

BASIC COURSE INFORMATION WITHIN THE STUDY PROGRAMME

PROFESSIONAL GRADUATE STUDY
PROGRAMME

CRISIS
MANAGEMENT

Course title: Civil Protection

Course Code:
KMS106

Semester:
0

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
5

Course objectives:

To acquire knowledge about the normative and institutional framework of civil protection; to understand the measures and activities of civil protection, particularly in crisis situations; to identify participants and operational forces within the civil protection system; to learn about civil protection planning documents; and to develop the ability to manage risks and coordinate response efforts in major emergencies and disasters.

Course content:

1. History of civil protection
2. The role of civil protection within the national security system (role of state administration bodies and crisis planning)
3. Disaster risk management (prevention, preparedness, response, and recovery)
4. Planning documents – management of the civil protection system (the role of civil protection headquarters)
5. New technologies and best practices in civil protection
6. Case study (crisis situation in the Republic of Croatia)

General and specific competences (knowledge and skills):

Understanding the operational framework of civil protection in crisis situations and becoming familiar with planning documents that define civil protection measures and activities in crises caused by natural or human factors. Students will be capable of acting and making decisions in accordance with legal regulations, situational consequences, and prescribed management procedures at all levels of the civil protection system.

Learning outcomes:

After successfully completing the course, students will be able to:

1. Identify and distinguish the competences of participants and operational forces within the civil protection system.
2. Correlate civil protection measures and activities essential for coordinated and joint action in crisis situations.
3. Select operational procedures following a major incident or disaster based on civil protection planning documents.
4. Define priorities for decision-making by civil protection headquarters when mitigating the effects of a crisis.
5. Analyze data following an assessment of consequences and propose decisions within the competence of the civil protection headquarters.

Required reading:

1. Kešetović, Ž., Toth, I.: Problemi kriznog menadžmenta, VVG, 2012.
2. Toth, I., Čemerin, D., Vitas, P.: Osnove zaštite i spašavanja od katastrofa, VVG, 2011.

Course title: Diploma Thesis

Course Code:
KMS-DR

Semester:
4

Lectures + Exercises + Seminar:
0 + 0 + 9

Total Hours:
135

ECTS Credits:
16

Course objectives:

Through the master's thesis, the student demonstrates professional knowledge, independence in work, and the ability to apply theoretical and practical skills acquired during the study program.

Course content:

1. Lecture on the methodology and structure of writing the master's thesis.
2. Preparation for thesis development.
3. Writing and completion of the master's thesis.

General and specific competences (knowledge and skills):

Development of the ability to independently define and analyze professional problems, conduct research, and present findings through a comprehensive written and oral presentation.

Learning outcomes:

After successfully completing the course, the student will be able to:

1. Define a professional problem.
2. Design and independently conduct research.
3. Independently solve a practical problem or task.
4. Apply the acquired knowledge and general competences gained during the study.
5. Apply specific competences from the relevant field of study.
6. Apply the methodology of writing professional and scientific papers.
7. Present research results using multimedia tools.
8. Use presentation skills to interpret research results.

Required literature:

1. Tkalac Verčič, A., Sinčić Ćorić, D., Pološki Vokić, N.: Priručnik za metodologiju istraživačkog rada – Kako osmisлити, provesti i opisati znanstveno i stručno istraživanje, Zagreb: M.E.P. d.o.o, 2010.
2. Babić, S., Moguš, M.: Hrvatski pravopis, Školska knjiga, Zagreb, 2011.

Course title: Emergency and Rescue Services

Course Code:
KMS312

Semester:
0

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
6

Course objectives:

The aim of this course is to provide students with knowledge about the scope of activities of emergency and rescue services in the Republic of Croatia, as well as to develop an understanding of their cooperation and coordination during crisis situations.

Course content:

Legislative framework, terminology, rights and obligations of emergency and rescue services, planning and coordination in crisis situations.

Operational procedures for joint field operations during the response and recovery phases of crisis management.

Overview of the scope and operational activities of emergency medical services, police, firefighters, and maritime search and rescue services.

Overview of the scope and operational activities of citizen associations with public authority (Croatian Red Cross and Mountain Rescue Service).

Overview of the scope and operational activities of the Croatian Centre for Earthquake Engineering – Emergency Response Service.

Case studies of crisis situations (examples from practice).

Participation in field exercises of emergency and rescue services.

General and specific competences (knowledge and skills):

Students will acquire the ability to understand the functioning of emergency and rescue services across all phases of crisis management (planning, prevention, preparedness, response, and recovery), and recognize the importance of management and coordination functions.

Students will be trained to plan activities related to preparedness, mobilization, and support in the coordination of emergency and rescue services during crisis situations.

Learning outcomes:

After successfully completing the course, students will be able to:

1. Describe the legislative framework governing emergency and rescue services in the Republic of Croatia.
2. Explain the responsibilities for operational actions of emergency and rescue services.
3. Develop operational action plans for emergency and rescue services at the national and county levels.
4. Present standard operational procedures of emergency and rescue services.
5. Define the principles of coordination between emergency and rescue services in crisis situations.
6. Support the importance of continuous training and equipping of emergency and rescue services.

Required literature:

1. Toth, I., Čemerin, D., Vitas, P.: Osnove zaštite i spašavanja od katastrofa, Veleučilište Velika Gorica, 2012.
2. Mikec, Ž.: Operativni centri i komunikacijski sustavi, Veleučilište Velika Gorica, 2012.

