



# MAJOR EMERGENCY MANAGEMENT TRAINING INTRODUCTION





If an incident occurs, the first minutes of the response are critical to escalation prevention and to the successful conclusion of the event.



The Emergency Manager (EM) has the primary duty of identifying the problem, determining the correct level of response and ensuring that this response is implemented

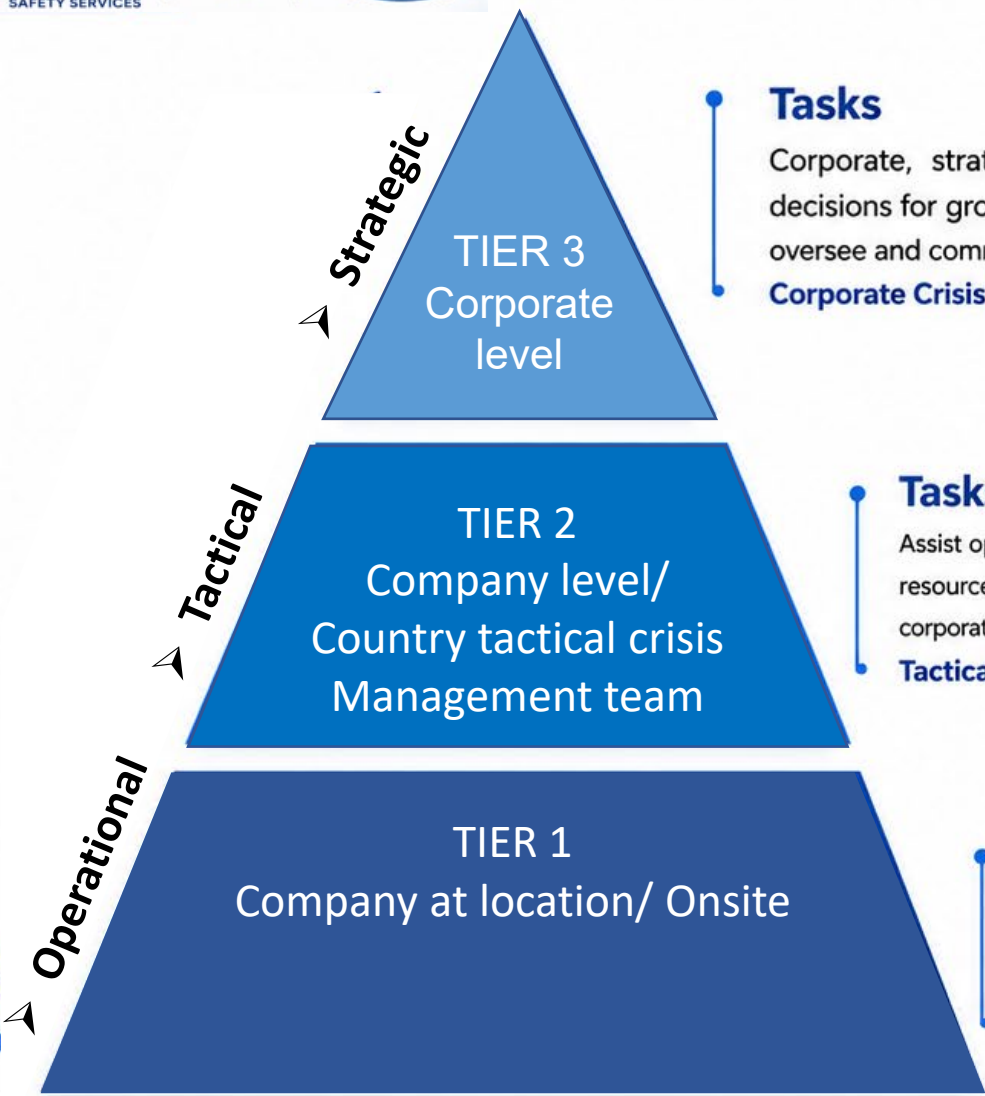


Events need to be anticipated, a plan formulated, and the Emergency Management Team (EMT) must support the manager's decisions and act accordingly.



The performance therefore of an emergency manager in a facility located in a remote onshore or offshore location where assistance is limited is critical, so proper training and assessment is essential.





