

Management Information Pack

For SCR Operators and Managers Course



www.SCRcourse.co.uk

For enquiries relating to
upcoming courses

info@SCRcourse.co.uk



National Protective
Security Authority

Intro to NPSA



- The National Protective Security Authority (**NPSA**) is part of MI5 and is the National Technical Authority for physical and personnel protective security.
- By making the UK more resilient to national security threats, we help to keep the country safe. NPSA helps organisations understand the range of threats they and the UK face, for example from terrorism, espionage, and state actors.
- Based on our world-leading research and development programme and the latest intelligence, we provide guidance and tools to enable organisations to minimise their risk through how they operate day to day.
- NPSA works to keep citizens safe, protect the economy and the UK's scientific and technological advantage, as well as the infrastructure.
- More information about NPSA can be found at npsa.gov.uk .

NPSA Security Control Room Operators Course

Click on the
image to watch
the video



Background to the Course



NPSA has seen deficiencies in organisational preparedness for attacks in the following areas:

- Post incident reviews
- Training exercises
- Simulations

BUT some examples of good preparedness have been identified and the course highlights these.

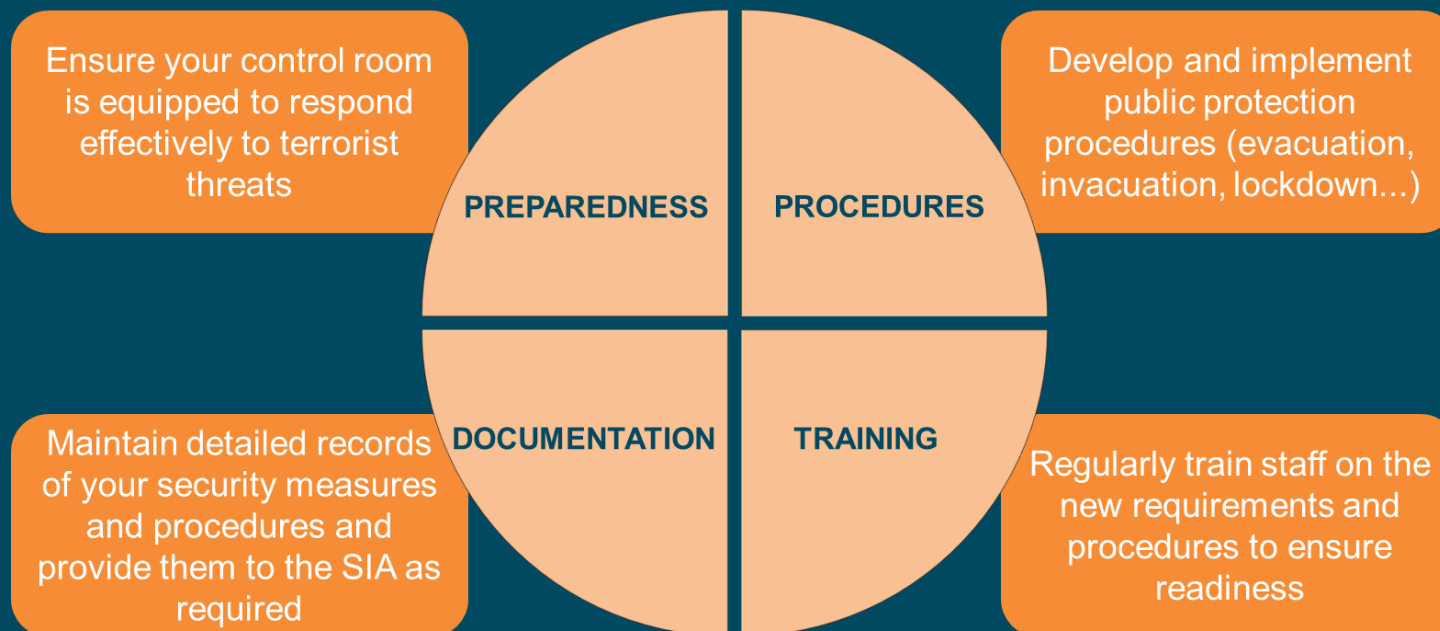
Terrorism (Protection of Premises) Act 2025 – Martyn's Law

- The Terrorism (Protection of Premises) Act 2025 aims to improve protective security and organisational preparedness across the UK.
- Standard tier premises (200-799 maximum occupancy) only need to consider preparedness procedures for example invacuation, evacuation, lockdown and communications.
- Enhanced tier premises or event (maximum occupancy 800 or more) requires the person responsible for security to decide what security measures are appropriate and proportionate (“reasonably practicable”).
- In cases where the person responsible decides that an SCR is an appropriate and reasonably practicable measure for their premises or event, they should also ensure that SCR staff are competent to respond effectively to a terrorist attack.

