



FearFree - Programme Portfolio 2019

Government,
Local Government &
Corporate



Why FearFree training?

FearFree offers a unique range of learning and training opportunities specifically designed for Government, local government and corporate clients.

Since 2009, FearFree has first-hand experience, expertise and detailed knowledge of the challenges faced by managers and staff in promoting H&S within Australasian workplaces.

With the advent of the revised Health & Safety at Work Act 2015 in the workplace legislation, there is no better time than now to provide cost effective risk mitigation training measures for your team.

To ensure high quality courses and workshops with relevance of offerings, FearFree only employs experienced and qualified facilitators, all being former Police or Military and many with operational United Nations experience, which gives indispensable and unmatched quality.

Given the importance of training and supervision as an effective way of promoting workplace health and safety, we will treat non-compliance with the HSE Act involving a lack of training or supervision as being very serious and are likely to prosecute employers or other relevant duty-holders (e.g. directors or agents).

So far as it is reasonably practicable, you must ensure the health and safety of workers, and ensure that others are not put at risk from your work.

 **WorkSafe NZ**

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Who we are?

Based in Australasia, FearFree is the preferred provider of training and consultancy for a growing number of organisations. Our main purpose is to increase the operational effectiveness of our clients.

We conduct a variety of learning and training activities, many held at the client's location, reducing downtime and ensuring better attendance by participants.

You are in good hands - all our team are fully licensed with the New Zealand Ministry of Justice.

We are also members of the All of Government (AOG) panel for operational risk.



How we can help you?



Safety & Security Consulting



Safety & Security Training



Bespoke training just for your team

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Our Face to Face Courses and Workshops at a glance

Staff Security Awareness

FearFree has a suite of 4 face-to-face training modules to heighten the security awareness of all staff in your organization.

We know this subject can be scary at times, and that is why we recommend face to face training where our experienced trainers can discuss staff concerns.

- Staff security- observation skills
- Staff basic terrorism awareness
- Workplace active shooter
- Staff security – managing suspicious mail and bomb threat

Customers & Conflict

FearFree's most popular and award finalist courses. Our focus is on keeping people safe. We practice situational awareness along with non-confrontation and de-escalation soft skills to keep people from getting into trouble and to get them out quickly when it occurs. Self-defence skills prepare people for the worst and give staff self-confidence.



Customer Conflict Awareness & De-escalation for Office-based staff



Personal Safety and Self Defence for Field staff

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Compliance

FearFree has been the preferred supplier of NZQA compliance qualifications. Our staff are supremely experienced in the investigative arts. Connecting investigative arts to our training on situational awareness and interpersonal skills, we offer the complete training package for compliance officers from basic to advanced levels.

FearFree offers basic packages tailored around NZQA requirements and bespoke compliance training based on your organisational requirements. We teach investigation skills, intelligence and evidence gathering, interviewing and statement taking skills: a comprehensive package increasing the capabilities of your staff and organisation.



Warranted/Compliance/Enforcement Officer- Basic



Warranted/Compliance/Enforcement Officer- Advanced



Interviewing, Statement Taking and Evidence Collection for Enforcement



Intelligence Courses

Bespoke Workshops



International Travel Safety



Cultural Awareness Workshop



Crisis Management Essentials for Managers and Supervisors



Problem Solving

Staff Security Awareness

Staff Security- Observation Skills

Like everything the only way to improve this skill is to actively practice.

Look around yourself now, what do you see? Have you noticed what the person sitting next to you is wearing?

What about a person on the other side of the room?

Target Audience

Suitable for all staff members

Duration

90 min

Content

Gain critical insight into the techniques used by enforcement officers to readily identify possible security situations. Find out what to do and how to act when you have detected suspicious behaviour.

Staff Basic Terrorism Awareness

The threat of terrorism is a very real possibility for New Zealand. Just like any other workplace risk, it requires managers to mitigate and prepare. This workshop outlines what the risk really is.

Target Audience

Suitable for all staff

Duration

90 min

Content

- Define terrorism
- How a terror cell operates
- Lone wolf
- Detection
- How to report
- How to react

Workplace Active Shooter Awareness

Staff must be prepared both mentally and physically to deal with an active shooter situation. FearFree offers specialised training packages on active shooter situations for both general staff and managers. In addition, FearFree offers a full range of consulting on this topic, from conducting site assessments to evaluating and/or writing policy and procedures for active shooter situations.

Target Audience

Suitable for all staff

Duration

90 min

Content

- Recognise characteristics of both an Active Shooter and an Active Shooter Incident
- Understand actions to take to prepare and prevent potential Active Shooter Incidents
- Learn actions you should take when confronted with an Active Shooter Incident.
- Learn actions to take when responding to Police/Tactical forces

Staff Security- Bomb Threat and Suspicious Mail/Courier Procedures

Would your team know what to do if they received a bomb threat or a suspicious courier package to your front counter or mail room?

