



Emergency Planning College

The Hawkhills
Easingwold
York
YO61 3EG

E-mail epc.coursesupport@cabinet-office.x.gsi.gov.uk

Telephone 01347 821406

Fax 01347 822575

Web www.epcollege.gov.uk
www.ukresilience.info

Dear Colleague,

Thank you for registering for the **Emergency Control Centre Operations** course. This course aims to equip you with the knowledge and skills required to manage information, processes and staff in a control centre environment.

We would normally expect participants on this course to have completed the **Introduction to Civil Protection** course, or at least be familiar with the requirements of the Civil Contingencies Act (2004).

In order to get the most out of the course please read the information below and prepare for the course as suggested.

1. **What to do now:** For those of you who are new to Civil Protection, or indeed those who may wish a refresher before coming on a course, please go to our pre-course work link and read the pre-course work, before attending this course.
2. **What to bring to the course:** there is nothing that you must bring to this course, although copies of existing control centre manuals, emergency plans and protocols that you might want to reflect on and discuss during the course might be useful.
3. **How the course is delivered:** The course will be based around presentations by College trainers and group and individual exercises that help you apply the frameworks and concepts to your own situation. The emphasis at the College is on highly interactive courses and you will be encouraged to share experiences, ask questions and explore issues in the interests of your own learning and that of other participants.

We look forward to seeing you at the College and please do not hesitate to contact our course support team if you have any queries.

Yours faithfully

Course Support Manager