Course title: Information and Cyber Security

Course Code:
KMS213

Semester:
0

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
5

Course objectives:

The objective of the course is to educate students to recognize and mitigate critical security risks, and to direct efforts toward maintaining security and protecting data—whether stored on paper, electronically, or in the minds of employees. The course also aims to develop skills for designing information security policies and planning information security management systems (ISMS), as well as business continuity systems.

Course content:

- 1.The concept, role, and significance of information in modern society.
- 2.Information security requirements.
- 3.Legal regulations in the field of information security; differences between public and private sectors.
- 4.International standards in the field of information security management systems.
- 5.Concepts of certification and accreditation.
- 6.Planning an ISMS – planning objectives, defining ISMS scope, information security policy with management commitment and support, risk assessment, identification of system characteristics, critical resource evaluation, vulnerability and threat assessment, risk management, and final reporting.
- 7.Implementation and operation of the ISMS – risk treatment plan preparation, ISMS management, documentation and record control, defining ISMS procedures, access documentation, and incident management.
- 8.Business continuity planning – project initiation, risk analysis, business impact analysis, continuity strategy planning, plan development, and testing.
- 9.Modern challenges in cyber security.

General and specific competences (knowledge and skills):

Students will gain an understanding of contemporary information security policies, accreditation and certification concepts, and methods for identifying and reducing critical security risks. They will be trained to plan, implement, and operate information security management systems and develop business continuity plans.

Learning outcomes:

After completing the course, students will be able to plan, organize, and effectively manage information security systems in both public administration and the private sector. They will be able to:

- 1.Define and analyze the security aspects of an organization's operations and their interdependence with information systems.
- 2.Develop an information security policy.
- 3.Describe accreditation and certification concepts and manage their application.
- 4.Assess critical information security risks and plan and implement measures to reduce them.
- 5.Manage an information security system.
- 6.Plan an appropriate level of information security that ensures organizational business continuity.

7. Perform the duties of a security advisor.

Required literature:

1. Calder, A.: Nine Steps to Success – ISO 27001 Implementation Overview, Zavod za ispitivanje kvalitete, Zagreb, 2008.
2. Liautaud, B., Hammond, M.: e-Business Intelligence, Pridens Consilium d.o.o., Tiva, Varaždin, 2006, pp. 13–29.

Course title: Information Systems of Crisis Management

Course Code:
KMS501

Semester:
1

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
5

Course objectives:

To enable students to understand and participate in the analysis of existing and required data and information essential for crisis management. Through lectures and exercises, students will learn to apply modern methods for the development (design) of information systems (IS) that will support management and decision-making in all phases of crisis situations (events). The course also focuses on assessing an organization's readiness for IS development using an extended SWOT analysis, defining a systematic view of the organization and determining the position of its IS within the framework of the genetic definition of information systems. Students will analyze the structure of crisis management organizations and define standard operating procedures using finite automata. They will also learn data modeling methods and apply them to examples of crisis management organizations.

Course content:

1. General overview of information systems; relationship between organizational and information systems.
2. Basic principles in creating information systems for crisis management.
3. Genetic definition and complexity assessment of information systems.
4. Assessment of crisis management organizations' readiness for developing an integrated information system.
5. Finite automata and the structure of crisis management organizations.
6. Scenarios and standard operating procedures as processes within crisis management organizations.
7. Data modeling and its applications.

General and specific competences (knowledge and skills):

Students will understand the importance of analyzing existing, required, and potential data and information for crisis management and decision-making. They will acquire the ability to systematically design and develop information systems for crisis management and apply modern information technologies in organizing and establishing IS for use in all phases of crisis response.

Learning outcomes:

Upon completing the course, students will be able to:

1. Recognize the importance of proper IS development for achieving the mission of crisis management organizations.
2. Assess the readiness of crisis management organizations for IS development.
3. Structure data and information for building crisis management information systems.
4. Apply methods for developing IS for crisis situations.
5. Define processes and standard operating procedures as the foundation for IS development in crisis management.
6. Plan the necessary resources for crisis management information systems.
7. Evaluate the effectiveness of an information system in practice.

Required reading:

1. Pavlić, M.: Information Systems, Školska knjiga, Zagreb, 2011.
2. Manger, Robert: Databases, 2011 – also available online.

Course title: Corporate Risks and Security

Course Code:
KMS103

Semester:	Lectures + Exercises + Seminar:	Total Hours:	ECTS Credits:
1	3 + 1 + 1	75	7

Course objectives:

To provide students with knowledge required for understanding the risks present in modern corporations. To develop knowledge and skills for assessing and managing risks, as well as for the development and improvement of operational safety systems.

Course content:

1. Corporation: Types of corporations. Security aspects of corporations and the business environment. Corporate governance.
2. Corporate risks and security: Risk models. Corporate risks. Controlled, partially controlled, and uncontrollable risks. Relationship between risk and security.
3. Organization of corporate security: Security philosophies. Tasks of the security system. Organization of the security system. Models for organizing operational safety systems.
4. Corporate security management: Security policies. Security system audits (reports, procedures, regulations, and standards). Modern tools for managing security systems. Security development planning. Strategies and methods for risk management. Quantitative methods for risk management.

