

CONTROL ROOM OPERATOR (CRO) COURSE



The CRO course is designed to meet the needs of the new CRO position or who are already serving as a CRO.



Emergency Response Procedure

Understanding various emergency situations and initiate the appropriate response as per the organizational procedures.



Communication and Monitoring

Be able to communicate using latest and available equipment and monitor CCTV and alarm panels.



Incident Escalation Management

Solve and optimize the issues of incident escalation to bring order, structure, and additional resources to emergency situations.

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CONTROL ROOM OPERATOR (CRO) COURSE

- ▶ Introduction to Control Room Operation
- ▶ Roles and Functions of Control Room
- ▶ Control Room Equipment, Communication, IT etc
- ▶ Types and Range of Potential Incidents and Calls
- ▶ Assessing the Calls and Deciding the Course of Action
- ▶ HSE policies, relevant to Control Room
- ▶ Active Listening Techniques
- ▶ Communication with Emergency response Team
- ▶ Organization's Emergency Codes, Procedures and Alarm Signals
- ▶ Common Errors Made in Control Room
- ▶ Security Equipment Checks
- ▶ Situation requiring Back-Up and Support
- ▶ Conducting Efficient Change Over
- ▶ Avoiding Fatigue and stress on the Job
- ▶ Control Room Success Criteria