



EPOL Recommended Standard

For

Relative Responder Training

The contents of this document were developed by an EPOL work group in association with:

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Introduction and Course Description

The nature of the work carried out by companies working in the oil and gas industry inevitably leads to emergency incidents arising. These incidents demand a coordinated response backed by robust procedures both on and offshore in order to ensure effective, timely support is delivered to the incident site.

Trained personnel who form the Onshore Emergency Response Teams provide support to offshore installations when an emergency or major incident has occurred. Teams are led by Managers experienced in responding to such incidents, supported by Safety Advisers, Field Specialists and Engineers along with Logistical, Media and HR trained personnel.

Other teams such as Media Response, Relative Response and Reception Facility personnel may also be mobilised to support the response.

The training being provided should focus on telephone techniques and procedures when handling calls from concerned relatives and friends of those who may be involved in an incident.

The need for companies to provide training in appropriate telephone response techniques and call management is vital if integrity is to be maintained during and following a critical or major incident. The perceptions of employees, contracting partners, the public and the media can be influenced by the initial responses of a company or organisation from the first point of contact. Therefore the responses made require to be considered, concise and accurate.

Relative Response telephone training programmes are designed to suit varying requirements from the perspective of both the organisation and employee.

A flexible approach is adopted to ensure that individual abilities are assessed and developed. This is a training experience designed to increase knowledge, ability and confidence.

The aims of the training are to:-

- Provide participants with an overview of call management processes in support of emergency incident management procedures.
- Allow participants to understand requirements in respect of appropriate response and company procedures.
- Assist participants gain confidence in handling various types of calls associated with such incidents and enquiries of a specific nature from members of the public.

The training course will be facilitative, allowing participants the opportunity to explore, discuss and participate in all aspects of the role. Role players will deliver a number of different call types to participants, allowing individual style and appropriate responses to be developed.

Glossary

NOK	Next of Kin
PAX	Passenger List (excluding Flight Crew)
POB	Personnel on Board
POS	Personnel on Site
MCA	Maritime Coastguard Agency

SECTION A The Initial Training Programme

This section identifies the target group, specifies delegate pre-requisites and explains the specific physical and potentially emotional demands of the delegate for the Initial Training Programme. It specifies the theory and practical content of the modules and module-elements, and learning outcomes. Performance assessment is a key part of most training programmes to ensure that delegates/candidates have gained the required knowledge, understanding, and skills during the training so that they can apply them in the work place. This section specifies the type and methods of performance assessment and learning checks that will be conducted during the training programme.

A.1 Target Group

Personnel who's role it is to provide agreed, and accurate information to families and designated contacts of those involved in an emergency incident.

** Designated contacts: person/s that have been formally identified by the relevant company as emergency contacts.*

A.2 Delegate Pre-requisites

None.

Transfer options for experienced relative responders:

In consultation with the training provider and employing company, there is an option for attendance at the second half day only.

A.3 Physical & Stressful Demands of the Course

Although this training programme is not physically demanding, some individuals may find certain aspects of the training emotionally stressful. The responsibility for the individual completing the course without any adverse effects to their present state of health, lies with the individual and/or company sponsoring the delegate. Where doubt exists about the medical fitness of any delegate, the training organisation should seek the advice of a medical officer.

A.4 Training Duration

The total course duration is **1½ days**.

Contact time

The optimum 'contact time' for this training is **12 hours**; 8 hours for day 1 and 4 hours for day 2, with a ratio of 50% theory to 50% practical. This will include feedback from participants, role-players and course director, and a discussion on potential future involvement with relative response volunteer work.

Where this training is part of a programme of longer duration the total contact time per day must not exceed 8 hours and the total training day must not exceed 10 hours. The total training day includes contact time, refreshment and meal breaks and travel between training sites where applicable.

A.5 Performance Assessment

Delegates attending this training programme will be provided with the underpinning knowledge, understanding and skills for them to perform the role of Relative Responder. The training includes explanations, demonstrations and opportunities to role-play so that delegates can progressively build confidence and skills to perform effectively in the Relative Responder role in a real emergency incident.

Delegates will be continuously assessed, with feedback from the Course Director and role players.

Any gaps in understanding or performance will be discussed with employer, rather than pass/fail delegates on the day. Individual feedback will of course be given verbally as the course progresses.

If required, further time and opportunity for coaching will be given to delegates to enable them to reach the standard which leads to the award of a certificate. However, the time available for this during a programme is limited and it should be recognised there may be occasions where other arrangements need to be made for further training or role-play practice.

A.6 Training Modules

Summary

The training is split into four parts, or modules, delivered over two days. Each module split into a number of elements.