General and specific competences (knowledge and skills):

Students will be able to understand the risks associated with corporate operations, their interdependence, and their impact on the establishment of corporate security systems. They will acquire skills for applying quantitative methods in assessing and managing corporate risks.

Learning outcomes:

Upon completion of this course, students will be able to:

1. Explain the functioning of corporations.
2. Distinguish security aspects present in different corporations.
3. Assess various types of internal and external corporate risks.
4. Evaluate different models of organizing corporate security.
5. Analyze corporate security policies.
6. Plan the development of corporate security systems.

Required literature:

1. Škanata, D., Byrd, D.M. (eds.): Computational Models of Risks to Infrastructure, IOS Press, 2007.

Course title: Business Crises

Course Code:
KMS509

Semester:
2

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
6

Course objectives:

To understand a business crisis as a developmental phase of a business system. To acquire knowledge about the types, symptoms, and processes of business crises. To understand the key elements of business continuity and crisis management. To gain specific knowledge about preventive, identification, and reactive instruments in business crisis management. To learn about operational and strategic recovery of business systems, as well as sustainable business practices. To prepare students for designing business turnaround programmes.

Course content:

1. Fundamentals of business systems and business processes
2. Introduction to business crises, business risks, and business continuity (BC – Business Continuity)
3. Stakeholders and their role in business processes
4. Early warning systems for business crises
5. Business crisis management process
6. Business risk management
7. Anticipative and reactive business crisis management
8. Business system restructuring process
9. Business continuity management (BCM – Business Continuity Management)
10. Business impact analysis (BIA – Business Impact Analysis)
11. Corporate social responsibility and sustainable development

General and specific competences (knowledge and skills):

By successfully completing the course, students will be able to identify and manage risks, manage business continuity as part of the risk management framework, and independently manage business crises in various economic sectors. Students will also be able to develop business crisis management programmes to support sustainable business operations.

Learning outcomes:

Upon completion of this course, students will be able to:

1. Acquire fundamental principles of business systems and processes.
2. Critically analyse the basics of business crises, business risks, and business continuity.
3. Identify stakeholders within an organisation and understand their roles in managing business processes.
4. Explain approaches to early warning systems for business crises.
5. Demonstrate skills in business risk management.
6. Model anticipative and reactive business crisis management.
7. Implement crisis control through restructuring or turnaround processes.
8. Determine the role and value of Business Impact Analysis (BIA) in the Business Continuity Management (BCM) process.
9. Develop a sustainable business concept by balancing economic, social, and environmental objectives through corporate social responsibility.

Required literature:

1. Osmanagić Bedenik, N. (2007). Kriza kao šansa: Kroz poslovnu krizu do poslovnog uspjeha. Zagreb: Školska knjiga.
2. Tafra Vlahović, M. (2011). Upravljanje krizom: procjene, planovi, komunikacija. Zaprešić: Visoka škola za poslovanje i upravljanje "Baltazar Adam Krčelić."

Course title: Crisis Management in Firefighting

Course Code:
KMS506

Semester:
3

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
6

Course objectives:

To acquire knowledge and skills necessary for understanding and effectively managing crisis situations in firefighting and fire service organisations.

Course content:

1. Firefighting system – concept, significance, legal framework, and organisational principles (volunteer and professional firefighting organisations and associations).
2. Fundamental assumptions for the engagement and participation of firefighters.
3. Risks and crises that may occur within firefighting organisations and the firefighting system.
4. Functioning of the firefighting system and organisations during crises (disasters, emergencies).
5. Interdependence and interface with other protection and rescue systems.
6. Command system (command levels, command responsibility, chain of command).
7. Information systems supporting management and command in firefighting (principles and methods of data collection and processing, information presentation, decision-making, supervision of implementation of decisions and commands, real-time situation monitoring – operational centres).
8. Firefighter communication in crisis situations.
9. Training and education of professional and volunteer firefighters.
10. International experiences in firefighting crisis management.
11. Crisis management within firefighting organisations.
12. Case studies (selected real-life situations with analysis of decisions and their consequences).

General and specific competences (knowledge and skills):

Students will be qualified to strategically, organisationally, and effectively respond to risks and crises that may occur in firefighting. They will understand the operation of firefighting systems and organisations in crisis situations, as well as how to effectively organise and manage their activities. Students will also understand and apply crisis management strategies within firefighting operations and organisations.

Learning outcomes:

Upon completion of this course, students will be able to:

1. Critically analyse the functioning of the firefighting system during disasters and crises, and its interdependence with other protection and rescue systems.
2. Critically analyse the functioning and hierarchy of the command system in firefighting and in crises involving the firefighting system.
3. Use information technology tools in firefighting management and command.
4. Describe the concepts of prevention and crisis planning in firefighting.
5. Analyse common mistakes in firefighting interventions and the lessons learned.
6. Propose solutions within firefighting teamwork and competently discuss them and other proposals.

Required reading:

1. Kešetović, Ž., Toth, I. (2012). Problemi kriznog menadžmenta. VVG, Velika Gorica.
2. Ivančić, Z., & Kirin, S. (2010). Izvori požarne opasnosti. Veleučilište u Karlovcu.

