**Contingencies**



**NISQ**

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# TeacherIIMARCH - Planning

# Contingency: Information

****A **contingency** **plan** is a **plan** devised for an outcome other than in the usual (expected) **plan**. It is often used for risk management when an exceptional risk that, though unlikely, would have catastrophic consequences. en.wikipedia.org/wiki/Contingency plan

**N.I. Security Qualifications:**

# **Intentions**

N.I. Security Qualifications has researched the various possible events that may lead to disruption to the following **Concerned Parties**:

* **The Learner**
* **NISQ**
* **NISQ Approved Centres**

****By developing a strategy to reduce the impact of these events it is intended by N.I. Security Qualifications to continue to facilitate its Awarding Organisational functions and minimise any impact on the Learner and the assessment process that would have a knock-on effect for the NISQ Approved Centres. It is vital that all N.I. Security Qualifications Staff are fully aware of this strategy and the plans in place that require implementation of a Contingency Plan.

# Action Plans: Method

N.I. Security Qualifications has created an evolving list of possible events that require “Actions On” to either remove completely or reduce the impact on or disruption to the daily activity of The Learner, The Staff and The Company. All N.I. Security Qualifications Staff are encouraged to add to or suggest improvements to this Method Plan, this may be made verbally to the Chief Compliance Officer, followed up in writing, and can also be drawn from the suggestions noted from any Approved Centre visits by the NISQ External Centre Verifier.

As with the evolving Global Threat, Contingency is considered as part of the Risk Assessment Process, this is considered for the purpose of Contingency Planning as falling within two Key Elements/Groups:

* **Foreseeable Risk** – Events that can be Planned for/a Contingency Plan put in place known as “Actions On”.
* **Unforeseen Dynamic Risk** – Events that have not been Planned for/No Contingency Plan in Place, this creates a Scenario Where **Dynamic Reasoning** takes place and when a Solution is Considered and authorised by the Qualification Coordinator. “Actions On” implemented.
* Both Foreseeable Risk and Dynamic Risk Following the Implementation of any Actions On will be Evaluated by the Board of N.I. Security Qualifications.

## NISQ, The Learner and NISQ Approved Centre.

NISQ has a number of key functions as an Awarding Organisation such as;

* Considering the Learner as a priority,
* how NISQ is to function,
* how the NISQ Approved Centres are to function,
	+ to ensure and minimise any disruption to their functioning capabilities,
	+ Including Learner registration and teaching.

To minimise these risks to disruption NISQ will consider the following three areas and create contingencies:

## The learner

### Initial Point of Contact

**The Learner** has a choice where they can begin their individual NISQ Qualification Pathway, this will be through either the NISQ Approved Centre, NISQ or the Website.

NISQ Centre is Closed – the NISQ Centre must ensure dates for Holidays or other Closures dates are well published both on the Web/the NISQ Approved Centres Website and on their Premises – where Learners can see them clearly, the closure dates should clearly identify NISQ as being the next point of Contact for enquire or registration, by displaying the NISQ website, Contact details and NISQ Head Quarters address.

**NISQ Approved Centres Websites** must identify them as being Approved NISQ Centres, an explanation of their competence and a clear link to the main NISQ Website. **The Website must not misrepresent NISQ in any way**

**Advertising** undertaken by the NISQ Approved Centre must be clear and not misleading, **the advertisement must not misrepresent NISQ or the NISQ Regulated Qualification in any way.**

### The registration Process

The Learner may begin their registration process at the Approved Centre either by, calling in person, phoning or via the NISQ Approved Centres Website.

The NISQ Approved Centre must be competent in the NISQ Forms and Applications forms, their Guidelines and Quality Documents. Learners may begin their Journey at the NISQ Approved Centres but **must** be directed to NISQ for Learner Registration in full.

The Approved Centre must be able to advise the Learner on the Qualification Demands and the Registration Process.

### The Enhanced Security Checking Procedure

The Learner must undergo an Enhanced Security Level Check, this will be done through NISQ as a Registered Centre for NIDirect – this will be done directly between/with NIDirect and NISQ.

The Learner Must supply all documents and declare truthfully any convictions at this point.