Module 1 and Module 2 will be delivered on the first day, and Modules 3 and 4 on a different day. Note: the second day's training doesn't necessarily have to be delivered on the day immediately following the first day's training, indeed it is preferable to have 3 – 4 weeks in between course the two dates.

Module 1 and 2 will identify the organisations, systems and explain typical roles involved in an emergency response incident. The modules will cover how relative responders fit into the emergency response organisation, what they are expected to do and the challenging issues and situations they may be faced with.

Module 2 is about allowing the delegates to role-play in progressively more challenging training scenarios, following explanations and demonstrations by the training staff. Throughout the scenarios training staff will coach delegates to enable them to build up confidence and skills to enable them to be effective as a relative responder in a real emergency response situation.

Module 3 and 4, delivered on a separate day, will allow both trainers and delegates to feed back on either:

- (a) Delegate performance and issues from the practical role-playing during Module 2 training exercises, or;
- (b) Experiences and relevant issues from real-life emergency response incidents (for delegates who have actually acted as a relative responder between Day-1 and Day-2 of the training).

Module 3 reinforces the main responsibilities and actions required by a Relative Responder, and Module 4 further develops the role playing scenarios.

The Module/Element titles:

Module 1 The role of the Relative Responder within emergency response

- Element 1.1 Overview of emergency response organisations, systems and roles
- Element 1.2 The relative response room processes and roles
- Element 1.3 Handling stress effectively
- Element 1.4 Effective handling of phone calls
- Element 1.5 Managing information
- Element 1.6 Accounting for people involved in the incident
- Element 1.7 Preparing yourself on arrival at the Relative Response room
- Element 1.8 Debrief and follow-up actions

Module 2 Performing the role of Relative Responder

- Element 2.1 Receiving briefings
- Element 2.2 Verifying emergency response information
- Element 2.3 Press Statements
- Element 2.4 Delivering information to relatives
- Element 2.5 Asking for support

Module 3 Theory refresher

- Element 3.1 Relative Responder role refresher and feedback
- Element 3.2 The 'message of involvement'
- Element 3.3 Legalities and confidentiality

Module 4 Performing the role of Relative Responder 2

- Element 4.1 Receiving briefings
- Element 4.2 Verifying emergency response information
- Element 4.3 Press statements
- Element 4.4 Delivering information to relatives
- Element 4.5 Asking for support

A.7 Learning Outcomes

Note: For the purpose of this Training Programme; Relatives will include designated contacts i.e. person/s that have been formally identified by the relevant company as emergency contacts for the individual working for the company

After completing the Relative Responder training course, delegates should have gained the knowledge, understanding and skills required to perform the role of Relative Responder. Expected learning outcomes are listed below:

Day-1 Learning Outcomes

Emergency/Incident Response Organisation

Delegates should be able to:

- (1) Identify the typical organisations involved in emergency response e.g. Police, Coastguard, Fire Services, Operators and Service Companies etc and explain their role.
- (2) Explain the role of a Relative Responder and how it fits into the emergency response structure
- (3) Identify and explain the duties of a Relative Responder

- (4) Describe a typical basic set-up of a company emergency response base room/s
- (5) Explain the flow of information into and out of the emergency response room.
- (6) Identify and explain typical acronyms used in emergency response e.g. NoK, POB, PAX lists etc
- (7) Explain how the information on company personnel involved, or directly affected by the incident, is coordinated at an incident response base
- (8) Describe the layout and requirements of the room.
- (9) Identify the various roles in the Relative Response room and explain their functions.
- (10) Explain what the term “message of involvement” means how the Police can give guidance.

Stress

Delegates should be able to:

- (11) Define stress
- (12) Identify typical symptoms of stress
- (13) Identify the potential causes of stress during an emergency
- (14) Identify the potential causes of stress for a Relative Responder
- (15) Explain how to recognise stress in yourself and others
- (16) Explain some methods of handling your own stress, and others experiencing stress.

Performing the role of Relative Responder

Delegates should be able to:

- (17) Explain and demonstrate how you would manage confidential and sensitive information
- (18) Identify and demonstrate using effective Relative Responder words and phrases
- (19) Identify the different types of phone calls you may receive and make as a Relative Responder
- (20) Demonstrate how to make and receive the identified range of phone calls to and from relatives - using agreed practices

Delegates should be able to explain and demonstrate the procedure for preparing to carry out the Relative Responder role, and debriefing at the end of the incident response - which includes:

- (21) Receiving a briefing on arrival at the Incident Response Base
- (22) Familiarisation with Incident Room facilities; wash rooms, fire escapes etc.
- (23) Understand the various formats of relative contact lists
- (24) Explain how to ensure they are familiar with the room setup and systems
- (25) Making sure that all relevant information has been captured and recorded during the response, and lessons-learned identified during the debrief.
- (26) Discuss the ongoing support options that are offered to Relative Responders

Day-2 Learning Outcomes

Delegates should be able to:

- (27) Discuss and understand the term ‘message of involvement’
- (28) Effectively respond to people who are not NoK or an emergency contact
- (29) Effectively use relatives’ contact information
- (30) Identify and discuss learning from simulated exercises or ‘live’ incidents and emergencies.

