



# IMS - Duty Officer Role

## At a glance...

### Assessed Customised Provision

Duration Notes:	4 hours
Delivery Method:	E-learning

### Introduction

To provide participants with greater knowledge of the specific role of Duty Officer in the Incident Management System.

### Overview in brief

To provide participants with greater knowledge of the specific role of Duty Officer in the Incident Management System.

This is for either internal working or external interoperability and/or coordination with other organisations and the emergency services using JESIP.

The delivery method for this course is either E-Learning or Classroom

### The finer details

This course provides knowledge and assessment on:

- Principles of Incident Management
- Duty, Response and Recovery Officer
- Shared Situational Awareness and Decision Making
- After Action Review and Organisational Learning

### Who should attend?

Staff who provide a Duty Officer role within their organisations. This may include National or Local Duty Officers, as part of a Duty Officer/Out of Hours system/lone working systems and managing Response and/or Recovery Officers.





This can be for a wide range incident types and events including, but not exclusive too; Plant Health, Animal Health, Wildfires, Missing Persons, Pollution, Storms/High Wind damage (including windblow) as well as recreation sites, visitor centres, public engagement, volunteer programmes, festivals and concerts.

## What will be covered?

The following is covered:

- What is Incident Management and the core principles as defined in the Incident Management System (IMS)
- Role, Responsibilities and Tasks of the Duty Officer, Response and Recovery Officer.
- Relevant Incident Management processes
- How to improve shared situational awareness and decision making.
- How to be part of an effective After Action Review

