



HEAT E-LEARNING REVIEW

2021-2022

About HEAT E-Learning

INTRODUCTION

In 2020, during the height of the COVID pandemic, Safer Edge launched the first ever hostile environment awareness training (HEAT) e-learning specifically designed for social sector organisations. Our aim was not to simply deliver HEAT curriculum in a different format but to change the sector's approach to personal security training. Our goal was to drastically reduce the cost of life-saving training, making it more accessible to those who need it most, more inclusive, diverse, gender and trauma sensitive in language, visuals, content and engagement.

Over the past two years, our goal has become a reality. More than two thousand humanitarian and development personnel from over 100 organisations and 55 countries have taken the course in English, French, Spanish or Arabic. The e-learning has enabled organisations to reach more people for less money and make their staff safer.

This review is based on data, input, and analysis from 546 users who completed the course from 2021-2022, as well as feedback from partner organisations collected by the Safer Edge Learning Team.

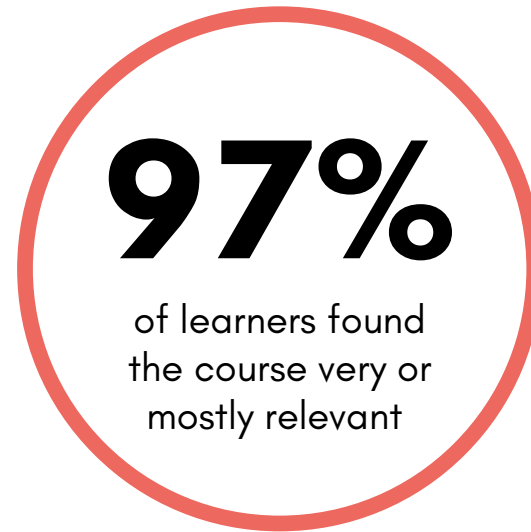
"The design of the course is so stunning that I told my friends about it. I liked best that it is very interactive and that the format of information changes keeping attention high. This is an extraordinary course."

2022 HEAT e-learning participant

LEARNER FEEDBACK



RELEVANCE



CONTENT



OUTCOMES



CONFIDENCE



STRUCTURE



VISUAL CONTENT



UNDERSTANDING



INFORMED



USEFUL



LEARNER FEEDBACK



The respect to different behaviours "there is no right or wrong", "everyone can contribute to ensure safety and security". The self-awareness, interpersonal skills and self-care modules, in addition the medical and psychological first aid modules.

The course is very understanding of human nature and does not assume everyone will respond perfectly in stressful situations - this is very important!

Well balanced between theoretical knowledge and practical scenarios

I really appreciated the emphasis on checking-in with your emotions. The regular reminders that there will be emotional outcomes, not just physical/practical to threatening/dangerous situations was extremely helpful and reassuring!

Having completed various HEAT type courses over the years, I was grateful I didn't have to run around muddy woods/fields and be shouted at one more time.

I liked the multiple attempts to take the quizzes within the modules so that you could learn why the answer was right or wrong so that the information actually can be retained and you're not punished for making a mistake.

Very happy to have a great course at a reasonable cost rather than having to do an expensive residential one.

The interactive and imagination-inducing content is so practical and relatable to our every day situations as a social development worker. To my surprise the course is already updated to include pandemic and digital security. It's spot on, situation-theory-response and realistic in a way that really helps those of us who work in preventing conflict and violent extremism.

I liked how you talk about more things than your traditional 'kidnap' military-style course and talked about things like burn-out.



INCLUSIVE, DIVERSE, GENDER & TRAUMA SENSITIVE

At Safer Edge, our learning methodology is built around making our e-learning courses accessible to everyone. This means that our teaching style is based on inclusivity, diversity, gender, and trauma sensitivity.

There is no evidence that learner distress, humiliation, embarrassment, or fear are effective teaching strategies. The majority of data suggests that they block or reduce later memory retrieval and information acquisition.

Our courses assist those who have previously been ignored, excluded from, or resistant to security courses in gaining access to the life-saving skills required to work safely and successfully.



As a woman, this was the most inclusive and respectful HEAT I've taken.

I loved the inclusive images and language of the online content.

I think the course did a very good job of approaching these very tricky subjects with care and compassion. The fact that it was created by women really comes through.

How culturally - and racism-sensitive - the scenarios were, especially the videos, were being designed. i.e. a white perpetrator and a black victim.

I most appreciated that the course is trauma informed and designed by women.

Gender sensitive. Finally addressing the bravado in the sector.

The range of subjects covered and the sensitivities around warnings and trauma triggers

I like how diversity was taken into account very much.

Great course, appropriately focussed on risks. I did a face to face course 5 days in Melbourne, only 30 mins spent on sexual violence and whole half day on kidnap when this is a small risk.



BLENDDED COURSES

Learners can choose to complete their HEAT course with a peer group and Safer Edge facilitator.

FACILITATOR KNOWLEDGE

99%

of learners found facilitator knowledge of subject matter excellent or good

FACILITATION SKILLS

89%

of learners found facilitator facilitation skills excellent or good

ENGAGEMENT WITH LEARNERS

91%

of learners found facilitator engagement excellent or good



The zoom calls really make a difference. It was great to talk to other people and ask any questions.



Good course material and really appreciated the self-pacing and facilitator's support.



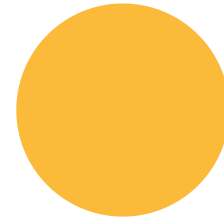
The facilitator was excellent - extremely knowledge, experienced, interesting and kind.



The one on one sessions with the instructors are very helpful. The course materials and content is also very good.



**Want to know
more?**



Email us:

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www.saferedge.com

E-learning catalogue:



HEAT E-Learning



HEAT Refresher



International Travel Security



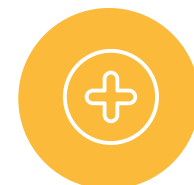
Advanced Personal Security



Security Management



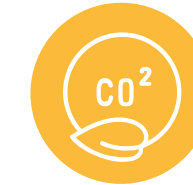
Crisis Management



Remote Emergency Care



Safe Driver's Training



Achieving Carbon Reduction



Cyber and Digital Security



Safeguarding



Safeguarding Investigations



Modern Slavery



Corruption