A.8 Training Content; Day 1

MODULE 1 The role of the Relative Responder within emergency response

Element 1.1 Overview of emergency response organisations, systems and roles

After completing this Element, delegates should be able to:

- 1.1.1 Identify the typical organisations involved in emergency response e.g. Police, Coastguard, Fire Services, Operators and Service Companies etc and explain their role
- 1.1.2 Explain the role of a Relative Responder and how it fits into the emergency response structure
- 1.1.3 Identify and explain the duties of the Relative Responder

Element 1.2 The Relative Response room processes and roles

After completing this Element, delegates should be able to:

- 1.2.1 Describe a typical set-up of a company emergency response room/s
- 1.2.2 Explain typical flow of information into and out of the emergency response rooms
- 1.2.3 Describe the layout and requirements of the room
- 1.2.4 Identify and explain the various roles in the Relative Response room and their functions

Element 1.3 Handling stress effectively

After completing this Element, delegates should be able to:

- 1.3.1 Define stress
- 1.3.2 Identify typical symptoms of stress
- 1.3.3 Identify the potential causes of stress during an emergency
- 1.3.4 Identify the potential causes of stress for a Relative Responder
- 1.3.5 Explain how to recognise stress in yourself and others
- 1.3.6 Explain some methods of handling your own stress, and others experiencing stress.
- 1.3.7 Explain how debrief sessions, group and personal, can help reduce stress.

Element 1.4 Effective handling of phone calls

After completing this Element, delegates should be able to:

- 1.4.1 Explain and demonstrate how you would manage confidential and sensitive information
- 1.4.2 Identify the different types of phone calls you may receive and make as a Relative Responder
- 1.4.3 Demonstrate best practise when receiving and making calls, for example words, phrases and behaviours
- 1.4.4 Demonstrate how to avoid identified bad practises
- 1.4.5 Recognise and demonstrate when to ask for help and support
- 1.4.6 Explain the message of involvement, including Police Scotland Guidance for Notifying Next of Kin.

Element 1.5 Managing Information

After completing this Element, delegates should be able to:

- 1.5.1 Understand the purpose of press statements / holding statements
- 1.5.2 Correctly state press statements / holding statements to relatives and non-relatives
- 1.5.3 Explain how to verify authenticity of relatives (NOK/Emergency Contacts)
- 1.5.4 Know what information to give out to different types of callers
- 1.5.5 Explain how information is managed within the room.
- 1.5.6 Understand the difference between reactive and proactive strategies during relative response mobilisations

Element 1.6 Accounting for People involved in an incident

After completing this Element, delegates should be able to:

- 1.6.1 Identify and explain typical acronyms used in emergency response e.g. NoK, POB, POS, PAX lists etc
- 1.6.2 Explain how the status of company personnel involved in the emergency is tracked and recorded
- 1.6.3 Recognise the different types of personnel status information lists, how to obtain them and use them

Element 1.7 Preparing yourself on arrival at the RR room

After completing this Element, delegates should be able to:

- 1.7.1 Know how to familiarise themselves with Incident Room facilities; wash rooms, fire escapes etc.
- 1.7.2 Know how to ensure the RR receives a briefing on arrival at the relative response room.
- 1.7.3 Understand the various formats of relative contact lists.
- 1.7.4 Explain how to ensure they are familiar with the room setup and systems.

Element 1.8 Debrief and follow up actions

After completing this Element, delegates should be able to:

- 1.8.1 Explain methods for capturing and recording Relative Response information and identify lessons-learned during the debrief
- 1.8.2 Explain the benefits of mutual emotional support
- 1.8.3 Ensure that ongoing support options for relative responders (counselling, church etc.) are discussed

MODULE 2 Performing the role of Relative Responder

The following Elements will be delivered using role play scenarios.

Element 2.1 Receiving briefings

After completing this Element, delegates should be able to:

- 2.1.1 Demonstrate how to receive a briefing on arrival at the Incident Response Room
- 2.1.2 Demonstrate an understanding of the various formats of relative contact lists
- 2.1.3 Familiarise themselves with the relative response room setup and systems

Element 2.2 Verifying emergency response information

After completing this Element, delegates should be able to:

- 2.2.1 Verify the authenticity of relatives (NOK/Emergency Contacts)
- 2.2.2 Explain the information a Relative Responder would give to different types of caller.