Strengthen Preparedness and Readiness

The five-day Security Control Room Operators Course and the one-day Managers Course can help you and your staff strengthen knowledge and readiness.

NPSA's SCR Operators course can help ensure that SCR operators are suitably trained to respond effectively to a terrorist attack.



Training that Delivers: Acting Fast Will Save Lives

TRAINING THAT DELIVERS

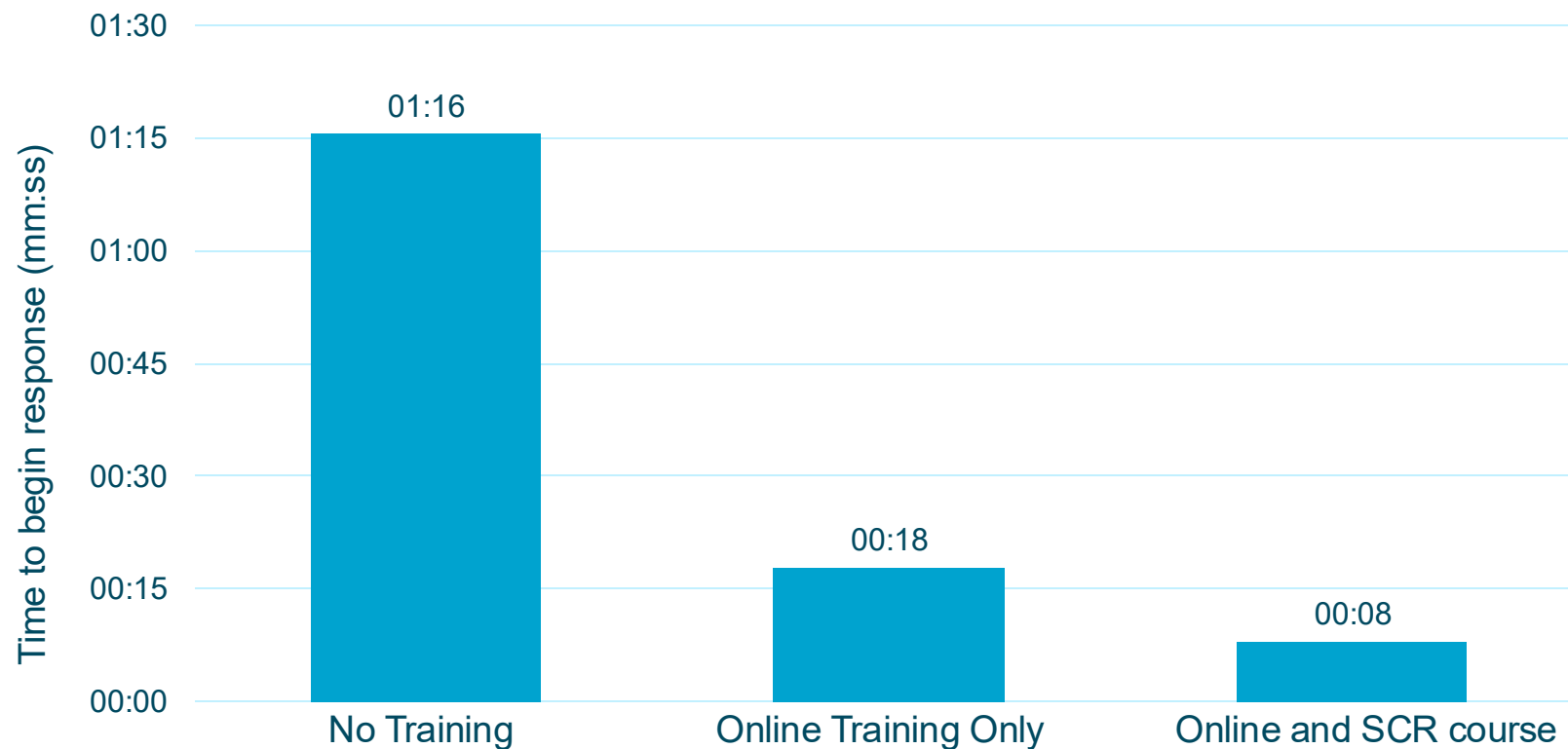
Research has shown that SCR operators who completed the SCR Course responded significantly faster than those that received no training.