3. Kocijan, S. (2009). Opasnost od požara i eksplozije. Zagreb: IPROZ.
4. Toth, I., Čemerin, D., & Vitas, P. (2011). Osnove zaštite i spašavanja od katastrofa. VVG, Velika Gorica.
5. Toth, I. et al. (2007). Kako se štitimo od katastrofa. Proceedings, VVG & HCK, Zagreb.
6. Ogorec, M. (2010). Izazovi kriznog upravljanja. VVG, Velika Gorica.

Course title: Crisis Management in Healthcare

Course Code:
KMS505

Semester:
3

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
5

Course objectives:

To acquire the knowledge and skills necessary for understanding and effectively managing crisis situations within the health care system and health care organisations (both public and private).

Course content:

1. Health care system – concept, historical development, purpose, organisation.
2. Health care institution as an organisation – concept, significance, competences, and legal framework.
3. Fundamentals of health care management.
4. Risks and crises that may occur in health care institutions.
5. Crisis management in health care.
6. Crisis planning in health care institutions.
7. The medical system's response to major emergencies and disasters.
8. Emergency medicine in crisis situations.
9. Public health in crisis situations.
10. Intersectoral cooperation in crisis response.
11. Critical infrastructure in health care.
12. Crisis communication in health care.

General and specific competences (knowledge and skills):

Students will be qualified to strategically, organisationally, and effectively respond to risks and crises that may occur within the health care system and health care institutions. They will understand the operation of the health care system during societal crises.

Learning outcomes:

Upon completion of this course, students will be able to:

1. Analyse the functioning of the health care system in crisis situations.
2. Plan prevention, response, and recovery measures in potential crises.
3. Analyse the interdependencies between crises in the health care system, health care organisations, and broader societal crises, recognising the health system's role as an element of societal sustainability.
4. Support the role of emergency medicine and public health services in the health system's response to major incidents and disasters.
5. Evaluate crisis planning concepts for the overall health care system and for individual health institutions as its components.
6. Manage health care crisis management processes.
7. Present the concept of crisis communication in health care.

Required reading:

1. Balen, S. (2011). Priručnik: Menadžment u zdravstvu. Osijek: Medical Faculty Osijek.
2. Šogorić, S. et al. (2016). Organizacija zdravstvene zaštite i zdravstvena ekonomika. Zagreb: Medicinska naklada.
3. Kraohvil, M. et al. (2016). Sanitary Care in Crisis Conditions. Velika Gorica: University of Applied Sciences Velika Gorica.

Course title: Disaster Management in EU

Course Code:
KMS111

Semester:
1

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
6

Course objectives:

To acquire the knowledge necessary for understanding and recognising the disaster management system within the European Union, in order to establish effective cooperation with the national civil protection system.

Course content:

- The concept of crisis (disaster) in the EU: conceptual and methodological aspects.
- Identification of crises according to the United Nations and the European Security Strategy.
- Crisis management in the European Union.
- Institutions of crisis management in the EU and their areas of competence.
- The EU Civil Protection Mechanism.
- Cross-border disasters.
- Host nation support.
- Models of cooperation in cross-border disaster management.
- Examples of good practice in cross-border cooperation.

General and specific competences (knowledge and skills):

Students will be qualified to understand crisis and disaster management processes at the EU level, participate in national and international cooperation, and comprehend the challenges and necessity of cross-border coordination in crisis management.

Learning outcomes:

Upon completion of this course, students will be able to:

1. Identify global, European, and Croatian security challenges, available response mechanisms, and the principles of disaster management.
2. Describe the concept and typology of disasters, phases of disaster management, and apply models of cooperation in cross-border disaster situations.
3. Analyse the institutional framework of disaster management in the Republic of Croatia and the European Union, and understand mechanisms of national integration.
4. Evaluate the cooperation process in crisis and disaster management within the EU.
5. Distinguish between the external and internal dimensions of the EU's disaster management actions and recognise available response mechanisms.
6. Apply acquired knowledge of disaster management within companies, local and regional government bodies, state administration, and international organisations.

Required literature:

1. Kešetović, Ž., & Toth, I. (2012). Problems of Crisis Management. Velika Gorica: University of Applied Sciences Velika Gorica.
2. Toth, I., Čemerin, D., & Vitas, P. (2012). Fundamentals of Disaster Protection and Rescue. Velika Gorica: University of Applied Sciences Velika Gorica.

Course title: Methods of Crisis Research and Management

Course Code:
KMS410

Semester:
4

Lectures + Exercises + Seminar:
1 + 2 + 5

Total Hours:
120

ECTS Credits:
9

Course objectives:

To enable students, based on acquired theoretical knowledge and skills, to independently identify and analyse crisis situations, propose and select alternative solutions, and prepare the necessary documentation for crisis preparedness and response for a selected case study.

Through this course, students will be trained to independently select a research topic and apply a scientific and professional approach in conducting research procedures, with the aim of using the selected topic, subject, or crisis situation as a foundation for their master's thesis.

Course content:

The course is carried out using real crisis situations chosen by the student in agreement with the instructor, focusing on historical or contemporary crises related to natural or anthropogenic threats. Data are based on actual cases, such as pandemics, floods, forest fires, earthquakes, maritime accidents, environmental pollution, economic crises, or other relevant crises agreed upon with the instructor.

