

# Managing and Responding to Potential Telephone Bomb Threats...

Our Telephone Bomb Threat Awareness course, is a training aid for any person who may receive a bomb threat via telephone in the work place. This comprehensive online training course is designed to help organisations combat the potential disruption, and disturbance caused by telephone threats, training employees to handle the threat both during the call, and immediately afterwards.

This course is not intended to train a person to become a bomb-threat assessor. The TBT course is a training aid to ensure students are fully aware of the correct procedure to follow, that they retain and record as much information as possible, and avoid the panic that can result, from a bomb threat call.



## TBT Telephone Bomb Threat

Nearly all bomb threats are made by telephone. Two reasons can be attributed to a bomb threat telephone call:

- The caller has knowledge that a bomb has been or will be placed and wants to minimise personal injury or property damage by alerting persons in the target area;
- The caller is placing a hoax call with the intention of disrupting normal activities and causing inconvenience and disturbance.

Without prior preparation and training, panic can result from a bomb threat call. Panic is an infectious fear capable of spreading quickly and substantially increases the potential for injury. Our CD-based TBT course helps you minimise the potential for panic by training staff how to handle a telephone bomb threat, both during the call (to obtain as much information as possible to assist the police and security forces in identifying the caller) and immediately after the call to ensure that the necessary responses and procedures – including evacuation – are correctly followed.

A positive security culture amongst staff is one of the most important aspects of effective security. All staff likely to dealing regularly with incoming telephone calls should undertake telephone bomb threat training to help them to understand how to respond to such calls, the processes and procedures necessary to obtain as much information as possible, and what they are expected to do during and after receiving a telephone bomb threat.

# Student Skills

Upon completion of the CD course, your staff will, through discussion and skill practice, be able to:

- Identify the types of people or groups who may make a telephone bomb threat
- Understand the caller's motivation and objectives
- Recognize the difficulty of recording information from the spoken word
- Undertake the correct actions during the call
- Decide what action to take after the call has ended

Continuously updated, TBT breaks the traditional styles of security training, reduces costs and allows your staff to complete their training programmes, undertake refresher courses and keep abreast of trends and developments from any PC with an integral CD/DVD drive.

This course is not intended to train a person to become a bomb-threat assessor. TBT is a training aid for any person who may answer a telephone at their place of work and could potentially receive a bomb threat over the phone.

## TBT course overview

**Lesson 1:** How it works

**Lesson 2:** Aims & Objectives

**Lesson 3:** Background Information

**Lesson 4:** Who Makes Calls?

**Lesson 5:** Recording Information

**Lesson 6:** Threat Identification – IED's

**Lesson 7:** Exercises

**Lesson 8:** Practicalities

## The Learning Academy

At Quadratica UK we are continually looking for ways to provide our customers with the best functionality, in the most economic format. Training can be expensive, and the quality of instruction can vary from trainer to trainer. Our online training courses deliver high quality training, every time.

Scheduling training for a large work force no longer requires the cost of training rooms, or taking staff off the floor. Our courses are available 24 hours a day, 7 days a week, so training can be scheduled around staff availability and convenience.

To keep our clients' training overheads down, we have priced our courses by the unit – if only 2 people require training, our clients only pay for 2 units, whereas a certified instructor will often charge the same amount whether they are training 2 or 20 people.

We provide training managers with the best possible tools to educate their security staff by continually developing ground breaking technologies. Our products are designed with a strong focus on our customers' ever evolving needs and the shifting landscapes of the security industry.