



Special Assistance Team Member

Alternatively called Carers, CARE Teams and Support Teams, SAT members provide the crucial personal interface between the Company and affected persons (victims, families, employees).

Initial training for new SAT personnel and refresher training for others.

The Training

This self-study, e-learning provides the knowledge and key-skills to assist and support people during an emergency. Situations could include the first encounter with a grieving family member or meetings with company colleagues who were directly affected by the incident.



**Average online learning time
for this course is 2.5hrs.**

Course Topics

- The responsibility to help others
- Crisis management challenges
- Preparation for deployment
- First encounters – what to expect
- Working with families in crisis
- Supporting families at briefings and meetings
- Record keeping and administration
- Saying goodbye and return to normal work
- Self-care



Content

The training is targeted at those new to SAT duties. A modern programme, case studies and reflections will also be useful as refresher training for previously qualified personnel. To add context to the training, students will first consider the fundamentals of crisis management before following a chronological study of SAT duties. The multi-media content will provide SAT members with the practical information to make them ready for their first assignment.

Variety of Training Media

- Audio-video in all modules
- Real film clips and photographs to reinforce training points
- Multiple-choice progress tests
- Interviews with experienced SAT members

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Fees



Individual Student

All fees include:

- Online access to the e-learning material
- 3-month access from first use
- Technical support
- Professional helpline (questions and clarifications via e-mail)

1 – 5 students - £150 per student

6 – 10 students - £135 per student

11 – 20 students - £122 per student

21+ students - Please contact CrisisVR for fees

Virtual Reality Simulations

This e-learning course can be supplemented by Virtual Reality simulations that allow students to practice their interactions and enhance their soft skills. Optional VR modules, either pre-recorded or live meetings with expert role-players, are available on request. CrisisVR also offers traditional classroom SAT training by internationally experienced trainers.

Corporate

The training will be tailored to make it look and feel like a company product, familiar to colleagues and including company-specific material.

Fees can include:

- Company branding
- Inclusion of company policies, procedures and organisation
- Multiple languages
- Consultation time with subject-matter expert
- Professional updates to material

Customisation and branding to client specification. Web-based management dashboard for control of course users, reports and metrics. £5000 - £7000 (one-time fee).

Corporate 12-month licence to use the training. The fee will be determined by the number of students (usernames issued) required during the licence period.

Contact Us

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