



**ACE
INTERNATIONAL
EDUCATION**



Diploma in Crisis Management



Quality Education: Learning Today for a **Better Tomorrow.**

This course is aimed primarily at those who are tasked with managing an incident, whether at a Strategic or Tactical level or those who have to train or exercise others in these roles. It gives practical experience and theoretical guidance for dealing with a variety of incidents.

The Course Covers:

- *What is an incident – how does it affect an organisation?
- *How is an incident escalated and by what structures?
- *Who makes up the incident management team?
- *What resources does the team require?
- *What does an incident management plan contain?
- *How are crisis communications managed?
- *How do you train and exercise the team?

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EFQM
Shares what works.



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