

SMART Response®

Simulation Scripts

The Lockdown Call

Approx. 5-slide micro-module for candidates and facilitators

Purpose

Practise how a concerning call is received, recorded, escalated and converted into proportionate SMART Response® action.

Exercise rule

This is a controlled communication exercise — not a live threat simulation. Use calm language, agreed scripts and a clear stop phrase.

EXERCISE ONLY



What the Lockdown Call is designed to test

1. Receive

Stay calm. Keep caller safe. Listen without interrupting.

2. Record

Write exact words, location, time, caller details and immediate risk.

3. Escalate

Pass to Silver/Command Centre for levelled assessment and action.

The simulation checks whether staff can move from information to action without delay or confusion.

Candidate learning outcomes

- Handle a worrying call professionally
- Capture the information Silver needs
- Understand when to escalate immediately
- Use recognised channels rather than rumour
- Know how the call links to Gold, Silver and Bronze responsibilities

Facilitator safeguards

- Brief all role-players in advance
- Use “Exercise, exercise, exercise”
- Avoid graphic or frightening details
- Confirm the stop phrase
- Keep pupils out of the role-play unless planned and authorised



Level 4 focus

Urgent action when danger is inside a building or on site.

Simulation Script: the call

Set up: A member of staff makes a controlled call to reception / main office reporting a potential threat on site.

CALLER SCRIPT

“Exercise, exercise, exercise. I am at reception. There is a person on site refusing to leave and moving towards pupil areas. I am safe at the moment, but I need this escalated now.”

CALL HANDLER SCRIPT

“Stay calm. Are you safe to keep speaking? Where exactly are you? What can you see? Which direction are they moving? Is anyone injured? Give me your name and contact number. I am passing this to Silver now.”

MESSAGE TO SILVER

“Potential threat reported at reception. Caller is safe. Unknown person refusing to leave and moving towards pupil areas. Immediate assessment required. Time of call: ____.”

The receiver must capture:

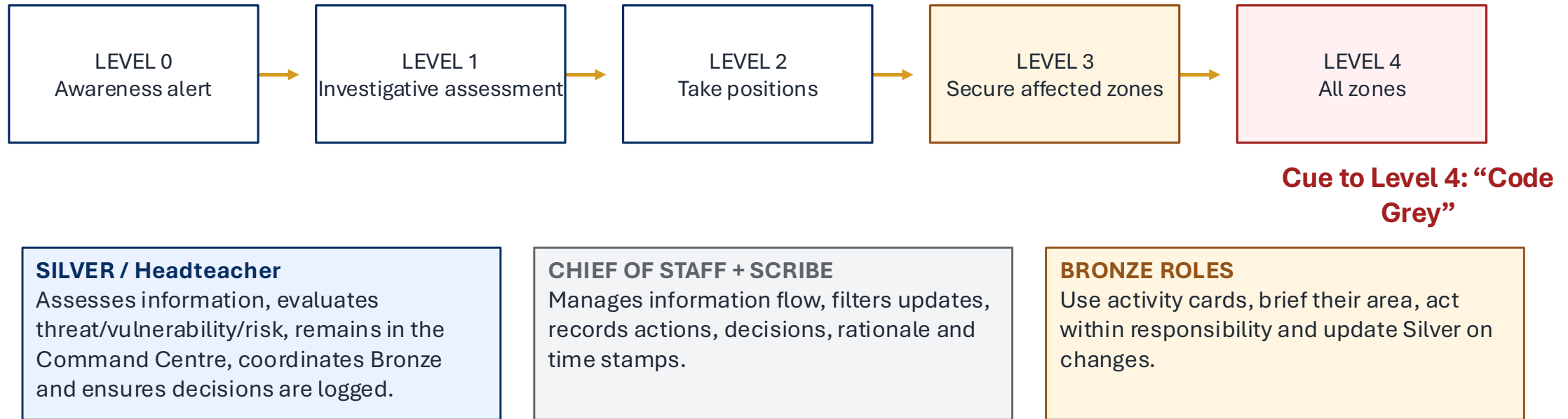
- | | | | |
|--|-----------------------------------|--|--|
| ☐ Exact words | ☐ Location | ☐ Time | ☐ Caller safety |
| ☐ Direction of travel | ☐ Injuries | ☐ Callback number | ☐ Actions taken |

Facilitator prompt

Do not test speed alone. Test accuracy, calmness, escalation route and the quality of information reaching Silver.

From call to SMART Response® command action

The call is not the decision. It is the trigger for structured assessment, proportionate escalation and command discipline.



One Gold. One Silver. Multiple Bronzes. Stay strictly in role.

Debrief: evidence of learning

A simulation only has value if it produces a better procedure, clearer roles and greater confidence.

HOT DEBRIEF — immediately

- What happened?
- What information was captured?
- Was Silver informed quickly?
- Did communication remain calm and consistent?

OBSERVER CHECKS

- Exact time of call recorded
- Correct escalation route used
- Scribe log started
- Bronze roles identified
- Stop phrase understood

COLD DEBRIEF — within 72 hours

- Update scripts and cards
- Amend contact details
- Identify training gaps
- Assign actions and deadlines
- Re-test weak points



Candidate takeaway: a calm call handler gives Silver the information needed to protect the site.

Document actions, owners and completion dates. Re-test any step that did not work clearly.