**Tasks**

Corporate, strategic media, strategic decisions for group/corporate level, HR, oversee and communicate with tactical level  
**Corporate Crisis Management Plans**

**Tasks**

Assist operational level, media/spokesperson resources, HR/Next of kin, communicate with corporate level, liaison with customers/contractors  
**Tactical Crisis Management Plans**

**Tasks**

Rescue, incident combat, normalization, communicate with tactical level  
**Site Specific Emergency Response Plans**

**Levels of Management**



**Learning Outcomes**

# CERTIFICATIONS



This is to certify that

## Falcon Safety Services Sdn Bhd

has been approved as an OPITO Training  
and/or Assessment Centre for the delivery of

Major Emergency Management - Initial  
Response Training  
7228

on 3rd July 2023

John McDonald  
Chief Executive Officer

OPITO Approval is subject to ongoing Quality Assurance, carried out by OPITO.  
Approval may be suspended or withdrawn if, in the opinion of OPITO, the requirements  
of the relevant OPITO Criteria are no longer being met.



This is to certify that

## Falcon Safety Services Sdn Bhd

has been approved as an OPITO Training  
and/or Assessment Centre for the delivery of

Control Room Operator Emergency Response  
Standard  
9004

on 20th July 2023

John McDonald  
Chief Executive Officer

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of the relevant OPITO Criteria are no longer being met.



This is to certify that

## Falcon Safety Services Sdn Bhd

has been approved as an OPITO Training  
and/or Assessment Centre for the delivery of

OIM Controlling Emergencies  
7025

on 20th July 2023

John McDonald  
Chief Executive Officer

OPITO Approval is subject to ongoing Quality Assurance, carried out by OPITO.  
Approval may be suspended or withdrawn if, in the opinion of OPITO, the requirements  
of the relevant OPITO Criteria are no longer being met.



This is to certify that

## Falcon Safety Services Sdn Bhd

has been approved as an OPITO Training  
and/or Assessment Centre for the delivery of

Plant Manager/Incident Commander Initial  
Response Training  
9030

on 5th September 2025

Stephen Marcos  
Jones

OPITO Approval is subject to ongoing Quality Assurance, carried out by OPITO.  
Approval may be suspended or withdrawn if, in the opinion of OPITO, the requirements  
of the relevant OPITO Criteria are no longer being met.

# CENTRE APPROVAL



FALCON SAFETY SERVICES



## Certificate Of Approval

This is to certify that

**PST ICC**

(A division of PST Training JSC)

Facility has been approved to deliver in collaboration with

**Falcon Safety Services**

**Major Emergency Management – Initial Response Training  
(OPITO Approved)**

**OIM Controlling Emergencies  
(OPITO Approved)**

**Control Room Operator Emergency Response  
(OPITO Approved)**

**Plant Manager/Incident Commander Initial Response Training  
(OPITO Approved)**











**Onsite**

2<sup>nd</sup> May 2026

  
Chief Operating Officer

  
Managing Director

# OUR **EMERGENCY MANAGEMENT** PRODUCTS

 COURSE CODE	 TITLE	 DURATION
<b>FS-7228</b>	Major Emergency Management - Initial Response Training (OPITO Approved)	 4 days
<b>FS-7025</b>	OIM Controlling Emergencies (OPITO Approved)	 3 days
<b>FS-9004</b>	Control Room Operator Emergency Response (OPITO Approved)	 3 days
<b>FS-4022</b>	Plant Manager / Incident Commander (OPITO Approved)	 4 days
<b>FS-4021</b>	Emergency Planning & Crisis Management	 1 day
<b>FS-4024</b>	Onshore Management of Major Emergencies	 2 days
<b>FS-4027</b>	MOME for Designated Person in Charge	 2 days

# Major Emergency Management – Initial Response Training (OPITO Approved)



**CERTIFICATE VALIDITY**  
No Expiry



**DURATION**  
3 Days



### WHO IS THE TRAINING FOR?

The target group is for personnel designated as being in charge of, are members of, or provide support to an emergency management team in an emergency.



### WHAT DOES THIS TRAINING COVER?

The objective of the training is to equip personnel with formal training in command, control, communications, and stress-related factors in the management of major emergencies. In addition, this program also provides initial emergency management training for personnel who are undertaking a training and competence program to progress to the role of an emergency response manager.



### HOW TO SUCCESSFULLY COMPLETE THIS TRAINING?

To achieve the Major Emergency Management – Initial Response Training, the learner will need to complete the 2 mandatory units.



