing strategies for communicating emergency preparedness information to the public.
- Conducting public awareness campaigns and educational programs.
- Engaging the community in emergency planning efforts.
- Utilizing various channels to reach different segments of the population.
- Building a culture of preparedness within the community.

Module 13: Exercising and Testing Emergency Response Plans

- Developing a program for regular exercises and drills.
- Designing various types of exercises (e.g., tabletop, functional, full-scale).
- Conducting pre-exercise planning and coordination.
- Evaluating exercise performance and identifying areas for improvement.
- Documenting lessons learned and updating plans accordingly.

Module 14: Performance Evaluation and Continuous Improvement

- Establishing metrics for evaluating the effectiveness of emergency management systems.
- Conducting post-incident reviews and analysis.
- Identifying areas for improvement and implementing corrective actions.
- Regularly reviewing and updating emergency management plans and procedures.
- Fostering a culture of continuous improvement.

Module 15: Human and Cultural Factors in Emergency Management

- Understanding the psychological impact of emergencies on individuals and communities.
- Addressing the needs of diverse populations during response and recovery.
- Integrating cultural sensitivity into emergency planning and response.
- Managing stress and providing support to responders and affected individuals.
- Promoting resilience and community recovery.

Training Methodology

This training course will employ a variety of interactive and engaging methodologies to ensure effective learning:

- **Lectures and Presentations:** Providing foundational knowledge and key concepts of ISO 22320:2018.

- **Case Studies and Real-World Examples:** Illustrating the practical application of the standard in various emergency scenarios.
- **Group Discussions and Brainstorming:** Encouraging participant interaction and the sharing of experiences and perspectives.
- **Interactive Exercises and Simulations:** Providing hands-on practice in applying ISO 22320 principles and techniques.
- **Role-Playing Activities:** Simulating emergency response scenarios to enhance decision-making and communication skills.
- **Q&A Sessions:** Providing opportunities for participants to clarify doubts and deepen their understanding.
- **Resource Materials:** Providing comprehensive course materials, templates, and relevant documentation for future reference.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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