If the Learner has learning difficulties or is less abled bodied – NISQ are prepared for those with learner difficulties, disabilities or being Less abled bodied at NISQ– No learner will be rejected because of the above, unless they fail other criteria set by NISQ for other reasons – The Enhanced Security Checks. – Registration Fees Apply

If the Learner Speaks Irish or Prefers to speak Irish – NISQ will arrange for the Learner to Undergo Registration through their registered Irish Interpreter/Other Languages will be accommodated for registration. Registration Fees Apply

### The Learner and the Approved Centre

The Learner will be directed to their closest NISQ Approved Centre.

### The Learner and the NISQ Regulated Qualification

The Learner must comply with the demands of the NISQ Regulated Qualification they have decided to participate in, support will always be provided by the NISQ Approved Centre and also by NISQ. – See NISQ Forms and Application Forms for Support

* Examinations and Assignments – the NISQ Learner Continuous Assessment Portfolio-

The Learner must unless certain criteria is met complete and pass all Examinations and Assessment Requirements, complete and displayed in the NISQ Learner Continuous Assessment Portfolio – conditions for consideration for the Learner are listed in the NISQ Forms and Applications

* Reasonable Adjustment or Special Considerations – all elements, eg. Loss of work material, unwell learner – identified in Red Below;

NISQ 01 NISQ Centre Approval Application

NISQ 02 Application Support Booklet

NISQ 06 The Fees Explained

NISQ 07 Qualification Regulation Application from NISQ to CCEA REGULATIONS

NISQ 08 NISQ Collation Document

NISQ 09 Approval of Centre by NISQ

NISQ 10 NISQ External Centre Verifiers Form

NISQ 11 Information for the NISQ External Centre Verifier

NISQ 12 Learner Registration Application

NISQ 12c Corporate Application for Learners

NISQ 13 Examination - NISQ Invigilators NISQ Approved Centre

NISQ 13b Register List for Examination for the Invigilators

NISQ 14 NISQ Invigilator Examination NISQ Approved Centre

NISQ 15 NISQ Approved Centre Action Plans and Sanctions

NISQ 16 Reasonable Adjustment Application and Evidence

NISQ 18 NISQ Definitions

NISQ 19 Finalised Learner Record

NISQ 20 Appeals Stage 1

NISQ 2ob Appeals Stage 2

NISQ 21c Full Published Qualification Specification for the Ofqual Register of Regulated Qualifications

NISQ 22 Record of Complaint –Stage 1

NISQ 23 Record of Complaint –Formal Stage 2

NISQ 24 NISQ Learners Continuous Assessment Portfolio

NISQ 25 Safeguarding Children and Vulnerable Adults Incident Report Form

NISQ 26 Maladministration & Malpractice Report Form

NISQ 27 Annual Staff Disclosure Reports and Disclosure and Certification of Compliance

NISQ 28 Raising a Concern- Whistleblowing Report

NISQ 29 Application for an Honorary Qualification

NISQ 30 Application for Deadline Extension and Adjustment

NISQ 31 Application for Lost or Damaged Learners Work

NISQ 32 Application for Wrong Examination or Assignment

NISQ 33 Application for Special Consideration or Post Special Consideration

NISQ 34 Application Missed Examination – Unwell Learner

NISQ 35 Record of Caller to NISQ

NISQ 36 NISQ Qualification Criteria Full Published Specification

NISQ 37 The NISQ Learner Charter

NISQ 38 Report to Learner of Lost or Destroyed Documents

NISQ 39 Compliant of Lost or Destroyed Documents

NISQ 40 NISQ An Overview

NISQ 41 The Risk Register

NISQ 42 Conflict of Interest Log

### Finalised Marking

The Learner will undergo continuous assessment by the NISQ Approved Centre Assessors through the NISQ Approved Centre Assessment Structure –

* Qualification Coordinator,
* Internal Moderator,
* Assessor/teachers

and, in addition must/will undergo NISQ Written Examination by Invigilation. These NISQ set Examinations are marked by the NISQ Qualification Division. In order for Learners to show their competencies, methodology and knowledge of the NISQ Regulated Qualification Material – all Learners will have their NISQ Learner Continuous Assessment Portfolio Finalised Marked by the NISQ Qualification Division – this mark translates into Learners NISQ Regulated Qualification Grade. (See Red Areas above for Consideration).

Once the Finalised Mark is released and the Certificate for the NISQ Regulated Qualification is awarded from NISQ either to the NISQ Approved Centre or Directly to the Learner.

