

A woman with long dark hair, wearing a black sleeveless dress, stands on the right side of the frame, gesturing with her hands as if presenting. She is facing a group of people seated around a large white table. The seated individuals are diverse in age and ethnicity. In the foreground, the back of a person's head with long braids is visible on the left, and another person's head with curly hair is on the right. A large black screen is mounted on the wall behind the presenter. The room has a modern, bright interior with recessed ceiling lights.

Training and Development Solutions

Education, Awareness and Development



About Us

Control Risks is a specialist risk consultancy that helps create secure, compliant and resilient organisations. We believe that taking risks is essential to success, so we provide the insight and intelligence you need to realise opportunities and grow. And we ensure you are prepared to resolve issues and crises. From the boardroom to the remotest location, we have developed an unparalleled ability to bring order to chaos and reassurance to anxiety.



➤ Training Solutions

Education, Awareness and Development

Training and development solutions

Implement a robust and auditable duty of care programme for your employees, demonstrating the commitment you as an employer take to ensure their safety and security at all times.

Take advantage of our global footprint and access our in-person training facilities in Europe, North America, Latin America, East and West Africa, the Middle East and Central Asia or in-person training not suitable for your organisation? Ask about our virtual instructor-led classes instead or consider our eLearning portfolio to train a wider portion of your employee base.

So why choose Control Risks?

Our established international presence and unrivalled knowledge of diverse security and operating environments make us a recognised global leader in security, risk and resilience training, with a proven track record for delivering high-quality courses.



International standards, best practice advice, real-world experience

- Developed and delivered by experienced security risk management practitioners who have supported our clients in some of the most challenging operating environments globally
- Course material based on the latest international standards and best practice guidance, integrated with real-life events and issues in the field of security, risk and resilience management
- International training facilities in Europe, North America, Latin America, East and West Africa, the Middle East and Central Asia



Delivered with your business in mind

- Collaborative approach to tailor course material to specific threat environments
- Option to integrate company policies, procedures and protocols into training delivery
- Conveniently choose from one of our international facilities or hold training at your organisation's facilities or project locations



May I take this opportunity to thank you for all your help throughout the course, especially in the build-up. The course was very informative, well-structured and professionally run. The instructors took care to ensure I understood each element which put me at ease and allowed me to enjoy the course.

Pete, Security Manager, Burkina Faso

Training Locations

We can conduct our in-person training at any of our 34 global offices, our global training centres, your corporate offices or project sites or hotel conference facilities of your choice.

Dedicated global training locations



Millbrook, Bedfordshire, UK
(Defensive Driver training only)