The course is conducted through the following phases:

1. Definition of the case and initial parameters of the selected crisis situation
2. Methodological procedures for conducting research
3. Case study development
4. Proposal of improvement measures with rationale and implementation conditions
5. Preparation and presentation of the research concept

General and specific competences (knowledge and skills):

Students will acquire knowledge and skills for understanding and analysing historical or real crisis situations. They will be able to independently identify and assess potential crisis scenarios for various administrative and economic entities, evaluate alternative solutions, and prepare essential documentation for planning, preparedness, response, and recovery in crises.

Successful completion of this course qualifies students to commence work on their master's thesis.

Learning outcomes:

Upon completion of this course, students will be able to:

1. Identify and understand risks of potential crises
2. Recognise and define the assumptions of crisis management system functioning
3. Analyse possible crisis situations and identify relevant data and information required for crisis management, applying conceptual data modelling methods for and from crisis events
4. Propose alternative solutions for prevention, crisis response, and recovery
5. Detect critical points and obstacles to the implementation of specific crisis solutions
6. Evaluate adverse effects of crisis management decisions
7. Develop documentation for crisis management and business continuity planning
8. Establish the basis for commencing the preparation of the master's thesis

Required literature:

1. Zelenika, R. (2013). Methodology and Technology of Scientific and Professional Work. Kastav: IQ Plus.
2. Korajlić, N., Smailbegović, A., Toth, I., Kešetović, Ž., & Hodžić, K. Crisis Management Practicum. Faculty of Criminalistics, Criminology and Security Studies, University of Sarajevo & University of Applied Sciences Velika Gorica.

Course title: Peacekeeping and Humanitarian Operations

Course Code:
KMS503

Semester:
2

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
5

Course objectives:

To provide students with knowledge of the principles of humanitarian law, and to develop skills in planning and effectively managing logistical support in the implementation of humanitarian operations during crisis situations caused by natural or man-made disasters and war conflicts, through the use of both civilian and military resources.

Course content:

- Basic principles of humanitarian law
- Historical development of humanitarian operations: definition, scope, and evolution
- Planning and organisation of humanitarian operations: legal framework, areas of regulation, and institutional responsibilities
- Peacekeeping operations: concept, characteristics, and comparison with humanitarian operations
- Forces and resources for the implementation of humanitarian operations: responsibilities of state authorities, financial arrangements, interoperability in planning and implementation, international procedures
- Principles of humanitarian operation management: responsibilities, specific planning obligations, coordination among participants, accountability during implementation
- Models of humanitarian operations: assistance to refugees and displaced persons, delivery of humanitarian aid, rescue and relief operations in disaster conditions
- Public information and humanitarian operations: importance of public communication, press releases, public relations in humanitarian operations
- Civil-military relations in humanitarian operations
- Logistical support of humanitarian operations: responsibilities of government bodies, public institutions, NGOs, and other entities; financing
- Transitional period following humanitarian operations

General and specific competences (knowledge and skills):

Students will become familiar with the foundations of humanitarian law and acquire the ability to plan and effectively manage logistical support as part of the integrated process of conducting humanitarian operations in conditions of natural disasters, technological accidents, or armed conflicts.

They will gain knowledge of models and principles of humanitarian operation management as part of the international crisis response framework, as well as skills for planning and executing humanitarian operations within joint civil-military cooperation settings.

Learning outcomes:

Upon completion of this course, students will be able to:

1. Define potential activities in the implementation of humanitarian operations based on situational assessment
2. Plan and coordinate the actions of state administration bodies and public organisations during humanitarian operations and monitor their progress

3. Ensure professional execution of planned activities and tasks in providing logistical support for humanitarian operations
4. Facilitate cooperation among stakeholders in civil-military settings to plan logistical support for humanitarian operations
5. Participate as organisers and implementers of humanitarian operations
6. Link the causes, development, and course of humanitarian operations, integrating their various components into a unified and coordinated activity

Required literature:

1. Jakešević, R. (2012). Croatia and UN Peacekeeping Missions. Zagreb: Politička kultura.
2. Brajša, P. (2010). The Art of Leadership – A Guide for Those Who Lead Others. Pula: C.A.S.H.
3. Zelenika, R. (2005). Logistics Systems. Rijeka: Faculty of Economics.

Course title: Resilience of Critical Entities

Course Code:
KMS201

Semester:
0

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
7

Course objectives:

The objective of the course is to provide students with fundamental knowledge of the resilience of critical entities. Students will learn about key services that ensure the maintenance of vital societal functions, economic activities, public health and safety, and environmental protection. The course also aims to equip students with the knowledge required for developing security policies, protection plans for critical entities, and business continuity processes.

Course content:

- Concept and theoretical definition of critical entity resilience
- Sectors, subsectors, and categories of entities
- Identification of critical entities
- National framework for the resilience of critical entities: Critical Entities Resilience Strategy, national legislation, key characteristics of critical entities, risk assessment in EU Member States, significant disruptive effects, role of competent authorities, and the single point of contact
- Models for risk assessment and management of critical entities, measures to enhance resilience, and incident notification
- Protection of critical infrastructure
- Ensuring conditions for maintaining vital societal functions, economic activities, public health and safety, and environmental protection
- Responsibilities of owners and operators in managing critical infrastructure
- Sectoral policies for critical infrastructure protection
- Business continuity of critical entities

General and specific competences (knowledge and skills):

Students will be equipped to understand the fundamental principles of critical entity resilience and to implement, develop, and improve risk management systems that meet the requirements of specific critical infrastructure sectors. They will be able to create standard operating procedures for security situations in systems, networks, and facilities of critical infrastructure, as well as propose sector-specific security policies.