Element 2.3 Press Statements

After completing this Element, delegates should be able to:

- 2.3.1 Receive authorised press statements
- 2.3.2 Deliver, over the phone, authorised press statements to appropriate personnel

Element 2.4 Delivering information to relatives

After completing this Element, delegates should be able to:

- 2.4.1 Deliver correct and accurate information to the relatives
- 2.4.2 Demonstrate methods for capturing and recording Relative Response information

Element 2.5 Asking for support

After completing this Element, delegates should be able to:

- 2.5.1 Recognise when they need support
- 2.5.2 Ask for and ensure they get support

A.9 Training Content; Day 2

MODULE 3 Theory refresher

Element 3.1 Relative Responder role; refresher and feedback

After completing this Element, delegates should be able to:

- 3.1.1 Explain the role of the Relative Responder within emergency response
- 3.1.2 Identify and explain the main functions of the Relative Responder
- 3.1.3 Discuss and share learning points from either the practical training exercises, or performing the role in live emergencies

Element 3.2 The message of involvement

After completing this Element, delegates should be able to:

- 3.2.1 Discuss the Police Scotland Guidance document for Notifying Next of Kin.

Element 3.3 Legalities and confidentiality

After completing this Element, delegates should be able to:

- 3.3.1 Discuss and explain the confidential nature of the role.

A.10 Training Duration; Day 2

MODULE 4 Performing the role of Relative Responder 2

Element 4.1 Receiving briefings

After completing this Element, delegates should be able to:

- 4.1.1 Demonstrate how to receive a briefing on arrival at the Incident Response room.
- 4.1.2 Demonstrate an understanding of the various formats of relative contact lists
- 4.1.3 Familiarise themselves with the relative response room setup and systems

Element 4.2 Verifying emergency response information

After completing this Element, delegates should be able to:

- 4.2.1 Verify authenticity of relatives (NOK/Emergency Contacts)
- 4.2.2 Explain the information a RR would give to different types of caller.

Element 4.3 Press Statements

After completing this Element, delegates should be able to:

- 4.3.1 Receive authorised press statements
- 4.3.2 State authorised press statements to appropriate personnel

Element 4.4 Delivering information to relatives

After completing this Element, delegates should be able to:

- 4.4.1 Deliver correct and accurate information to the relatives
- 4.4.2 Explain methods for capturing and recording Relative Response information

Element 4.5 Asking for support

After completing this Element, delegates should be able to:

- 4.5.1 Recognise when they need support
- 4.5.2 Ask for and ensure they get support

SECTION B Refresher Training

It is expected that a Relative Responder will participate in an exercise or 'mobilisation' annually, and attend refresher training, which covers Module 4 content (Relative Responder Day-2 of the training course) every 2 years.

SECTION C Resources for training

In order that a training programme may be delivered successfully it is essential that the right people are there to support the programme and that the appropriate facilities and equipment are in place.

C.1 Staff

Trainers will deliver and carry out assessment of delegates completing the modules.

It is important that the staff involved have the appropriate qualifications and experience to ensure that all training and supporting activities are carried out in accordance with current legislation.

Training staff will:

- (a) Have appropriate knowledge and workplace experience in the Relative Response role
- (b) Be able to demonstrate instructional/assessment techniques and have proven instructing/teaching experience
- (c) Be included in an ongoing training and development programme, which ensures they are aware and knowledgeable of all changes to relevant legislation and industry requirements

All staff will have the appropriate competencies to conduct/assist with the element of training being undertaken.

C.2 Trainer/Delegate Ratio

The maximum number of delegates attending this programme is **8**. The minimum number of delegates attending the programme is **3**.

The following ratios indicate the maximum number of delegates to be supervised by one instructor at any one time during each activity.

Theory	1:8
Practical	1:8

The maximum numbers and **theory** ratio may be exceeded to accommodate full emergency response teams, however in such cases the **practical** ratios must not be exceeded.

C.3 Equipment and materials

The following training equipment and materials are required as a minimum; they are:

1. Working telephones
2. Overhead projector
3. Seating and workspace for all delegates

All equipment must be maintained, and where appropriate, inspected and tested in accordance with current standards/legislation, guidance and manufacturers recommendations.

SECTION D Administration and certification

D.1 Joining Instructions

Joining instructions may be sent to delegates from the Training Provider, via the employing company.

As a minimum, joining instructions must include:

1. Venue address and how to get there
2. Course times
3. Accommodation – where required
4. Meal arrangements
5. Clothing specified – where required
6. Any special arrangements

D.2 Periodicity

It is expected that a relative responder will participate in an exercise or mobilisation annually, and attend refresher training for re-assessment every 2 years. If candidates do not meet the required standard, then Relative Response training could be repeated.