MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

E.T.F.A GRADE 2 AWARD IN SECURITY INCIDENT MANAGEMENT & INVESTIGATIONS

"Effectively Respond to, Manage, and Investigate Security Incidents with Professional Standards and Certification"

Schedule

Date	Venue	Fees
25 – 27 Feb 2026	Dubai, UAE	USD 2495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Security incidents—from theft and vandalism to breaches, workplace violence, and data loss—can have serious operational, reputational, and legal consequences. Security personnel must be trained not only to respond quickly, but also to investigate thoroughly and report accurately.

This 3-day certified course provides participants with the knowledge and practical skills to manage a variety of security incidents from first response through investigation and documentation. The E.T.F.A Grade 2 certification aligns with global best practices and gives security professionals formal recognition of their incident management and investigation capabilities.

Objectives

By the end of this course, participants will be able to:

- Understand categories and escalation procedures for different types of security incidents
- Apply correct procedures for first response, containment, and scene preservation
- Conduct structured and ethical investigations following international standards
- Collect evidence, conduct interviews, and complete incident documentation
- Identify and analyze root causes and risk factors to prevent recurrence
- Fulfill the assessment requirements of the E.T.F.A Grade 2 Award in Security Incident Management & Investigations

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Why Attend

- Earn a recognized international award that enhances your professional profile
- Gain practical tools to manage and investigate incidents in commercial and industrial settings
- Improve your readiness to act under pressure and lead response efforts
- Learn to conduct investigations that are audit-ready and legally defensible
- Build trust and credibility as a security leader within your organization

Target Audience

This program is designed for:

- Security supervisors and officers
- Corporate and industrial security personnel
- Facilities, safety, and emergency response teams
- Incident managers and internal investigators
- Anyone responsible for incident response and reporting in a security role

Individual Benefits

Key competencies that will be developed include:

- First response actions and control of active security scenes
- Investigation techniques and behavioral interviewing
- Evidence handling and documentation in line with legal expectations
- Root cause analysis and prevention planning
- Completion of E.T.F.A Grade 2 certification assessment

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- More effective response and containment of internal and external security threats
- Reduced risk of recurrence through thorough investigation and prevention planning
- Strengthened internal procedures for handling incidents and emergencies
- Increased staff competency in security operations and compliance
- Readiness for audit, legal proceedings, or regulatory inspections

Instructional Methodology

The course follows a blended learning approach combining theory with applied practice:

- **Incident Response Drills** – Simulation of theft, intrusion, and workplace disruptions
- **Investigation Workshops** – Evidence gathering, interviewing, and report writing
- **Case Studies** – Lessons from real-world security incidents
- **Peer Exchange** – Group reflection on handling conflict and escalation
- **Tools** – Checklists, report templates, and assessment forms for certification

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Course Outline

DETAILED 3-DAY COURSE OUTLINE

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Incident Response Foundations

Module 1: Understanding Security Incidents (07:30 – 09:30)

- Types of incidents: physical, behavioral, technical, criminal
- Classifications and response hierarchies

Module 2: Initial Response Protocols (09:45 – 11:15)

- Securing the scene and protecting evidence
- Communication, control, and escalation protocols

Module 3: Legal and Ethical Considerations (11:30 – 01:00)

- Rights of persons involved, code of conduct, chain of custody
- Jurisdictional responsibilities and liabilities

Module 4: Workshop – Live Incident Response Drill (02:00 – 03:30)

- Simulated break-in scenario with team role assignments

Day 2: Investigative Techniques and Tools

Module 1: Planning and Structuring the Investigation (07:30 – 09:30)

- Investigation plan, timeline, and team roles
- Information sources and investigation steps

Module 2: Interviewing Witnesses and Subjects (09:45 – 11:15)

- Interview vs. interrogation
- Behavioral cues, note-taking, and question structure

Module 3: Gathering and Preserving Evidence (11:30 – 01:00)

- Physical, digital, documentary, and testimonial evidence
- Maintaining chain of custody and documentation

Module 4: Workshop – Evidence Review and Interview Simulation (02:00 – 03:30)

- Teams conduct mock interviews and complete an evidence file

Day 3: Analysis, Reporting, and Certification Assessment

Module 1: Root Cause Analysis and Corrective Actions (07:30 – 09:30)

- Linking incident to systemic or human failure
- 5 Whys and incident classification frameworks

Module 2: Writing the Incident Report (09:45 – 11:15)

- Executive summaries, factual narratives, and visual aids
- Final recommendations and follow-up actions

Module 3: Assessment for E.T.F.A Grade 2 Certification (11:30 – 01:00)

- Individual written assessment and simulation debrief

Module 4: Course Wrap-Up and Results Feedback (02:00 – 03:30)

- Certification award, performance review, and future development planning

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Certification

Participants who successfully complete the course and pass the final assessment will receive the **E.T.F.A Grade 2 Award in Security Incident Management & Investigations**, certifying their competence in professionally managing and investigating security incidents according to international standards.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

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