The Finalised Mark will be delivered by the NISQ Qualification Division– (see below for alternative contingencies under loss of electricity etc )– the NISQ Qualification Division can under certain circumstances be moved to alternative premises to ensure Marking is not disrupted, all NISQ Learner Continuous Assessment Portfolios copies will be maintained by the NISQ Approved Centre as to ensure either loss or the portfolio being destroyed while at NISQ Head Quarters, for three years.

All examinations and Assignment will be loaded onto a soft copy sent to NISQ and retained by the NISQ Approved Centre for six years alongside the hard copy – NISQ and NISQ Approved Centres must be/are governed by the ICO legislation on Data protection.

### The Awarding of the Certification

NISQ are the only body permitted to issue NISQ Qualification Certificates denoting the Learner, Title of NISQ Regulated Qualification and Grade. Should this process be disrupted for any reason, the NISQ Approved Centre must not copy or distribute any other Certificates in their place. NISQ will follow Contingencies and continue to issue Certificates as soon as is possible, in some circumstances NISQ may Issues Electronic Certificates should the Learner be Overseas in a Hostile or Austere Location – however NISQ will also ensure a hard first issue Copy certificate is either sent to the Learner in Hard Copy, sent to the NISQ Approved Centre or held by NISQ for the Learner should they return or move to a more accessible area for posting.

* **Any Appeals**

See the Red Areas above

## NISQ the Awarding Organisation – this is split into two key Areas

### Area 1. The Learner

NISQ is committed to providing the very best service and support possible to the Learner throughout they journey on the NISQ Qualification Pathway.

In order to achieve this NISQ has considered a number of Risks and will always promote a culture of dynamic risk assessing as the Learner process is progressing.

NISQ has considered major disruptions to the NISQ Head Quarters – Below. Allowing the NISQ Head Quarters to move along with their stored secure DATA to other Premises which can also be used for Teaching should an NISQ Approved Centre be unfortunate enough to have to close for a period of time due to circumstances they could not control.

NISQ with always endeavour to minimise or remove any risk of disruption to the learner, should this not be possible NISQ will inform the Learner and the NISQ Approved Centre as soon as is possible as to the disruption, its outcome/Adverse Effect on the Learner and the time scale required to resume normal services - this is the function of the NISQ Qualification Department or in their absence for any reason the Audit, Risk ad Compliance Department of NISQ

### Qualification Marketing

NISQ will advertise through a number sources, the Internet/Web, NISQ Approved Centres/Internet, Colleges/Schools and Local or National Relevant Magazines or News Papers.

NISQ will not issues any Marketing Material that is Misleading or does not support its ethical values. NISQ will not advertise through Websites that do not comply with their Quality Documents or Standards. Information for Advertising will be Clear, use uncomplicated wording and be displayed in the relevant languages as necessary to reach the Market Audience. (third Party Policy NISQ D21)

The Web site will also be accessible form the Government Website the Ofqual Registration of Regulated Qualifications, through the NISQ Regulated Qualification Specification NISQ 21.

Mistakes or outdated material will be removed as soon as possible as not to be misleading. Changes to NISQ Regulated Qualifications or New Regulated Qualifications will be advertised correctly, providing the learner with the information they require. This will generally be through the NISQ Regulated Qualification Criteria Full Published Specification NISQ 21c.

Learners will be able to apply for Registration, Pay for Qualifications and contact NISQ through the NISQ Website. Should the Website become infected or Crash, NISQ has in place 24 hrs technical cover for this event, NISQ Learners will be also be directed to other NISQ Approved Centre Websites for Information or be able to continue these processes over the telephone or in person at the NISQ Head Quarters, this will include advice, registration and the taking of payment for Qualifications or Fees.

* Learner Administration – Registration through to Awarding/Post Learner Support.

NISQ is committed to supporting the Learner – this is displayed through The Learners Charter NISQ 37

Registration is a Key Element in the Learner process – should the electronic version of this Fail Staff in NISQ and NISQ Approved Centres will begin or complete the process on a Hard Copy, in all cases Learner documents and Registration Forms must be considered high risk and treated in a Confidential way, with not downward or sideways dissemination in either hard, soft or verbal format, all data must be handled and stored as per ICO legislation, over night storage or permanent storage of these documents will be done in a safe, under 24 hrs CCTV coverage and with a two person opening and closing policy.

Should there be a fault in the Safe for storage the documents will be transferred securely to either NISQ or an NISQ Approved Centre until the Safe is deemed back in operation, NISQ should be informed immediately by the NISQ Approved Centre should their safe fail. The Physical Transfer of documents will be undertaken by a minimum of two NISQ Approved Centre or NISQ Staff.