Shuttleworth Estate,
Bedfordshire, UK



Hainaut Sécurité,
Mons, Belgium



Lakowe Lakes, Lekki,
Lagos, Nigeria



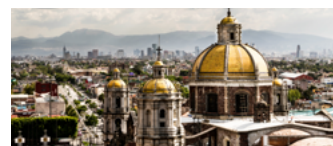
Maanzoni Lodge, Lukenya,
Nairobi, Kenya



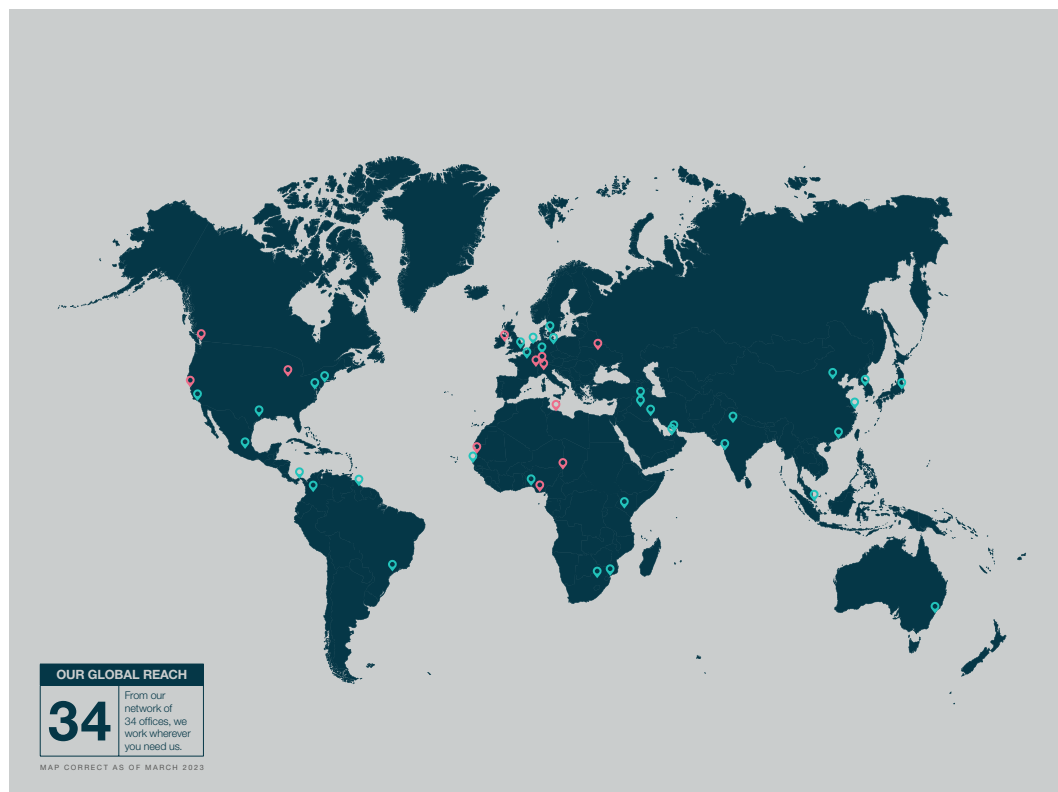
Zwartkops Raceway, Johannesburg,
South Africa Hatta Fort, Dubai



Fontana Hotel, San Fernando,
Manila, Philippines



Autodromo Moisés Solana,
Mexico City, Mexico



Global offices

Americas

Bogotá
Georgetown
Houston
Los Angeles
Mexico City
New York City
Panama City
São Paulo
Washington DC

Asia Pacific

Beijing
Delhi
Hong Kong
Mumbai
Seoul
Shanghai
Singapore
Sydney
Tokyo

Europe, Middle East and Africa

Abu Dhabi
Amsterdam
Baghdad
Basra
Berlin
Copenhagen
Dakar
Dubai
Erbil
Frankfurt
Johannesburg
Lagos
London
Maputo
Nairobi
Paris

Representations

Americas

Chicago
San Francisco
Vancouver

Europe, Middle East and Africa

Dublin
Geneva
Kyiv
Milan
N'Djamena
Nouakchott
Port Harcourt
Tripoli
Zurich

Find the Right Training Solutions for Your Business



Corporate Duty of Care Requirements to Protect Employees

Face to Face Training Solutions

- 09** Personal Security Awareness Training
- 10** Hostile Environment Awareness Training
- 11** Defensive Driving Training
- 12** Women's Personal Security Awareness Training
- 13** **Our eLearning Training Solutions**



Dedicated Support and Development for Security Professionals

- 15** BTEC Level 5 Risk and Resilience Managers Professional Certificate
- 16** Security Guard Force Training
- 17** QA Level 3 Certificate in First Aid at Work (FAW) (RQF)
- 18** QNUK Level 3 Award FPOSi – First Person on Scene (International) (RQF)
- 19** (FREC 3) First Response Emergency Care level 3 Qualsafe Award



Developing the Capability to Respond to and Manage Crises and Critical Events

- 21** 1-Day Kidnap Incident Management Workshop
- 22** 2-Day Kidnap Incident Management Workshop
- 23** Family and Witness Liaison Workshop
- 24** Kidnap Communicators and Negotiation Skills Workshop
- 25** Advanced Kidnap Incident Management Workshop (Bespoke)