Operators who completed the in-person course responded up to 9.5x times faster than those with no training.

And it's not just about speed. The quality of responses from trained operators was consistently higher, demonstrating sharper decision-making and greater confidence under pressure.

Faster. Smarter. More prepared.

Invest in the training that makes a measurable difference.



Course Overview

- NPSA delivers high impact immersive training to enhance the readiness of Security Control Room staff to respond quickly and effectively to terrorist attacks and other incidents.
- The SCR has a vital role to protect lives in the first few minutes of a terrorist incident when most lives are lost and before emergency services arrive.
- Research undertaken by NPSA revealed that a lack of incident response training for SCR Operators can lead to unclear roles and responsibilities, duplication of effort and missed tasks during the critical period.



National Protective
Security Authority



Responding to Terrorist Incidents: Security Control Room Operators Course

DELEGATE PACK



About the SCR Operators Course

Overview

Responding to Terrorist Incidents: Security Control Room Operator Course has been designed by NPSA to focus specifically on the roles and responsibilities within a SCR to enhance their knowledge to deal with a terrorist incident.

The course is designed in accordance with current guidance related to terrorist incidents. It will create an interactive and immersive learning experience to introduce the practical skills required to effectively respond to a terrorist incident.

Aims

- To highlight previous terrorist incidents and NPSA guidance documents.
- To understand the stages of an attack timeline.
- To highlight roles and responsibilities within the SCR.
- To understand the origins of grey space.
- To ascertain the importance of an organisation's preparedness for terrorist incidents.
- To highlight final preparation points, types of terrorist incidents, people's reactions, and emergency services' response.

Aims (continued)

- To understand the importance of engagement with neighbours and communication technology and channels.
- To highlight the types of barriers to assist with locking down a site.
- To ascertain the complexities of lockdown.
- To understand the importance of exercising and rehearsing.
- To highlight measures to detect an attack.

Objectives

The attendees will be able to deal with a terrorist incident by understanding:

- Incident response and management.
- Task and priorities.
- Effective working within SCR.
- Decision making.
- Contacting and working with Police.
- Tracking.
- Announcements.



About the SCR Operators Course

The course modules will be structured in:

1. Attack Timeline
2. Preparedness
3. Detecting an Attack
4. Command and Control

This course will help prepare you and your organisation – acting fast will save lives.

ASCEND is a programme of trials designed to investigate organisational response to attack scenarios



200+ live simulated terrorist attacks

NPSA

NPSA is the UK's National Technical Authority for physical and personnel protective security, maintaining our expertise in counter terrorism as well as state threats.

Our mission is 'Building resilience to national security threats'.

We do this, alongside our partners – the National Cyber Security Centre (NCSC) and UK National Authority for Counter Eavesdropping (UK NACE) – by developing protective security guidance for government and industry, that is informed by intelligence and our unique understanding of the threat.

Our work will help keep our citizens safe, protects the economy and our science and technological advantage, as well as the infrastructure upon which daily life depends.

We are formally avowed as a part of MI5.



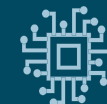
National infrastructure



Crowded Places (working closely with CT policing)



Government / Government Capabilities



Sensitive Technologies and Knowledge



Malign interference from foreign states



Agenda (SCR Operators Course)

DAY 1

Introduction	
	Introduction to the Training Course
	Introduction to NPSA
	Introduction to Terrorist Threats and Types of Incidents
	Guidance Documents
	Introduction to the IT
Module 1: Attack Timeline	
	Attack Timeline Overview
	SCR Tasks During Each Phase
	Grey Space
	Planning
	Final Preparation and Final Approach
	People's Response
	Emergency Services' Response
	Aftermath
Module 2: Preparedness	
	Preparedness Overview
	Security Incident Planning
	Planning: Considering Crowds
	Standard Operating Procedures (SOPs)
	Grey Space and Working with Neighbours
	Preparing People

