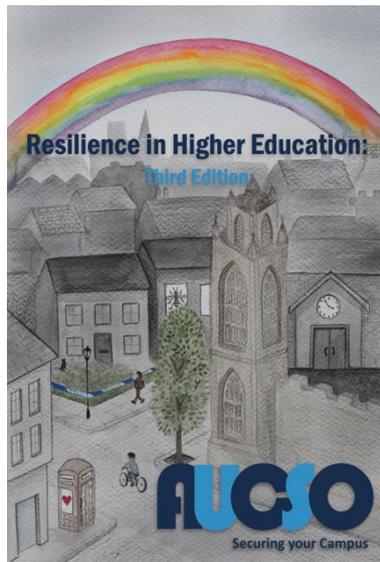


The Association of University Chief Security Officers  
**INTRODUCTION TO RESILIENCE IN HIGHER EDUCATION**

This two day course will introduce delegates to the key principles and good practice associated with emergency management and business continuity, with a view to building resilience within institutions. The course is aimed at staff with responsibilities for planning for and responding to emergencies and business continuity in the HE or FE sectors. This may include managers or supervisors from Security, Health and Safety, Facilities Management, IT, Communications etc.



**OBJECTIVES** - By the end of the course participants will be able to identify:

- The nature and impact of emergencies, with particular reference to the HE and FE sector
- The business continuity lifecycle
- Approaches to risk management and planning
- Roles and responsibilities (internal and external)
- Communication issues during an emergency
- Recovery and business continuity options
- Lessons learnt from relevant case studies
- Strategies for enhancing resilience

Delegates will also participate in a short desktop exercise highlighting strategic and operational issues.

*See full programme below*

**DATE & VENUE – Wed 21 - Thu 22 August 2019** at [College Court](#), University of Leicester

**DELEGATE FEE FOR AUCSO MEMBERS – £350** which includes:

- 2 days of training with hand-outs, tea/coffee and lunch on both days
- 2 nights dinner, bed and breakfast at College Court Hotel
- Certificate of Attendance

**HOTEL AND TRAVEL** - Delegates will be booked in to a standard room at College Court and should aim to arrive by 6.30pm on Tuesday 20 August for dinner at 7pm. For hotel details and travel directions please see [College Court](#) web site. Car parking is available for delegates. Nearest airport is East Midlands or Birmingham. Nearest train station is Leicester.

**BOOKING** - Members can book their places via the [AUCSO website](#) events page. Enquiries should be sent to [admin@aucso.org](mailto:admin@aucso.org) and cc [coo@aucso.org](mailto:coo@aucso.org) Once a booking is received an invoice will be sent out, which must be paid before the start of the course.

*It is recommended that delegates download (and print if desired) the AUCSO Resilience Guide (Rev 2019) from the AUCSO website resources area before the course.*

**DRAFT PROGRAMME**

<b>ARRIVAL</b>	<b>TUESDAY 20 AUGUST 2019</b>
14.00 +	Hotel check in open
18.30	Meet colleagues in the bar lounge
19.00	Dinner in the restaurant

<b>DAY ONE – WEDNESDAY 21 AUGUST 2019</b>	
	<b>Content</b>
0900	Tea/Coffee - Course Registration/Admin and Introductions
	<p><b>The Nature and Impact of Emergencies</b> <i>Exploring the various causes and possible impact of emergencies on Universities and Colleges; case studies – lessons learned.</i></p> <p><b>The Civil Contingencies Act 2004 and the Principles of Integrated Emergency Management (IEM)</b> <i>A brief introduction to the Act, its relevance to the HE sector and roles and responsibilities of responders; the principles of IEM and how it applies to Universities</i></p> <p><b>Roles and Responsibilities of Responders</b> <i>Who is expected to respond to an emergency within a University and what responsibilities do they have? Who should be in the emergency management team? Leadership and decision making during an emergency; Record Keeping.</i></p> <p><b>Response, Recovery and Communications during emergencies</b> <i>The initial response to an emergency; the recovery phase; Managing information and casualty data; how to get messages out; Social Media; Media coordination.</i></p>
1700	Review and close
Evening	Networking and Dinner in the restaurant
<b>DAY TWO – THURSDAY 22 AUGUST 2019</b>	
0900	Review of previous day
	<p><b>Business Continuity</b> <i>The BCI Good Practice Guidelines 2013 and ISO 22301:2012</i></p> <p><b>Risks, Threat Analysis and the BIA</b> <i>Looking at Risks; Threat Analysis and Business Impact Analysis (BIA).</i></p> <p><b>Design and Implementation</b> <i>Continuity and Recovery strategies. The Incident Response Structure and the Business Continuity Plan.</i></p> <p><b>Scenario based Table-Top Exercise (TTX)</b> <i>Working in groups, a walk through of a possible emergency affecting a University or College</i></p>
1545	Course Summary – Feedback Forms and Attendance Certificates Departure by 1600

Refreshments and lunch will be provided on both days.

## **COURSE TRAINERS**

### **TREVOR JONES**

Trevor started his career with HM Prison Service in 1984 and gained experience across various establishments across the UK focussing on searching, standards, control rooms and leading “Tornado” teams into riot situations. He was instrumental in developing security modules now delivered across the National training colleges. Trevor’s knowledge and skills were then shared in a consultancy role giving him global experience, taking him to the Middle East, Africa, America, Asia and Europe. In 2006 he became Head of Security for the Operon group of Companies.

He joined the University of Salford in 2010 and has revolutionised its security provision. Providing a state-of-the-art control system, blue beam technology and further innovations to come, his vision is to deliver a world-class service to reflect UoS determination to enhance its international standing. Taking on a more Strategic role recently, he drives the Emergency Management programme, is operational lead for the ‘Prevent strategy’ and delivers programs to staff and students on domestic violence/abuse.

Representing AUCSO with the CCTV Commissioners Surveillance Group, he is a board member for ProtectED project, he believes security deserves a higher profile within the sector. Trevor became Chairman of AUCSO in April 2018 and introduced free Mental Health and Resilience courses to members and led the drive for International membership including the Australasia region.

### **BERNADETTE DUNCAN** MBE FRSA MBCI MInstLM

Bernadette is the AUCSO Chief Operating Officer and an independent consultant, specialising in the HE and FE sector, offering advice on organisational resilience and training for emergency management and business continuity.

Prior to consultancy work Bernadette worked at City University London from 1988 to 2012, where she led on various Facilities Management areas including Security, Emergency Response, Telecoms, Operational Services Health & Safety. Following a major fire in 2001, Bernadette took on Business Continuity for the University, improving resilience across the university. Bernadette also served on the University’s Council for six years.

Bernadette chaired AUCSO for three years during which she secured funding from HEFCE, then managed an 18-month project to develop emergency management for HE Institutions, which resulted in the publication of the good practice guide in May 2008 and the development of a new emergency management course for HEIs, which Bernadette delivered on behalf of AUCSO. The Guide was reviewed and re-published in 2014 and again in 2019.

Prior to HE, Bernadette served in the Royal Military Police for 14 years. As well as general police duties, she was as an instructor at the Royal Military Academy Sandhurst, a Crime Prevention Adviser and a Personal Protection Officer for visiting VIPs and members of the Royal Family. In 2009 Bernadette was made a Member of the Order of the British Empire for her services to Higher Education and in 2012 was awarded the honour of ‘AUCSO Fellow’.