Learning outcomes:

Upon completion of this course, students will be able to:

1. Explain and justify the concept and significance of critical entity resilience
2. Apply risk analysis methods to enhance the resilience of critical entities
3. Critically analyse potential risk scenarios causing harmful impacts on critical entities
4. Propose and plan standard operating procedures for assets, facilities, equipment, networks, or systems providing essential services
5. Present and defend security policies for critical entities

Required reading:

1. Larkin, R., Cesarec, I., & Mikac, R. (2018). Critical Infrastructure – A Platform for the Successful Development of National Security. Zagreb: Jesenski & Turk.
2. Directive (EU) of the European Parliament and of the Council on the Resilience of Critical Entities, repealing Council Directive 2008/114/EC.

Course title: Disaster Assessment

Course Code:
KMS210

Semester:	Lectures + Exercises + Seminar:	Total Hours:	ECTS Credits:
2	1 + 2 + 1	60	6

Course objectives:

To provide students with knowledge of the principles and methodology for collecting and analysing information, procedures for preparing and conducting effective and rapid disaster assessments, and processes for gathering relevant data on needs and priorities immediately after major emergencies and disasters.

Course content:

- Introduction to the subject area, terminology, and methods of assessing major emergencies and disasters
- Types and principles of assessment for different types of emergency events and situations
- Assessment as an important decision-making tool
- Preparation for rapid and effective disaster assessment
- Sectoral disaster assessment
- Information management and reporting after the completion of disaster assessment
- Methodologies of international organizations (UN, IFRC, NATO, EU) for disaster assessment
- Damage assessment in the Republic of Croatia
- Practical examples and analyses of major disaster assessments

General and specific competences (knowledge and skills):

Students will be equipped to plan impact assessments and identify priority needs following major disasters and emergencies. They will gain the ability to participate effectively in various types of assessments as part of an integrated disaster response at both national and international levels. Students will acquire knowledge of methods for collecting, analysing, and processing relevant information after the occurrence of a crisis situation.

Learning outcomes:

Upon successful completion of this course, students will be able to:

1. Explain the fundamental principles of assessing consequences and required resources after major disasters and emergencies
2. Describe methodologies for damage assessment used in the Republic of Croatia and by international organizations (UN, IFRC, NATO, EU)
3. Apply appropriate assessment methods for various crisis events (earthquake, flood, hazardous materials, etc.)
4. Plan and organize rapid and effective assessment of crisis situations and determine priorities
5. Identify key sectors important for coordinated assessment, joint action, and decision-making processes
6. Apply basic tools for information management and reporting after conducting disaster consequence assessments

Required reading:

1. Kešetović, Ž., Korajlić, N., & Toth, I. (2013). Crisis Management. Faculty of Criminalistics, Criminology and Security Studies, University of Sarajevo & University of Applied Sciences Velika Gorica.
2. Kešetović, Ž., & Toth, I. (2012). Problems of Crisis Management. University of Applied Sciences Velika Gorica.

Course title: Design of Exercises for Crisis Situations

Course Code:
KMS112

Semester:
1

Lectures + Exercises + Seminar:
2 + 2 + 1

Total Hours:
75

ECTS Credits:
6

Course objectives:

To familiarize students with the importance of planning and conducting crisis management exercises for personnel within the Civil Protection System, and to train them in preparing Exercise Design Reports. The course aims to enable students to develop documentation and components that form part of the exercise design report for crisis situations.

Course content:

1. Concept and importance of the methodology for designing crisis management exercises
2. Types, objectives, and content of crisis management exercises
3. Exercise design report – national and international nomenclature (EU, NATO)
4. Organization of crisis management exercises and preparation of the exercise design report
5. Exercise execution
6. Exercise analysis

General and specific competences (knowledge and skills):

Students will become familiar with the principles, methods, and criteria for the methodological approach to designing crisis management exercises. They will develop skills for training participants within the Civil Protection System to respond effectively to crisis situations. Students will also gain the ability to prepare and structure the components of an exercise design report.

Learning outcomes:

Upon successful completion of this course, students will be able to:

1. Relate the fundamental principles of exercise design methodology to the importance of planning crisis exercises
2. Link exercise types and objectives with the content of crisis management exercises
3. Assess specific requirements in organizing crisis management exercises
4. Formulate, design, and plan an exercise design report for a specific crisis management exercise
5. Manage the implementation of crisis management exercises, with particular attention to safety measures and evaluation procedures
6. Collect necessary data and plan the exercise analysis process

Required reading:

1. Lebeda, N., & Mihalić, M. (2011). Designing Exercises for Crisis Situations. University of Applied Sciences Velika Gorica.
2. Regulation on the Types and Methods of Conducting Exercises of Operational Forces of the Civil Protection System, Official Gazette (NN) 49/16.

Course title: Psychological Aspects of Crisis Management

Course Code:
KMS310

Semester:
3

Lectures + Exercises + Seminar:
2 + 1 + 0

Total Hours:
45

ECTS Credits:
6

Course objectives:

The aim of this course is to familiarize students with the psychological aspects of various crises and the areas of crisis management in which psychologists can contribute to effective prevention, mitigation, or resolution of crises. An additional goal is to introduce students to the scientific and research principles and methods of psychology that can be applied in the study of crisis management.