1



Instructor-led training



2



Practical demonstrations



3

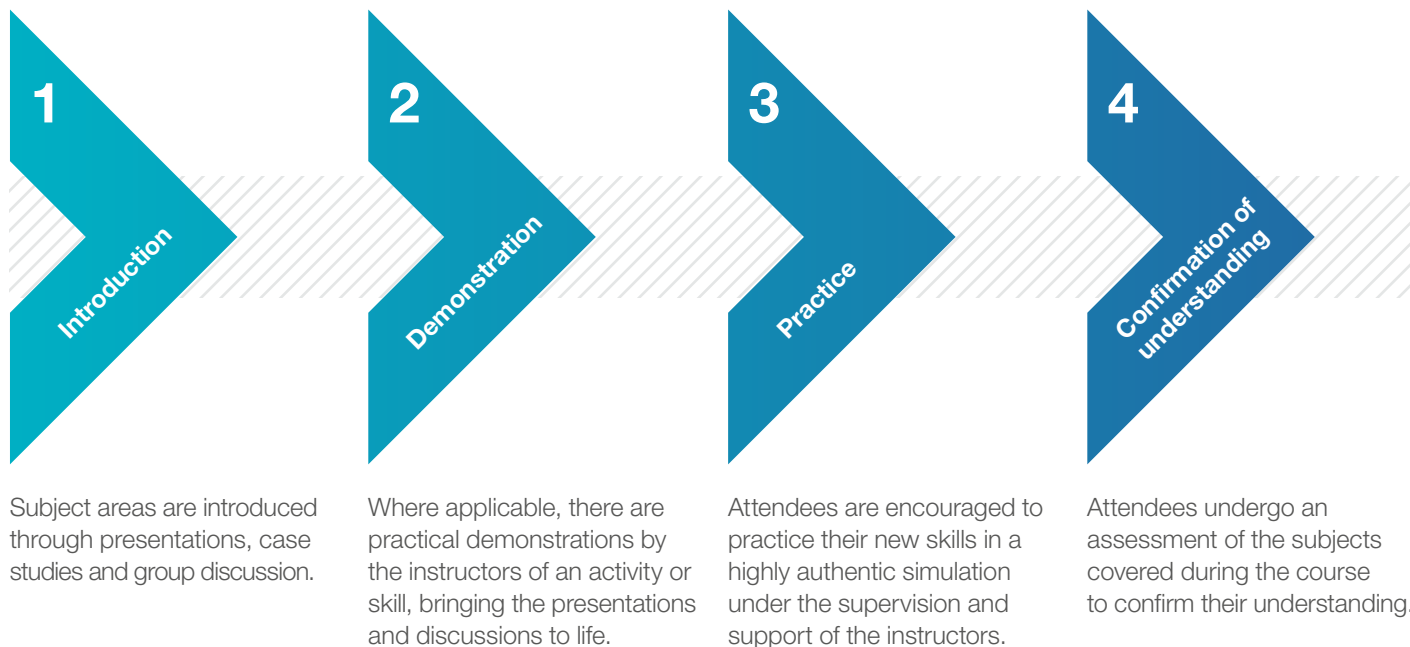


Scenario based exercising



▶ Training Delivery Approach

Our course offerings combine classroom-style learning with highly interactive content and practical exercises to help embed knowledge and skills.





Corporate Duty of
Care Requirements
to Protect Employees

► Personal Security Awareness Training



1

INTERACTIVE
SESSION

DAY

► [Click here](#)
to book a place or email:
training@controlrisks.com

Our **1-day** personal security awareness training includes presentations focusing on key personal security areas and interactive group discussions and exercises where all participants will have the opportunity to conduct personal security management planning within a realistic training scenario.