Target Audience

Suitable for all staff, important for frontline and mail room.

Duration

90 min

Content

- What to look out for
- How to react and what to do
- How to preserve evidence
- Different types of threats

Customers & Conflict

Customer Conflict Awareness for Office Based Staff

Our most popular workshop and Health and Safety Awards 2013 finalist. Frontline staff who deal with members of the public need adequate skills to deal with difficult, angry or unwell people. Our Customer Conflict Awareness Course teaches these skills. It is based around sound decision making and a non-confrontational approach. De-escalation skills are at the fore: your staff's safety is paramount to us. We also teach some basic self-defence moves as a last resort. Robbery safety for cash handling staff can also be included.

Target Audience

All face-to-face operational team members

Duration

3 hours

Content

- NZ law in relation to workplace violence
- De-escalation techniques
- Break free from harm moves
- Robbery safety (optional)

When and where?

Course conducted at client's location when required

Personal Safety and Self Defence for Field Staff

Do your staff work unusual hours or work in isolation? Preparation is the key to field staff safety, being aware of where you are going and knowing how to approach - even how and where to park. This workshop looks at how to develop situational awareness and take advantage of key warning signs that trouble is on its way. Should you need to escape from harm we show you some basic law enforcement defence moves.

Target Audience

Lone workers, field staff

Duration

Full day

Content

- Situational awareness
- Tips and tricks to use if confronted
- Body language warning signs of trouble
- Self-defence moves to break away from trouble

When and where?

Course conducted at client's location when required

Compliance

Warranted/Compliance/Enforcement Officer-Basic

This course is designed for new enforcement and compliance officers to safely carry out their duties. It is a foundation course building knowledge and experience in the complicated world of inspections and warrants. Learn what a warrant entails, understand the law surrounding warrants and its implications, and how to use warrants in a safe manner by working on soft skills and situational awareness.

Target Audience

Warrant card holders, enforcement & compliance officers

Duration

One day

Content

- NZ law in relation to their duties
- De-escalation techniques
- Break free from harm moves
- Basic risk assessments

When and where?

Course conducted at client's location when required

Warranted/Compliance/Enforcement Officer-Advanced

Further to the basic course, this course is for the more experienced level of compliance enforcement officer. The two-day workshop looks specifically at the laws and bylaws that compliance officers operate within and enforce, and goes in depth into interviewing and gathering evidence in preparing cases that can be taken to court.

Target Audience

Warranted officers, enforcement and compliance officers, managers and supervisors

Duration

Two days in total

Content

- Specific law and bylaws
- Risk assessments
- Interviewing

When and where?

Course conducted at client's location when required

Interviewing, Statement Taking and Evidence Collection for Warranted/Compliance/Enforcement Officers

Successful compliance and enforcement is reliant on successful evidence gathering. This course focuses on successfully putting together a file from which enforcement can be initiated. Interviewing, statement taking, and evidence gathering techniques are practised and officers can gain practice giving evidence from people with court experience.

Target Audience

Warranted, enforcement and compliance officers. Managers and supervisors.

Duration

Two days in total

Content

- Learn the international recognised 'PEACE' method of interviewing
- NZ law in relation to interviews, statements and evidence
- Case studies
- Role play and scenarios
- Court procedures

When and where?

Workshop conducted at client's location when required

Intelligence Courses

Information does not mean intelligence: information needs to be sorted, classified and retrievable before it becomes intelligence. Access to good intelligence helps organisations better plan, identify and coordinate responses to issues and problems. Learn about the basics of intelligence gathering and how good intelligence can contribute to a better prepared organisation on this course.

Target Audience

Compliance, law enforcement, central and local government

Duration

Basic intelligence course: one day
Intermediate intelligence course: two days

Content

- Intelligence analysis process
- Legislation
- Privacy Act 1993
- Types of intelligence
- Methods disseminating intelligence
- Re-evaluation steps
- Collation process

When and where?

Workshop conducted at the client's location as required

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Others

International Travel Safety

So many basic security and safety situations can be avoided when you travel overseas with a little training. Before your group leaves home, why not have one of our team provide a tailor-made briefing on your exact destination.

Target Audience

Corporates, groups, sports teams and schools.

Duration

Low risk travel briefing: half day
High risk travel briefing: full day

Content

- Destination briefing
- Current security and safety situation at the location
- Risk mitigation measures
- Hot spots to avoid
- Hotel security
- Personal safety

When and where?

Workshop conducted at client's location as required. For government/ NGO clients, a full day course can be conducted at a government training facility

Cultural Awareness Workshop

This workshop is designed to help organisations to better understand how to better engage with multicultural workplaces or with culturally diverse clients.

Target Audience

All Staff

Duration

Half day

Content

- Introduction to culture and definition
- Cultural descriptors
- Cultural Influences
- Cultural tolerances
- Cultural tolerances in the workplace
- Communication tips

When and where?

Workshop conducted at the client's location as required.