Course content:

1. Fundamentals of scientific research in technical, social, and natural sciences
2. Basic structure of personality and cognitive, motivational, and emotional processes
3. Psychology of persuasion; preparation of PowerPoint presentations
4. Communication skills and principles of successful negotiation
5. Conflict prevention and resolution
6. Types of crises from a psychological perspective
7. Characteristics of effective leaders and leadership in crisis situations
8. Specificities of childhood and old age in crisis situations
9. Composition and functioning principles of interdisciplinary teams
10. Psychological aspects of natural disasters
11. Psychological aspects of technological disasters
12. Stress and coping mechanisms
13. Trauma and post-traumatic recovery
14. Psychological support during and after crises
15. Crisis aspects of serial crimes (serial killings, mass murders, arson, vandalism, sports hooliganism)

General and specific competences (knowledge and skills):

Knowledge:

- Theories of crisis psychology, research methodology in psychology, and criteria of scientific validity
- Principles of propaganda and communication during crises
- Clinical and psychological concepts related to stress, trauma, and crisis states
- Basics of psychological first aid, triage, and crisis intervention
- Roles and responsibilities of mental health professionals in teams and principles of interdisciplinary collaboration

Skills:

- Critical reading, analysis, and evaluation of professional psychological literature
- Selection of persuasive messages aimed at empowering and educating individuals and communities for self-protective behaviors in crisis situations
- Identification of psychological symptoms in crisis situations
- Application of basic intervention and triage protocols
- Evaluation of team roles and cooperation with mental health professionals

Learning outcomes:

Upon successful completion of this course, students will be able to:

1. Critically analyze professional and scientific literature on the psychological aspects of crisis management, identify relevant sources, and evaluate scientific validity.
2. Select communication and persuasion strategies for the psychological preparation of individuals and communities for specific crises, applying the principles of propaganda and communication psychology.
3. Explain and differentiate symptoms of stress, psychological trauma, and crisis states, with an emphasis on recognizing the need for intervention.
4. Critically assess the necessity of psychological interventions and the involvement of mental health professionals in crisis contexts.
5. Evaluate the role and contribution of mental health professionals within multidisciplinary crisis management teams, as well as their own role and responsibilities in such collaboration.

Required literature:

1. Atkinson, R. L., & Hilgard, E. R. (2007). Introduction to Psychology. Jastrebarsko: Naklada Slap. (selected chapters)
2. Pavlina, Ž., & Komar, Z. (Eds.). (2003). Military Psychology – Collected Papers. Ministry of Defence of the Republic of Croatia, Zagreb.

Course title: Strategic Crisis Communication Management

Course Code:
KMS214

Semester:
0

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
6

Course objectives:

The objective of this course is to provide students with knowledge of the implementation and management of communication strategies during crisis situations.

Course content:

- Basic phases, principles, and rules of effective crisis communication and crisis management
- Strategies and tactics of crisis communication

General and specific competences (knowledge and skills):

Students will acquire fundamental knowledge and skills for managerial roles in crisis situations. They will become familiar with strategies and tactics of crisis communication.

Learning outcomes:

Upon successful completion of this course, students will be able to:

1. Analyze the state and needs of crisis communication
2. Manage and communicate effectively during crisis situations
3. Identify examples of successful crisis communication management
4. Work in teams and design effective communication strategies in crises
5. Assess potential risks and apply proactive and reactive strategies in crisis communication

Required reading:

1. Heath, R. L., & O'Hair, H. D. (2009). Handbook of Risk and Crisis Communication. Routledge, New York.
2. Kešetović, Ž., & Toth, I. (2012). Problems of Crisis Management. Velika Gorica University of Applied Sciences, Velika Gorica.
3. Jugo, D. (2017). Crisis Communication Management. Školska knjiga, Zagreb.

Course title: Modern Threats and Security

Course Code:
KMS101

Semester:
1

Lectures + Exercises + Seminar:
2 + 0 + 2

Total Hours:
60

ECTS Credits:
6

Course objectives:

The objective of this course is to provide students with knowledge necessary for understanding contemporary threats and protection methods. The course enables students to comprehend the nature, scope, and consequences of modern threats to society, as well as the methodologies for confronting them and mitigating their effects. Students will be trained for independent work and research on specific aspects of threatening processes, as well as for analysis and presentation of issues related to contemporary threats and security.

Course content:

- Basic concepts of national and international security
- Relationship between national and international security
- International relations and collective security
- Instruments for protecting national and international security
- Contemporary geopolitical and geostrategic relations
- National security of the Republic of Croatia

General and specific competences (knowledge and skills):

Students will be qualified to understand processes in contemporary international relations, crisis generation resulting from modern threats, and the establishment of security systems at the national and international level.

Learning outcomes:

Upon successful completion of this course, students will be able to:

1. Critically assess relations and changes in the contemporary world
2. Evaluate and define the phenomenology of global relations and the position of the EU within them
3. Analyze crisis generation processes caused by contemporary threats
4. Analyze and coordinate security systems at national and corporate levels and their interrelations

Required reading:

1. Ogorec, M. (2010). Challenges of Crisis Management. Velika Gorica University of Applied Sciences, Velika Gorica.
2. Group of Authors (2019). National Security of the Republic of Croatia in the 21st Century. Jesenski & Turk, Zagreb.