### TRAINING SUMMARY

- Major Emergencies types and the managers responsibilities
- The Emergency Manager Role
- The Emergency Command Centre (ECC) Facilities and Information Management
- Pre-Planning and Maintaining a State of Readiness
- Dealing with Stress
- Review, manage and assess the information available in an emergency situation in a timely manner
- Establish priorities and take effective action
- Implement predetermined emergency plans and procedures in the context of the current emergency
- Efficiently communicate information and instructions
- Effective communication with all appropriate external agencies
- Monitor and Control Resources
- Evaluate progress and communicate changes in plans and priorities
- Effectively delegate authority and manage individuals and teams
- Effectively manage themselves and the team during a major emergency including managing the effects of stress in themselves and others



### LEARNING OUTCOMES

Learners will be appraised against the outcomes specified in accordance with the assessment guidance detailed in each unit. Please click on the link to access the details of the [Product Unit Outcomes – OPITO Major Emergency Management – Initial Response Training](#)



### PRE-REQUISITES

There is no pre-requisite required for this training.

Training activities contained within this training may include physically demanding and potentially stressful elements. All learners who participate in such activities must be capable of participating fully, therefore prior to participating in practical exercises, all learners must undergo a medical screening.

The responsibility for declaring any current or pre-existing medical conditions that could have adverse effects to the individual's state of health while undertaking the training lies with the learner and/or sponsoring company of the learner.



### TRAINING CONTENT

Duration (In minutes)	Lesson Description	Theory / Practical
45	Course Introduction	T
75	Major Emergency Types And Managers Responsibilities	T
15	Break	-
45	Major Emergency Types And Managers Responsibilities	T
75	Emergency Manager	T
60	Lunch	-
75	Emergency Command Centre Facilities And Information Management	T
30	Preplanning And Maintaining A State Of Readiness	T
15	Break	-
75	Preplanning And Maintaining A State Of Readiness	T
30	Dealing With Stress	T
45	ERP Familiarization And Application	T
15	Break	-
120	Desk Top Scenario / Time Out Forms / Time Out Practical Demonstration / Exam Test	T
60	Lunch	-
105	Practical Scenarios	P
15	Break	-
75	Practical Scenarios	P
75	Practical Scenarios	P
15	Break	-
120	Practical Scenarios	P
60	Lunch	-
105	Practical Scenarios	P
15	Break	-
75	Practical Scenarios	P

T = Theory      P = Practical      - = Not Applicable

# Offshore Installation Manager – Controlling Emergencies (OPITO Approved)



## WHO IS THE TRAINING FOR?

This Product is for personnel who have been deemed ready by their employer to be formally assessed in the role of an OIM during an emergency situation.

The oil and gas industry recognizes that a major objective is to prevent incidents occurring and, if they do occur, to control them and minimize their effect. It is important, therefore, to set common standards and to ensure that personnel are continuously trained, assessed and re-assessed against these summaries of best practice.

Before employees can be assessed against standards, they will require the knowledge and skills to enable them to carry out the tasks involved. This may require basic training, practice, relevant experience or regular drills and exercises to be undertaken before an official assessment can be held.

This Product introduces and describes the competence statements, safety training and further practice for OIMs controlling emergencies. It also explains how competence shall be assessed and certified for this role.

It must be recognized that this document is only part of a broader training programme. There will also be company and installation specific emergency response training most of which will be conducted offshore as drills and exercises.

It is the responsibility of the Duty Holder to ensure the competency of the OIM Controlling Emergencies. A major factor in the judgement should be the performance of the OIM in controlling emergencies under simulated conditions according to this OPITO Product. It is however important to note that such simulated assessments should be firmly placed in the context of the overall process employed by the Duty Holder. This process should include the company selection, training and on the job appraisal and assessment procedures, the competence profile of the OIM or potential OIM together with the record of their past experience, particularly any experience of controlling real incidents or emergencies.



## WHAT DOES THIS TRAINING COVER?

This Product covers the formal assessment of the learner in the role of an OIM during an emergency situation in a simulated environment.



## CERTIFICATE VALIDITY

No Expiry, it is recommended that learners are re-assessed, as a minimum, every 3 years.



## DURATION

1 – 3 Days depending on number of candidates



## TRAINING CONTENT

Duration (In minutes)	Lesson Description	Theory / Practical
45	Course Introduction	T
75	Explanation On OPITO Standards	T
15	Break	-
45	Demonstration Of Practical Scenarios	P
75	Practical Scenario Assessments	P
60	Lunch	-
105	Practical Scenario Assessments	P
15	Break	-
75	Practical Scenario Assessments	P

T = Theory

P = Practical

- = Not Applicable



## HOW TO SUCCESSFULLY COMPLETE THIS TRAINING?

To achieve the OIM Controlling Emergencies Competence the learner will need to complete the 1 mandatory unit.