Our training package includes

- Personal security awareness
- Pre-deployment and itinerary planning considerations
- Considerations when conducting journeys by air, road and the use of public transport and taxis
- Considerations when selecting accommodation and using hotels
- Managing inappropriate behaviour and harassment
- Emergency planning, preparation, and incident response

Who should attend?

Our personal security awareness training is designed for staff, employees or dependants that may be visiting, working, or living in low to medium risk environments. The course is designed to accommodate all levels of experience from those deploying for the first time to experienced individuals who require refresher training.

Price

Please contact Control Risks Training Solutions for more information.

➤ Hostile Environment Awareness Training



Control Risks' standard **3-day** Hostile Environment Awareness Training course provides attendees with the knowledge and skills to prepare for and respond to conflict situations, emergencies and traumatic events in different risk environments where they may be required to work or live through a mix of classroom-based and practical learning.

Our training package includes

- Personal security awareness
- Hotel and office security
- Conflict management and physical intervention
- Itinerary planning and journey management
- Surveillance awareness
- Incident response
- Kidnap response and survival
- Basic and trauma medical training

3

DAY

INTERACTIVE
SESSION

➤ **Click here**
to book a place or email:
training@controlrisks.com

Who should attend?

Our HEAT course is designed for staff, employees or dependants that may be visiting, working or living in medium to high-risk environments. The course is designed to accommodate all levels of experience from those deploying for the first time to experienced individuals who require refresher training.

Price

Please contact Control Risks Training Solutions for more information.

➤ Defensive Driving Training



2

DAY

INTERACTIVE
SESSION

➤ [Click here](#)
to book a place or email:
training@controlrisks.com

Control Risks' **2-day** defensive driver training course combines classroom-based knowledge transfer sessions with practical driver training. Attendees will be introduced to the threats and risks faced when driving in higher risk environments, road craft, journey planning considerations, vehicle preparation and maintenance, and evasive manoeuvring. This will be followed by practical driving and assessments in which attendees undertake basic car-handling skills and advanced handling and braking

Our training package includes

- Principles of personal security
- Itinerary planning and journey management
- Vehicle security and vehicle related security incidents
- Vehicle maintenance and inspections
- Rules of the road
- The systems of car control
- Progressive driving
- Defensive manoeuvring
- Adverse weather and night driving

Who should attend?

Designed for individuals and organisations who are driving and using vehicles in high-risk environments or unfamiliar environments, where vehicle types, driving standards and road conditions may vary widely from those with which they are accustomed.

Price

Please contact Control Risks Training Solutions for more information.

➤ Women's Personal Security Awareness Training



1

INTERACTIVE
SESSION

DAY

➤ [Click here](#)
to book a place or email:
training@controlrisks.com

On a day-to-day basis women are disproportionately affected by a myriad of risks, whilst travelling, socialising, and working. The type and level of risk can vary significantly, depending upon our location, and are often exacerbated when travelling, which can leave us feeling exposed and vulnerable. With training and awareness, you can feel empowered to implement techniques on how to reduce, respond and avoid a variety of everyday risks.

Our **1-day** women's personal security awareness training will feature individual case studies and will include interactive group discussions and exercises where all participants will have the opportunity to apply the principles discussed within a safe and inclusive training environment.

Our training package includes

- Personal security awareness
- Managing inappropriate behaviour
- Workplace harassment
- Cultural awareness and social issues
- Travel considerations
- Safety in accommodation and when using hotels
- Conflict management and street crime
- Sexual assault awareness
- Stalking and abduction awareness
- Safety in social environments

Who should attend?

Our women's personal security awareness training is designed for staff, employees or dependants regardless of their gender. The course is designed to accommodate all levels of experience including those travelling to unfamiliar environments for the first time, those who have personal safety concerns and/or experienced individuals who require refresher training.

Price

Please contact Control Risks Training Solutions for more information.

