

D38.2 Training Programmes for Front-line Employees and Passengers

AT001: Security Awareness Course – Situational Training (SIT) for Front Line Employees

AT002: Security Awareness Course for Heterogeneous Groups of Passengers

AT003: CBT PREPARATION MANUAL

PUBLIC SUMMARY ONLY (PS)

Reference SCR-WP38-D-HCO-087-PS

Note: this document reports only the Public Summary of a non-public document. The full document identification is noted here below for information.

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1 Public Summary

1.1 AT001

The deliverable D38.2 “Training Programmes for Front-line Employees and Passengers” - AT001 “Security Awareness Course – Situational Training (SIT) for Front Line Employees” focuses on security training courses developed for front line employees in mass transportation systems. The individual lesson plans are geared to the following initial situation:

Today more than ever, transport companies are faced with an uncertain, ever-changing world. Often, they have to operate under new and unknown circumstances and make far-reaching decisions without having sufficient information to do so. In addition, time pressure and stress usually make things even more difficult. Despite this, the public still expects a reliable, around the clock service. The staff’s performance capability should at no time be impaired; otherwise this could lead to a danger for the health and safety of human beings. However, human beings are not perfect, especially in situations that present challenges, which fall outside their normal routine. Even extremely experienced staff members may not always act in the optimal way in relation to responsible risk avoidance and minimisation. However, in view of recent developments this can have serious far-reaching consequences. In the recent past, international terrorists have successively targeted public transport systems. Moreover, there exists a whole range of further threats – including vandalism, disrespectful behaviour and physical assaults – which can place customers and public transport staff in difficult situations. Against this background, it has become an increasing necessity for public transport companies to protect themselves by developing appropriate security measures (security concept), as well as sensitising their staff towards certain dangers and at the same time, providing them with the skills to give quick and efficient assistance in emergency and crisis situations.

The deliverable illustrates in detail the objectives, target group, example of an agenda (content) and methodologies of the training programme in a generic way. Furthermore it shows the development of training kits and ways to implement training programmes in a mass transportation system.

The training content includes 8 major topics:

- Daily Threats – problems resulting from crime, fraud, fare evasion, anti social behaviour and the use of cold weapons
- Introduction to terrorism directed at public transport systems
- Past incidents and lessons learned
- Weapons and tactics of terrorists
- The objectives of the PTO’s security operation
- Basic awareness (front line staff)
- Identifying and handling suspicious objects
- Conflict management – customer interaction, civil courage and crime

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1.2 AT002

The deliverable D38.2 “Training Programmes for Front-line Employees and Passengers” - AT002 “Security Awareness Course for Heterogeneous Groups of Passengers” focuses on the training of passengers in mass transportation systems to increase their general awareness and enhance their skills to behave properly in situations of “everyday” and “non-everyday” security threats.

This is especially important as the objective number of criminal acts, as well as the level of perceived security, highly depends on the behaviour of the people involved. As passengers are the first on-site in the vast majority of cases, their immediate reaction is essential to provide a prompt and professional response by the PTO’s own security and/or operational personnel. At the same time, knowing how to behave adequately in critical situations and being familiar with security devices and procedures gives passengers a higher sense of security.

To achieve this target, the training content includes three different approaches:

1. Basic Awareness (Passengers): A guideline for the development of a social marketing campaign including an exemplary agency briefing
2. Civil Courage Kids: An outline for a civil courage workshop for children
3. Civil Courage Teenager: An outline for a civil courage workshop for teenager

The deliverable gives an overview of the objectives, target group, and methodologies of the developed training programme. Furthermore, it provides guidance on how to implement the outlined measures.

1.3 AT003

The objective of this manual is to prepare the content of a CBT (Computer Based Training) lesson that enables front line staff to refresh the following training lessons:

- Lesson 3.1c – Basic Awareness
- Lesson 4.1a – Customer Interaction
- Lesson 4.1b – Civil Courage
- Lesson 4.1c – Crime

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