## TRAINING SUMMARY

- Maintaining a State of Readiness
- Assessing the Situation and Taking Effective Action
- Maintaining Communications
- Delegate Authority to Act
- Managing Individual and Team Performance
- Deal with Stress in Self and Others



## LEARNING OUTCOMES

Learners will be assessed against the outcomes specified in accordance with the assessment guidance detailed in each unit. Please click on the link to access the details of the [Product Unit Outcomes – OPITO OIM Controlling Emergencies](#)



## PRE-REQUISITES

There is no pre-requisite required for this training, however, it is recommended that candidates attend MEMIR training in advance.

Training activities contained within this training may include physically demanding and potentially stressful elements. All learners who participate in such activities must be capable of participating fully, therefore prior to participating in practical exercises, all learners must undergo a medical screening.

The responsibility for declaring any current or pre-existing medical conditions that could have adverse effects to the individual's state of health while undertaking the training lies with the learner and/or sponsoring company of the learner.



## PROOF OF LEARNER IDENTITY

All learners are required to bring photographic identification to the course, such as Government Identification Card, Passport or Driving License. Should you have any queries on this, please contact our centre administration prior to your course.

# Control Room Operator – Emergency Response (OPITO Approved)



**CERTIFICATE VALIDITY**  
No Expiry, it is recommended that learners are re-assessed, as a minimum, every 3 years.



**DURATION**  
1 – 3 Days depending on number of candidates



## WHO IS THE TRAINING FOR?

This Product is for personnel who have been deemed ready by their employer to be formally assessed in the role of a CRO during an emergency situation.



## WHAT DOES THIS TRAINING COVER?

This Product covers the formal assessment of the learner in the role of the CRO during an emergency in a simulated environment.

The objectives are to ensure competence in the following:

- Maintaining a state of readiness
- Controlling critical situations
- Emergency response coordination



## HOW TO SUCCESSFULLY COMPLETE THIS TRAINING?

To achieve the Control Room Operator Emergency Response the learner will need to complete the 1 mandatory unit.



## TRAINING SUMMARY



How to maintain a state of readiness



How to control critical situations



How to co-ordinate the response to emergencies



## LEARNING OUTCOMES

Learners will be assessed against the outcomes specified in accordance with the assessment guidance detailed in each unit. Please click on the link to access the details of the [Product Unit Outcomes – OPITO Control Room Operator Emergency Response Standard](#)



## PRE-REQUISITES

A formal declaration and supporting evidence from the learner's employer confirming that the learner has achieved the performance criteria in Outcomes 1 and 2 in the workplace and that the learner has been deemed ready for formal assessment.

Training activities contained within this training may include physically demanding and potentially stressful elements. All learners who participate in such activities must be capable of participating fully, therefore prior to participating in practical exercises, all learners must undergo a medical screening.

The responsibility for declaring any current or pre-existing medical conditions that could have adverse effects to the individual's state of health while undertaking the training lies with the learner and/or sponsoring company of the learner.



## TRAINING CONTENT

Duration (In minutes)	Lesson Description	Theory / Practical
45	Course Introduction	T
75	Explanation On OPITO Standards	T
15	Break	-
45	Demonstration Of Practical Scenarios	P
75	Practical Scenario Assessments	P
60	Lunch	-
105	Practical Scenario Assessments	P
15	Break	-
75	Practical Scenario Assessments	P

T = Theory

P = Practical

- = Not Applicable

# Plant Manager / Incident Commander Initial Response Training (OPITO Approved)



**CERTIFICATE VALIDITY**  
No Expiry

**DURATION**  
3.5 Days  
depending on number of candidates



## WHO IS THE TRAINING FOR?

This Product is for personnel who are either designated as being in charge of, are members of, or provide support to an incident management team in an emergency.



## WHAT DOES THIS TRAINING COVER?

This Product equips personnel with formal training in command, control, communications and stress-related factors in the management of major emergencies. In addition, this programme also provides initial emergency incident management training for personnel who are undertaking a training and competence programme to progress to the role of a Plant Manager / Incident Commander.



## HOW TO SUCCESSFULLY COMPLETE THIS TRAINING?

To achieve the Plant Manager/Incident Commander Initial Response Training the learner will need to complete the 2 mandatory units.