DAY 2

Module 2: Preparedness (continued)	
	Placement and Set-up of the SCR
	Communication and Associated Technology
	Lockdown Planning
	Delay Technology (Physical Barriers and Active Delay Systems)
	First Aid Responsibilities
	Exercising and Rehearsals
Module 3: Detecting an Attack	
	Situational Awareness
	Suspicious Behaviour
	Threat Recognition
	Detection Technology
Module 4: Command and Control	
	Command and Control Overview
	Incident Response and Management
	Tasks and Priorities
	Roles for 1, 2, 3+ Operators
	Effective Working in the SCR
	Decision Making
	Contacting and Working with Emergency Services



Agenda (SCR Operators Course)

DAY 3

Module 4: Command and Control <i>(continued)</i>	
Tracking	
Announcements	
Immersive Exercise 1	
Immersive Exercise 2	
Immersive Exercise 3	
Self-Assessment/Downtime Activity 1	
Immersive Exercise 4	

DAY 4

Module 4 – Command and Control <i>(continued)</i>	
Lockdown and Active Delay Systems	
Immersive Exercise 5	
Self-Assessment/Downtime Activity 2	
Immersive Exercise 6	
Self-Assessment/Downtime Activity 3	
Record Keeping	
Fire as a Weapon and Evacuation of the SCR	
Immersive Exercise 7	
Self-Assessment/Downtime Activity 4	

DAY 5

Module 4 – Command and Control <i>(continued)</i>	
Response per Attack Type	
Immersive Exercise 8	
Self-Assessment/Downtime Activity 5	
Immersive Exercise 9	
Self-Assessment	

IMMERSIVE EXERCISES

Opportunities to practice your response to a variety of incidents through our immersive exercises, simulating a control room environment.





About the SCR Managers Course

Overview

Responding to Terrorist Incidents: Security Control Room Managers Course has been designed following NPSA guidance related to terrorist incidents.

Research has identified that most deaths and injuries occur within the first few minutes of a terrorist incident.

The research has also shown that the performance of the SCR can be improved by following the guidance developed by NPSA.

The course modules will be structured in:

- 1. Making your organisation ready (Part 1)**
- 2. Terrorist incidents: from start to finish**
- 3. Making your organisation ready (Part 2)**

Aims

To understand the ways in which security managers can develop effective command & control within the SCR and plan and prepare their site to respond effectively during a terrorist incident.

Objectives

The course will:

- Explain the responsibility of the manager to facilitate and empower operators to respond.
- Explain the ways in which people at your site can be prepared to respond to a terrorist incident and the importance of testing & exercising.
- Highlight the importance for effective command & control when responding to a terrorist incident.
- Demonstrate the role of the Security Control Room during a terrorist incident.
- Discuss the detection technologies and physical measures that could be deployed to support the response (barriers, ADS, lockdown).
- Review key considerations when developing plans and SOPs for responding to terrorist incidents.
- Introduce relevant legislation that could be consulted when developing security plans.



Agenda (SCR Managers Course)

ONE DAY COURSE

Introduction
Introduction to the Training Course
Introduction to NPSA
Preparedness
Making Your Organisation Ready – Part 1
Security Incident Planning
Grey Space and Working with Neighbours
Standard Operating Procedures (SOPs)
Placement and Set-up of the SCR
Terrorist Incidents: From Start to Finish
Attack Methodologies
Throughout the Incident
After the Incident
Making Your Organisation Ready – Part 2
Preparing People
First Aid
Communication
Lockdown and Delay Technology
Testing and Exercising



NPSA GUIDANCE



Command & Control Guidance

Including posters and Supplementary Guidance on First Aid and Communication Technology



MTA Guidance

Suite of 10 downloadable guidance documents on MTAs



Fire as a Weapon Guidance



Dispersal Guidance



Ingress & Egress Guidance



NPSA Website
<https://www.npsa.gov.uk>



NPSA YouTube
<https://www.youtube.com/@NPSA-UK>

RECOMMENDED MEDIA



9/11: One Day in America



November 13: Attack on Paris



Hotel Mumbai



This World: Terror at the Mall

Contact



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