

# Process Control Room Management Foundation Course

28 June – 2 July 2027
Dubai

AGILE LEADERS
Training Center

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**Ref:** 1866_239365 **Date:** 28 June – 2 July 2027 **Location:** Dubai **Fees:** 6500 Euro

## Overview

Process Control Room Management Foundation Course is a one-week programme for control room supervisors, console operators, shift leaders and operations personnel who need a repeatable way to coordinate safe control-room work. Participants build a Control Room Management and Shift Assurance Workbook covering governance, situational awareness, communication, handover, workload, abnormal conditions, emergency interfaces, performance and competence. Alarm content is limited to operator response and escalation; it does not cover alarm philosophy, rationalisation, design or system configuration. Agile Leaders Training Center develops disciplined operating decisions and visible assurance records.

## Who Should Attend

- Control room supervisors and console operators
- Shift leaders and operations coordinators
- Operations managers responsible for control-room performance
- Process safety personnel supporting operating discipline
- Field-operation leaders coordinating with control-room teams

Participants should understand basic process operations and their organisation's operating procedures. The course does not replace site-specific authorization, competency assessment or emergency-response training.

## Departments and Industries

The course supports industrial operations where a central control room coordinates process status, field activity and response decisions.

- Oil and gas production, processing and refining
- Petrochemical and chemical manufacturing
- Power, water and utility operations
- Mining, metals and continuous-process facilities
- Operations, process safety and production assurance

## Learning Objectives

By the end of this course, participants will be able to:

- Define control-room roles, authority, interfaces and governance controls
- Maintain situational awareness through disciplined monitoring and communication
- Plan and verify structured shift handovers and operating-status records
- Coordinate operator alarm response, escalation and abnormal-situation actions
- Manage workload, fatigue, staffing and distraction risks
- Use indicators, observations and competency evidence for continuous improvement

## Course Agenda

### Day 1: Control Room Governance and Operating Model

- Control Room Purpose, Boundaries and Operating Philosophy
- Supervisor, Console, Field and Support Role Map
- Authority, Accountability and Escalation Matrix
- Procedure Use, Deviations and Temporary Instruction Control
- Control Room Management and Shift Assurance Workbook Structure

### Day 2: Situational Awareness and Safety-Critical Communication

- Process Status, Trends and Information-Priority Scan
- Display Use and Operator Attention Management
- Field-to-Console Communication Protocol
- Decision Logs, Read-Back and Closed-Loop Confirmation
- Workload, Distraction and Fatigue Risk Controls

### Day 3: Shift Handover and Work Coordination

- Handover Preparation and Information-Need Assessment
- Verbal Briefing, Written Log and Cross-Check Sequence
- Permit, Isolation and Equipment-Status Interface
- Simultaneous Operations and Maintenance Coordination
- Incoming-Shift Acceptance and Responsibility Transfer

### Day 4: Alarm Response, Abnormal Situations and Emergencies

- Operator Alarm Recognition, Prioritisation and Response Interface
- Abnormal Situation Detection and Escalation Thresholds
- Procedure-Based Stabilisation and Field Coordination
- Emergency Command, Communication and Accountability Interface
- Recovery, Handover, Debrief and Follow-Up Actions

## Day 5: Performance, Competence and Improvement Practice

- Exercise: Review a Control Room Governance and Authority Map
- Exercise: Conduct and Verify a Structured Shift Handover
- Exercise: Balance Workload During Simultaneous Operations
- Exercise: Coordinate an Abnormal Situation and Emergency Interface
- Capstone Exercise: Complete a Control Room Management and Shift Assurance Workbook

## Practical Exercises

The course uses suggested activities that connect management decisions with site procedures and operating evidence.

- Suggested activity: map responsibilities and escalation routes for a control-room shift
- Suggested activity: identify information loss and ambiguity in a handover scenario
- Suggested activity: prepare a communication and workload plan for competing priorities
- Suggested activity: select useful indicators for handover, procedure use and competency assurance

## FAQs

### Does this course teach DCS or SCADA configuration?

No. It addresses management, operating discipline and human-performance interfaces. Equipment configuration and control-system engineering require separate technical training.

### How does the course address alarm management?

It covers the operator's recognition, response, communication and escalation interface. It does not teach alarm philosophy, rationalisation, design, suppression rules or system configuration.

### What makes a reliable shift handover?

A reliable handover combines preparation, structured written information, two-way verbal exchange, questions, cross-checking and clear acceptance of responsibility by the incoming shift.

### How are fatigue and workload managed?

Participants examine staffing, task priority, distractions, breaks, communication and escalation controls. Employer policies and local working-time requirements remain authoritative.

### What practical output is completed?

Participants complete a Control Room Management and Shift Assurance Workbook covering roles, information flow, handover, abnormal response, indicators and improvement actions.

## Conclusion

Participants leave with a repeatable framework for coordinating control-room people, information and decisions across routine, abnormal and emergency conditions. The workbook makes responsibilities, handovers, workload controls, escalation and assurance evidence visible while site procedures and authorized command structures remain in charge.