Our eLearning Training Solutions

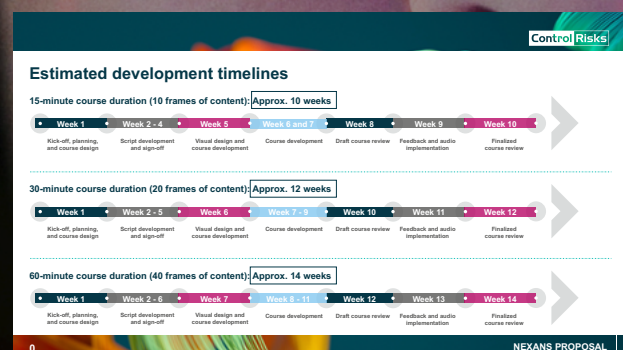
Control Risks is a global risk management consulting firm with a dedicated Learning and Development team. We create instructionally sound training solutions specifically tailored to the learning goals of the target audience(s). Following a training needs analysis, we work with you to construct custom curriculum that's tailored to your learning goals. We build your courses completely to brand, collaborating with your internal marketing and HR / L&D teams to reflect your organisational values to drive engagement, with library resources to direct learners to appropriate internal policies and reporting resources.

Our team of experts is maintained with one objective in mind: providing the best possible service for our clients. Multinational and multi-disciplined, we believe that our ability to collaborate among diverse skillsets and experience creates the best learning outcomes for our clients. Our team will work hand in hand with yours to address the big-picture and conceptual framework of your training needs, partnering with you to build beautiful, interactive, and engaging online courses for your learners.

Courses are delivered in SCORM format and hosted by clients once development is complete.

Contact eLearning@controlrisks.com for more details or visit <https://www.controlrisks.com/our-services/training-and-development-solutions> for a list of our off-the-shelf course content.

Estimated development timelines:



Visual development samples:





Dedicated Support
and Development for
Security Professionals

➤ BTEC Level 5 Risk and Resilience Managers Professional Certificate



12

DAY

INTERACTIVE
WORKSHOP

➤ **Click here**
to book a place or email:
training@controlrisks.com

The Pearson awarded BTEC Level 5 Risk and Resilience Managers Professional Certificate is designed for those seeking to work in the security risk management industry, those wishing to develop their skills and understanding, or those responsible for managing and implementing security and risk management across an organisation in either a corporate environment or higher-risk complex project location.

This **12-day course** combines classroom-based knowledge transfer sessions, group discussions and practical exercises 9 mandatory risk and resilience modules.

Following completion of the taught phase attendees are required to complete a realistic scenario-based distance learning assignment consolidating the learning from across the course. Upon successful completion of the course attendees are awarded a BTEC level 5 Professional Certificate and Control Risks Certificate of Completion.

Our training package includes

- Risk management methodologies and approaches
- Security management and governance
- Vulnerability audit and assessment
- Personal security and executive protection
- Security design and engineering
- Behaviour analysis and investigations
- Human rights, anti-bribery, and corruption
- Cyber security and data protection
- Crisis management and Business continuity

Who should attend?

Designed for those seeking to work in the security risk management industry, those wishing to develop their skills and understanding, or those responsible for managing and implementing security across an organisation in either a corporate environment or higher-risk complex project locations.

Price

Please contact Control Risks Training Solutions for more information.

➤ Security Guard Force Training



3

DAY

INTERACTIVE
WORKSHOP

➤ [Click here](#)
to book a place or email:
training@controlrisks.com

Our **3-day** security guard force training package includes presentations, interactive group discussions and practical exercises focusing on the key operational roles and responsibilities of the security guard force and how they should report, manage and monitor security related incidents and events whilst on duty.

Our training package includes

- Roles and responsibilities of security officers
- Use of standard operating procedures and assignment instructions
- Mobile and foot patrolling
- Access control and key management
- Pedestrian and vehicle searching and screening
- Equality, diversity, social risk and human rights
- Customer care and social skills
- Working with government security forces
- Use of force and rules of engagement
- Incident response and management

Who should attend?

