

---

**Emergency Planning College**

The Hawkhills  
Easingwold  
York  
YO61 3EG

**E-mail** [epc.coursesupport@cabinet-office.x.gsi.gov.uk](mailto:epc.coursesupport@cabinet-office.x.gsi.gov.uk)

**Telephone** 01347 821406

**Fax** 01347 822575

**Web** [www.cabinetoffice.gov.uk/epcollege](http://www.cabinetoffice.gov.uk/epcollege)  
[www.ukresilience.info](http://www.ukresilience.info)

Dear Colleague,

Thank you for registering for the **Emergency Control Centre Operations** course. We would expect delegates to be familiar with the requirements of the Civil Contingencies Act (2004) or to have completed our **Introduction to Civil Protection** course.

This course will equip you with the knowledge and skills required to manage information, processes and staff in a control centre environment. 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 need a refresher before coming on a course, please go to our Civil Protection pre-course work link and read the information provided.
2. **What to bring to the course:** all course materials will be provided. However, delegates have found it helpful to bring copies of existing control centre manuals, emergency plans and protocols. You may wish to reflect on and discuss these during the course.
3. **How the course is delivered:** the course will be based around presentations followed by group and individual exercises that will help you apply the 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 delegates.

Please do not hesitate to contact our learning support team if you have any queries.  
We look forward to seeing you at the college.

Yours faithfully

**Learning Support Manager**