Course title: Contemporary Challenges of Crisis Management

Course Code:
KMS311

Semester:
3

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
7

Course objectives:

The aim of the course is to provide students with knowledge about the structure and forms of contemporary threats and their resolution through the crisis management system. Students will gain an understanding of the nature, scope, and consequences of threats facing modern society, as well as the methodologies for countering and mitigating their effects. The course also prepares students for independent work, research on specific aspects of threatening processes, and the analysis and presentation of issues related to contemporary threats and security.

Course content:

1. Wars and armed conflicts as forms of threats: historical development of warfare, characteristics of modern wars and their impact on civilians, local and regional conflicts, hybrid warfare
2. Asymmetric threats and terrorism: definition, operational domains, historical development
3. Technical-technological and natural threats to modern civilization
4. Financial and economic crises and organized crime
5. Structures of crisis management: crisis management institutions, competencies, specific planning obligations, coordination among planning participants, implementation responsibilities
6. Specifics of management and leadership in crisis situations: corporate crisis management, risk management, disaster management structures
7. The role of non-governmental organizations within the crisis management framework
8. Specifics of crisis management education and training

General and specific competences (knowledge and skills):

Students will acquire detailed knowledge of the possible forms of contemporary threats to society and the principles of crisis management within each identified threat. They will be trained to plan the necessary human and material resources for addressing specific threats and to effectively manage crisis resolution processes. Additionally, students will be trained in models of operation and principles of managing crisis response operations as part of international crisis response efforts.

Learning outcomes:

Upon successful completion of this course, students will be able to plan, organize, and efficiently conduct operations for resolving complex crisis situations, ensuring the competent involvement of optimal human and material resources. They will be able to:

1. Define the potential scope of crisis operations based on situational assessment
2. Plan coordinated actions of state administration bodies and organizations during crisis operations and monitor their implementation
3. Execute planned activities and tasks in crisis resolution efforts
4. Coordinate the activities of all actors involved in crisis resolution
5. Organize crisis operations and manage relevant structures responsible for crisis resolution
6. Correlate the causes of threats with the potential course of crisis operations, integrating various segments into a unified and coordinated activity

Required literature:

1. Brajša, P. (2010). The Art of Leadership – A Guide for Those Who Lead Others. C.A.S.H., Pula.
2. Ogorec, M. (2010). Challenges of Crisis Management. Velika Gorica University of Applied Sciences, Velika Gorica.

Course title: : Protection of Environment and Cultural Assets

Course Code:
KMS215

Semester:
0

Lectures + Exercises + Seminar:
2 + 1 + 1

Total Hours:
60

ECTS Credits:
5

Course objectives:

The aim of the course is to familiarize students with the fundamental processes that endanger the environment, as well as with the methods and approaches for integrated environmental development, management, utilization, and protection. Students will learn to recognize the types of damage that can be caused to natural ecosystems and cultural heritage. Special emphasis is placed on the protection of natural resources and cultural assets.

Course content:

Environmental protection policies, environmental action plans, and implementation and monitoring instruments in the EU and the Republic of Croatia. The energy and green transition with a focus on the European Green Deal 2050. The concept, role, and importance of the environment in modern business and achieving sustainable development goals.

Degradation of the biosphere and climate change consequences. Human impact on air, water, and soil pollution and analysis of problems arising from economic development. Integrated waste management systems as a tool for preventing environmental hazards.

Environmental risk management and sustainable resource use.

Impact of anthropogenic and natural pollution on cultural heritage. New technologies and protective materials in construction. Green building and green transport. Use of biofuels in urban areas as pollution prevention. Energy-efficient construction in the protection of cultural heritage. Renewable energy sources as a resource in environmental and cultural heritage protection.

Protection of cultural heritage in emergencies: evacuation, safeguarding, and storage methods for movable cultural property and artworks.

General and specific competences (knowledge and skills):

Students will acquire competencies enabling them to recognize the main processes that endanger the environment and cultural heritage. The application of the course content in professional practice will enable them to identify damages that business systems may cause to natural ecosystems and to implement sustainable development policies that limit such negative impacts.

Learning outcomes:

Upon successful completion of the course, students will be able to:

1. Identify types of pollution and environmental hazards and present findings publicly
2. Critically analyze the concept of sustainable development in the context of cultural heritage protection
3. Categorize environmental protection policies for effective ecological risk management
4. Independently interpret and discuss key environmental and cultural heritage protection laws and regulations
5. Apply acquired knowledge in analyzing the impact of climate change on the environment and cultural heritage through teamwork
6. Plan and implement procedures for the protection, evacuation, and preservation of movable cultural property and artworks

Required literature:

1. Kiš, D., Kalambura, S., Racz, A., Jovičić, N., Brdarić, D. (2021). Sustainable Development – Selected Concepts. Faculty of Agrobiotechnical Sciences, University of Josip Juraj Strossmayer in Osijek.
2. Racz, A., Kalambura, S., Brdarić, D. (2017). Glossary of Environmental Protection in Croatian Legislation. University of Applied Health Sciences, Zagreb.
3. Kalambura, S., Racz, A. (2015). Sustainable Waste Management – Selected Chapters. University of Applied Health Sciences, Zagreb.
4. UNESCO World Heritage Centre. Retrieved from: <https://whc.unesco.org/en/about/>
5. Cultural Heritage Protection and Preservation Act (Republic of Croatia).