Designed for organisations who employ security guard forces to secure their work site, project locations and operations. The course can complement existing training programmes and will provide assurance that the right level of training is being delivered in a consistent manner.

Price

Please contact Control Risks Training Solutions for more information.

➤ QA Level 3 Certificate in First Aid at Work (FAW) (RQF)



3

INTERACTIVE
WORKSHOP

DAY

➤ [Click here](#)
to book a place or email:
training@controlrisks.com

Over **3-days**, participants will learn how to manage a range of injuries and illnesses that could occur at work and will be equipped with the essential skills needed to give emergency first aid. The course will conclude with candidates undertaking a practical assessment and multi-choice examination, the successful completion of which will result in the awarding of a QA Level 3 certificate in Emergency First Aid at Work (RQF).

Our training package includes

- The roles and responsibilities of an emergency first aider
- Assessing an incident
- Managing an unresponsive casualty
- CPR and defibrillation
- Recovery Position
- Choking
- Seizures
- Shock
- Wounds and bleeding
- Minor injuries

Who should attend?

Designed for individuals who wish to act as an emergency first aider in their workplace. The course is designed to accommodate all levels of experience from those with no previous first aid experience to individuals who require refresher training.

Price

Please contact Control Risks Training Solutions for more information.

➤ QNUK Level 3 Award FPOSi – First Person on Scene (International) (RQF)



4

INTERACTIVE
WORKSHOP

DAY

➤ [Click here](#)
to book a place or email:
training@controlrisks.com

Over **4-days**, this training includes hands on experience with multiple casualty management and medical planning exercises, as well as a systematic approach to the management of trauma. This course includes a mix of taught theory and practical demonstrations including medical scenarios based on potential threats and situations that may be encountered when operating in your chosen profession.

Our training package includes

- Scene management and safety
- Advanced airway management
- Airway adjuncts – oropharyngeal airways (OPAs) and nasopharyngeal airways (NPAs)
- Oxygen administration (optional extra)
- Catastrophic haemorrhage control
- Tourniquets
- Specialist trauma dressings such as Israeli and Olaes modular dressings
- Blast and ballistic injuries
- Managing trauma related injuries
- Head, spinal, pelvic, chest injuries
- Fractures
- Hypothermia and Hyperthermia

Who should attend?

Designed for individuals working in the security industry or travelling to hostile, adverse, remote or challenging environments. This course is used by those who need to go beyond standard level First Aid, who may have access to more advanced medical equipment and resources. Due to the nature of this qualification, learners should be physically capable of undertaking practical assessments.

Price

Please contact Control Risks Training Solutions for more information.

➤ (FREC 3) First Response Emergency Care level 3 Qualsafe Award



5

DAY

INTERACTIVE
WORKSHOP

➤ [Click here](#)
to book a place or email:
training@controlrisks.com

Over **5-days**, you will fulfil the competencies set out in the PHEM skills framework at descriptor level D, gaining the knowledge and practical skills needed to deal with a range of pre-hospital emergency care situations. The training includes theoretical and practical exercises with the emphasis on effective problem recognition and response.

Our training package includes


- Roles & responsibilities of a first responder
- Medical emergencies
- Patient assessment
- Airway management
- Adult, child and infant CPR & AED usage
- Return of spontaneous circulation (ROSC) procedures
- Emergency oxygen
- Traumatic injuries
- Catastrophic bleeding
- Shock
- Poisoning and intoxicating substances
- External and internal bleeding
- Helmet removal
- Neck, spine and pelvic immobilisation
- Environmental exposure
- Burns and scolds
- Minor injuries
- Incident reporting

Who should attend?

The QA Level 3 Certificate in First Response Emergency Care (RQF) is designed for individuals that work in high risks environments, the event or security medical sector, or those who work in emergency services. The course is designed to accommodate all levels of experience from those with no previous medical experience to individuals who require refresher training.

Price

Please contact Control Risks Training Solutions for more information.