## TRAINING SUMMARY

The objectives of the Plant Manager / Incident Commander Training are that learners will be able to:

- ✓ Understand the key factors of preparing for, responding to, and maintaining control throughout the development or escalation of an emergency situation.
- ✓ Learn how to manage communication, emergency-related information and put into place predetermined plans at the point when the emergency alarm has been raised, to the point when the Plant Manager / Incident Commander is assured that the emergency is over.
- ✓ Understand how stress can impact on individuals and team performance during emergencies.
- ✓ Have the opportunity to role-play as the Plant Manager / Incident Commander in a number of specific types of emergency scenarios is a key element of the training programme and is backed up by constructive feedback from the course instructional team.



## LEARNING OUTCOMES

During the training programme, participants will be required to demonstrate their skills and understanding in the following key areas.

UNIT OIS-192	UNIT OIS-193
1. Major Emergencies types and the managers responsibilities	1. Review, manage and assess the information available in an emergency situation in a timely manner
2. The Plant Manager / Incident Commander Role	2. Take Effective Action
3. The Emergency Command Centre (ECC) Facilities and Information Management	3. Implement pre-determined emergency plans and procedures in the context of the current emergency
4. Pre-Planning and Maintaining a State of Readiness	4. Efficiently communicate information and instructions
5. Dealing with Stress	5. Communicate effectively with all appropriate external agencies
6. Incident Briefing and Time Out Performance	6. Monitor and Control Resources
	7. Evaluate progress and communicate changes in plans and priorities
	8. Effectively delegate authority and manage individuals and teams
	9. Effectively manage themselves and the team during a major emergency including managing the effects of stress in themselves and others
	10. Incident Briefing and Time Out Performance



## PRE-REQUISITES

There are no prerequisites for the Plant Manager/Incident Commander Initial Response Training programme.

- Training and / or assessment activities contained within this training may include physically demanding and potentially stressful elements.
- All learners who participate in such activities must be capable of participating fully.
- Learners are required to undergo medical screening by completing an appropriate medical screening form provided by the OPITO-approved centre.
- The responsibility for declaring any current or pre-existing medical conditions that could have adverse effects to the individual's state of health while undertaking the training and/or assessment activities lies with the learner and/or company sponsoring the learner.



## TRAINING CONTENT

Duration (In minutes)	Lesson Description	Theory / Practical / Demonstration
<b>DAY 1</b>		
30	Registration, Safety brief and Introduction	T
75	Training objectives, duration and outcomes Major Emergency Types and Managers responsibilities	T
15	Break	-
120	Major Emergency Types and Managers' responsibilities The Plant Manager / Incident Commander Role	T
60	Lunch	-
105	The Emergency Command Centre (ECC) Facilities and Information Management	T
15	Break	-
90	Pre-Planning and Maintaining a State of Readiness End of day 1 Review and Questions	T
<b>DAY 2</b>		
60	Dealing with stress	T
75	Incident Briefing and Time Out Performance	T
15	Break	-
	Time Out Forms / Time Out Practical Demonstration Written Questioning	T / P
60	Lunch	-
90	ECC room and Equipment Familiarization Demonstration of Practical Elements of Major Emergency Management	D
15	Break	-
60	Practical Elements of Major Emergency Management Learner 1 – Scenario 1 (choose scenario from 1 -12) including appraisal session	P
60	Practical Elements of Major Emergency Management Learner 2 – Scenario 1 (choose scenario from 1 -12) including appraisal session End of day 2 Review and Questions	P
<b>DAY 3</b>		
-	Multiple scenario practical sessions (Scenario 1 & 2 rotations): Learner 3 to 6 – Scenario 1 and Learner 1 & 2 – Scenario 2 (including breaks, lunch and reviews)	P
<b>DAY 4</b>		
-	Multiple scenario practical sessions (Scenario 2 rotations): Learner 3 to 6 – Scenario 2 (including breaks, lunch and reviews)	P
15	End of Training, Final Review, Evaluation and Certification	-
60	Lunch	-
<b>T = Theory    P = Practical    D = Demonstration    - = Not Applicable</b>		



- Scenario 1-12 is to be decided by the appraiser.
- Each learner must perform as the Plant Manager/Incident Commander in at least two emergency simulated scenarios. For practical elements of the course, a detailed learner rotational matrix will be produced by the course director.

