

**SMART Response®**

## Role-Play Scenes

### Office Intruder

*Approx. 5-slide facilitator module*

#### **Purpose**

Practise how staff recognise, report and escalate an office-based intruder concern using the SMART Response® levelled approach.

#### **Exercise rule**

This is a controlled role-play. Keep language calm, non-graphic and clearly labelled “Exercise only”.



# What this role-play tests

## Recognise

Identify behaviour that may require escalation without waiting for certainty.

## Report

Pass clear, factual information through the agreed route.

## Escalate

Move from Level 0 awareness to Level 1/2/3/4 as risk becomes clearer.



## Office intruder scenario

A concerning person is reported in or near the school office / reception and their intent is unclear.

## Boundaries for safe delivery

### Facilitator controls

- Brief role-players before the session
- Use a clear start and stop phrase
- Avoid weapons, shouting or physical contact
- Keep pupils away from the role-play unless specifically planned
- Pause immediately if anyone feels unsafe

### Candidate focus

- What do we know?
- What do we not know?
- Who needs to know now?
- Is this contained or escalating?
- What action is proportionate?

*The role-play is designed to practise calm judgement, not to create fear or panic.*

# Role-play scene script

Scenario: A visitor refuses to follow office instructions, will not confirm their purpose, and starts moving towards a pupil corridor.

## 1. OFFICE STAFF

“Can I ask you to remain in reception please? I need to check who you are here to see.”

If ignored: report immediately through the agreed route.

## 2. INTRUDER ROLE

Remain calm but non-compliant. Do not shout, threaten, touch anyone or block exits. Move only as directed by facilitator.

## 3. ESCALATION MESSAGE

“Exercise only: unknown person in reception is refusing instruction and moving towards pupil areas. Location: \_\_\_\_\_. Direction: \_\_\_\_\_. Immediate support required.”

## Role-player cards

☐ Office staff

☐ Caller

☐ Silver

☐ Chief of Staff

☐ Scribe

☐ Bronze: site

☐ Bronze: parents

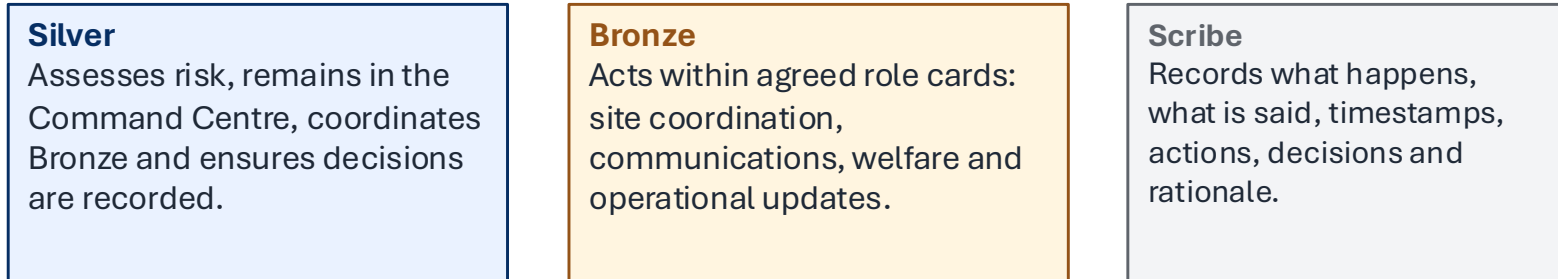
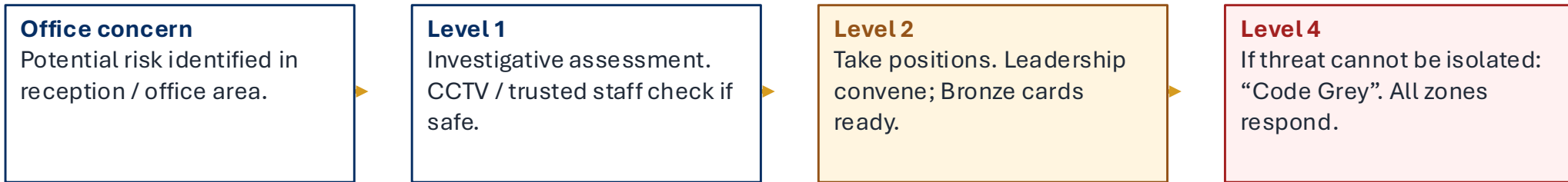
☐ Observers

## Facilitator prompt

Freeze the scene at the moment of uncertainty. Ask candidates: “What level are we at now, and what information is missing?”

# Escalation into command action

The role-play should demonstrate how a local concern becomes a structured SMART Response® command decision.



**Decision discipline: do not drift from your role**

## Observer checklist & debrief

**Use the role-play to create evidence: what worked, what failed, what must change before the next drill.**

### Observer checks

- Was the concern reported quickly?
- Were exact facts captured?
- Was the escalation route clear?
- Did Silver get usable information?
- Did roles remain disciplined?

### Debrief questions

- What level did candidates choose?
- What changed their assessment?
- What information was missing?
- What would they do differently?
- What needs updating in the procedure?

### Improvement actions

- Update call scripts
- Check contact lists
- Re-brief office staff
- Refresh Bronze cards
- Re-test the weakest step



**Candidate takeaway: the first calm report creates the first clear command decision.**

*Record action owners and review dates. Convert learning into procedure, training and retesting.*