Developing the
Capability to Respond
to and Manage Crises
and Critical Events

➤ 1-Day Kidnap Incident Management Workshop



1

INTERACTIVE
WORKSHOP

DAY

➤ **Click here**
to book a place or email:
training@controlrisks.com

Our **1-day workshop** will show you how to develop and maintain an effective and well-informed approach to managing kidnap-for-ransom cases. We provide an in-depth understanding of the decision-making requirements that must be made during a kidnap incident. Our workshops are delivered by expert instructors who have ample experience in kidnap management globally, and feature theory-based learning, group discussion and challenges.

Our training package includes

- Types of kidnaps, global kidnapping threats and trends
- Getting organised to manage a kidnapping
- Decision making in a live crisis
- Interacting with kidnappers
- Family management
- Media management
- Finance, law enforcement and the authorities
- Release, recovery, and debriefing

Who should attend?

Designed for organisation for managers of operations in medium to high-risk environments, including:

- Board Members
- C-Suite
- Senior Managers
- Nominated crisis and incident management team members
- Security Professionals

Price

Please contact Control Risks Training Solutions for more information.

This workshop can be offered as a bespoke package for your organisation and/or as an open enrolment registration for individuals interested in developing their skills in kidnap management. Please contact training@controlrisks.com for more information on delivery and pricing.

➤ 2-Day Kidnap Incident Management Workshop



2

INTERACTIVE
WORKSHOP

DAY

➤ **Click here**
to book a place or email:
training@controlrisks.com

Delivered across **2-days**, this workshop will guide you through the anatomy of a kidnap for ransom, including an interactive simulation with role players to test fundamental elements of the training. You will be introduced to other attendees and learn of each other's backgrounds and experience, including that of the consultants delivering the workshop. Following this, the Control Risks 'Special Risks Analysis' team will provide you with an up-to-date analysis of kidnapping trends and risks globally. Your consultant will then take you through the critical elements of a kidnap for ransom incident, breaking down the practical and critical managerial considerations.

Our training package includes

- Responding to and containing a life threatening and developing kidnap incident
- Building skills as crisis decision makers
- Establishing a cohesive, multi-level, crisis management organisation
- Dealing with the other stakeholders, including planned and unplanned contact
- Developing and implementing a negotiation strategy
- Managing the communications and the family
- Understanding and developing a financial strategy

Who should attend?

This workshop is designed for any person who:

- Has attended a kidnap incident management workshop within the last four years and/or
- Has practical experience of managing a kidnap, or similar, life threatening, situation in the past six years and/or
- Through their corporate position, is likely to be involved in the management of a kidnap situation

Price

Please contact Control Risks Training Solutions for more information.

This workshop can be offered as a bespoke package for your organisation and/or as an open enrolment registration for individuals interested in developing their skills in kidnap management. Please contact training@controlrisks.com for more information on delivery and pricing.

➤ Family and Witness Liaison Workshop



1/2

INTERACTIVE
WORKSHOP

DAY

➤ **Click here**
to book a place or email:
training@controlrisks.com

In responding effectively to a significant incident or event it is imperative that the crisis management organisation earns the confidence of the family and those involved which may include witnesses from the outset and maintains that confidence throughout.

Control Risks' Family and Witness Liaison training provides an understanding of the issues those in the role are likely to face, and the procedures to be followed. Participants will be provided with a thorough understanding of the recommended tools and techniques.

Our training package includes

- Roles of the family/witness liaison coordinator and liaison representative
- Dealing with difficult requests
- Supporting the family and witnesses
- Building rapport with the family/witness and managing relationships
- Post-incident management

Who should attend?

Designed for those responsible for supporting the family of a victim or witness either directly or indirectly, throughout an incident.

Following completion of the course each participant will receive a certificate of completion outlining the training received and the date of attendance.

Price

Please contact Control Risks Training Solutions for more information.