# GALLERY



# MEET OUR TEAM



**TEOH CHENG BOON** – 30 years offshore experience and serving as OIM. Qualified instructor and assessor.



**CAPT. JAMAL** – 15 years teaching experience as instructor and assessor.



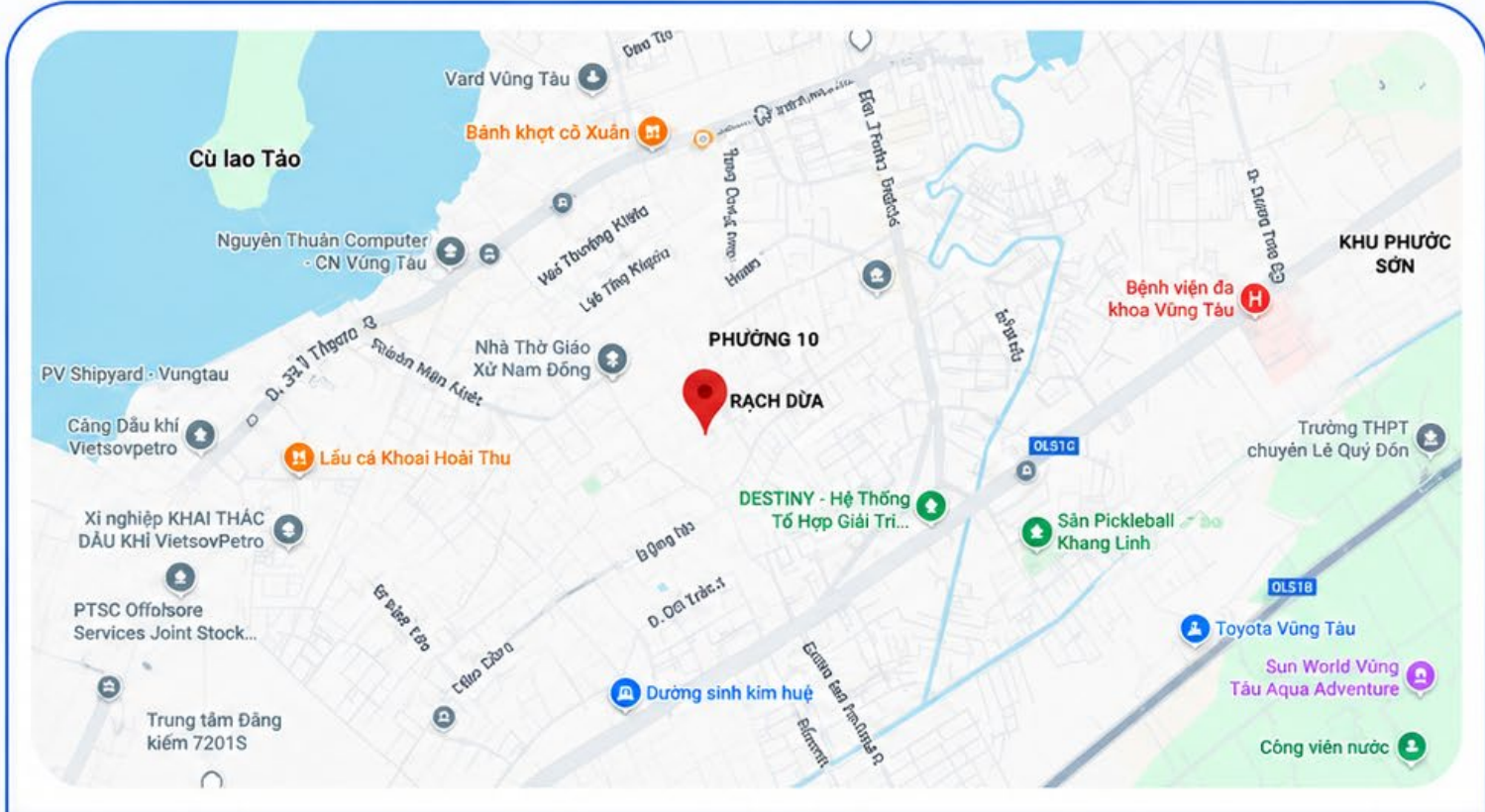
**RICHARD NG** – 15 years teaching experience in Emergency Management. Qualified instructor and assessor.



**Haidar Bin Jamal** – 12 years teaching experience as course director.



# LOCATION IN VIETNAM



**26 Han Thuyen Street, Rach Dưa Ward,  
Ho Chi Minh City, Vietnam**



SAFETY • QUALITY • EXCELLENCE

