

SMART Response®

Training Module 4

Tailored Scenarios: Customise Scenario

Design realistic, safe and proportionate exercises that test local arrangements, decision-making and command discipline.

Scenario design • Command roles • Debrief into action

Candidate outcome

Create a SMART Response® scenario that is specific to a site, tests the right behaviours, and produces usable improvement actions.



Why tailor a SMART Response® scenario?

The best scenarios reflect the real site, real people and real decision points.

Tailored scenarios help candidates move from knowing the procedure to applying judgement under pressure.

1. Start with risk, not drama

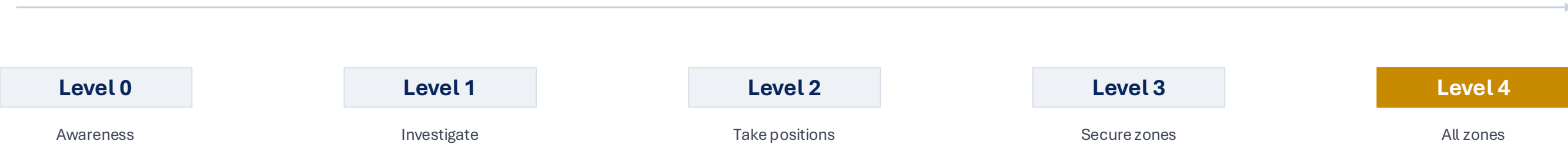
Use a credible trigger linked to the site: reception, gates, corridors, lettings, arrival, lunch, changeover or dismissal.

2. Test proportionality

Build the story so Silver has to decide whether to remain at Level 1/2, isolate a zone, or move to whole-site Level 4.

3. Test command discipline

One Gold, one Silver, multiple Bronzes. The scenario must make people stay in role and communicate through the right routes.



Teaching point: a Level 4 scenario should still show the phased thinking that gets leaders there — not just begin with the final alarm.

Scenario customisation canvas

Use this structure to build an exercise that is realistic, controlled and measurable.

Purpose

What behaviour or decision are we testing?

Initial information

What is known, uncertain, seen, reported or heard?

Roles to test

Which Gold, Silver, Bronze and support roles are active?

Setting

Where and when does it start? What is happening in school?

Escalation path

Which Level 0–4 decisions must be made?

Evidence to capture

What should observers record during the scenario?

Scenario rule: Write scenarios to test systems and roles — not to frighten pupils or staff. Keep all exercises pre-authorized, controlled, observed and debriefed.

Build the script around roles and injects

A good scenario gives each role something specific to do, decide or communicate.

Gold – Strategic

Sets overall intention and parameters; supports Silver without taking over tactical decision-making.

Silver – Tactical

Assesses threat, manages Command Centre, coordinates Bronze activity and records decisions through the Scribe.

Bronze – Operational

Uses role cards, briefs teams, carries out specific functions and updates Silver when conditions change.

Script injects

- 00:00 Initial concern reported
- 02:00 CCTV / witness update
- 04:00 Uncertainty increases
- 06:00 Decision: Level 3 or 4?
- 08:00 Bronze feedback arrives



Keep the script deliberately incomplete. Candidates should have to ask: What do we know? What don't we know? Who needs this information next?

Candidate exercise: customise the scenario

Create one SMART Response® scenario for your own setting, then test it through discussion.

Group task

Choose a site-specific starting point and build a short scenario using the canvas. Include Level 0–4 decision points, Gold/Silver/Bronze roles, communication routes and observer checks.

Must include

- A realistic trigger
- A clear escalation point
- A Command Centre decision
- At least three Bronze actions
- A debrief question

Share-back prompts

- 1 Why is this credible for your setting?
- 2 What decision is Silver being tested on?
- 3 What should each Bronze report back?
- 4 What evidence would prove the drill worked?
- 5 What improvement action might follow?

Final check: Does the scenario test confidence, judgement and organisational responsibility — not just compliance?