➤ Kidnap Communicators and Negotiation Skills Workshop



1/2

DAY

INTERACTIVE
WORKSHOP

➤ **Click here**
to book a place or email:
training@controlrisks.com

The aim of this workshop is to develop bespoke communication skills to assist the communicator in better understanding how to communicate in a kidnap scenario. Type of listening and communication skills includes fundamental mechanisms of communication, active listening skills, communication to influence behavioural change and kidnap negotiation strategies. This training is directed at the negotiator, who is the person who will speak to the perpetrators, using short practical scenarios.

Our training package includes

- Understanding the fundamentals of listening
- Active listening skills
- Behavioural change and influence
- Emotional intelligence
- Negotiation strategies
- Selecting a communicator
- Preparing for contact
- Managing communication

Who should attend?

Any crisis management team members who are or might be involved in the communication with the kidnappers or supporting family members in communication with the kidnappers.

Price

Please contact Control Risks Training Solutions for more information.

➤ Advanced Kidnap Incident Management Workshop (Bespoke)



2

INTERACTIVE
WORKSHOP

DAY

➤ **Click here**
to book a place or email:
training@controlrisks.com

The bespoke **2-day** advanced KFR exercise gives participants an opportunity to flex their incident management acumen and learn about how a KFR incident generally plays out. As part of the exercise, participants will be required to manage a simulated KFR incident.

Instead of a discussion-orientated table-top exercise, scenario developments to this advanced exercise will arrive in the form of slides and discussion points guided by Control Risks, as well as other inputs such as fabricated newspaper, radio and TV messages, and calls and emails from simulated stakeholders. Role players will be used throughout the exercise to underscore the challenge of managing the varied stakeholders, some of whom may work at cross purposed during such an incident. Such an interactive exercise will force participants to consider and perform all the relevant activities in a crisis management situation, including dealing with the pressures of time constraints and scarcity of information. Above all, organisations will have to determine how best to coordinate and execute their collective response.

Our training package includes

- The anatomy of kidnap for ransom management
- Assessing a kidnap for ransom
- Initial actions
- Priorities and principles of Proof of Life
- Identifying and working with critical stakeholders, such as:
 - Authorities and Governments
 - Media
 - Families
 - Legal and financial
- Forming a crisis management response
- Critical decision making
- Communicating with the kidnappers
- Financial strategies
- Reaching an agreement
- Payment sequences and couriers
- Release and recovery
- Post release hostage care

Who should attend?

Crisis Management team members such as: Media, Legal, Finance, HR, security, Comms internal/external, crisis chairs, etc.

Price

Please contact Control Risks Training Solutions for more information.

➤ Demonstrate your Duty of Care

Our training allows you to implement a robust and auditable duty of care programme for your employees demonstrating the commitment you take to ensure their safety and security at all times.

Global reach

We deliver training from international facilities in Europe, North America, Latin America, East and West Africa, the Middle East and Central Asia and can conduct training directly at our your facilities and project locations.

Expert team

Our instructors are selected for their breadth of knowledge and expertise, having lived and worked in high-risk and complex regions around the world. They are supported by the very latest operational knowledge and country information provided by our global team of risk analysts.

Accredited training provider

We are recognised as one of the global market leaders in security training in the UK. We are a Pearson-approved centre to deliver BTEC courses (Business and Technology Education Council) providing assurance in our delivery approach and standards.

Control Risks is one of the world's leading providers of crisis management services. Our consulting team have provided training and support to corporate, government, NGO, and private clients worldwide since 1975. We work at any scale from a multi-agency national emergency to small, one room crisis teams. Control Risks take a progressive approach to capability building, gradually increasing challenge in parallel to skills increase.

	1,000+		500+		10,000+
courses delivered		certificates awarded		course attendees	

Our clients

						
Technology	Insurance and finance	Oil and gas	Construction	Manufacturing	Legal services	News agencies
						
Mining	Maritime	Government	Humanitarian	Security	Retail and eCommerce	Media broadcasters

➤ Your Training Solutions Team



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S1 S2 *Wiederholung*
spars. ...
context spars.