**All NISQ Data is stored on a number of high security external servers, this allows for one or more server to fail, Allowing NISQ system to continue as normal.**

**Area 2. NISQ**

### Governance

NISQ is Governed by a Governing Body Consisting at this time of printing 09/05/2018 of 7 Governors, it also has in place a Challenge, Review and Advisory committee – NISQ GL 8 made up of extremely well informed and experience individuals, it also has in place the approval panel– NISQ GL 2, NISQ GL7

### Administration

**NISQ Administration –all NISQ Forms and Applications, and all Quality Documents Apply**.

Good Administration will minimise or remove Disruption to the Learner, the Learner registration and learner support processes.

Contingencies for NISQ having to close are explained on this document – Total Power Failure etc.

Administration – Loss or Destroyed Learner Material including – Learner Registration Application, Learner Personal documents, Learner Enhanced security Check and Learner Qualification Material including Examinations, Assignments, Learner continuous Assessment Portfolio, Finalised Marking Booklet – if Lost or Destroyed.

The Learner will be informed as soon as possible by the NISQ Director Qualification Division or their Representative – The Chief Compliance Officer– to the degree of the loss or destroyed documents, this should be accompanied by a full explanation of the facts, followed by a full investigation through the NISQ Governing Body as to how the event took place and what measures could be put in place to remove the risk.

The Learner will be updated as to the progress of the Loss or destroyed documents, what documents are lost or destroyed, where the loss took place and if Data Protection Legislation was not followed. NISQ will follow this up to the learner in writing either through the Internet or via the Post on a NISQ 38 Lost or Destroyed Learner Documents – an explanation, this form will also contain an action plan which will minimise the Learners Disruption.

The Learner can make a formal complaint re these matters on a NISQ 39 Form Learners Compliant re Lost or destroyed Documents.

This will be brought always to the attention of NISQ Governing Body and will be considered a gross misconduct situation which may lead to the dismissal of NISQ Staff and if committed intentionally or suspected of criminal intentions the matter will be past to the Police the PSNI.

### Centre Approval and Compliance Measures

NISQ follows a structured process in order to Approve a New Centre Application and they also continue this robust process when monitoring the activities of the NISQ Approved Centres – this is undertaken by the NISQ Staff – the NISQ Qualification Department and the NISQ Audit, Risk and Compliance Department, beginning through assessment of the application process, then the NISQ Approved Centres compliance with NISQ Guidelines, NISQ Quality Documents, use of the NISQ Forms and Application Forms and Learner Assessment and Support Processes the NISQ Centre Deliver.

All Qualification Material, Examination and Assessment material processes Stem from NISQ Qualification Department.

NISQ continue this Robust Process through NISQ External Centre Verifier Visitations and also through NISQ Approved Invigilators, both planned with the NISQ Approved Centre and spot checks are carried out throughout all Qualification Cycles.

Failure by NISQ to enforce this system may lead to Sanctions by CCEA REGULATIONS or subject to loss of Awarding Status.

This System is continuously being assessed by the NISQ Approval Panel, NISQ Qualification and the NISQ Audit, Risk and Compliance Departments Chief Compliance Officer who all report directly to the NISQ Governing Body, throughout this process advice and guidance is provided by the NISQ Challenge, Review and Advisory committee – this committee considers performance, receiving writing reports and meeting all departments representatives within NISQ, they can then Advise the Departments on improvements that can be made and then inform the Governing Body of their findings, also carried out on a monthly meeting basis.

## The NISQ Approved Centre (Area 2)

### Learner Support

The NISQ Approved Centres are at the forefront of Adult Education and are Governed and Monitored by NISQ, only NISQ Approved Material will be used in order to teach the Learner, this includes the assessment material which must also be followed and implemented in full, the NISQ Approved Centre must not add to or remove material from the NISQ curriculum without prior written permission from NISQ.

NISQ Approved Centre – NISQ require NISQ Approved Centres to maintain a staff ratio of 1 Teacher to 5 Learner, should this ratio fall the NISQ Approved Centre must inform NISQ the reason for the failure and when it will be returned to the NISQ Required Ratio Levels. Continued Failure to maintain the ratio will affect the Learning Experience and is a serious occurrence and may mean the NISQ Approved Centre is placed under Sanctions or loss of their NISQ Approved Status. NISQ D18 Sanctions Policy,

### Staff Competence

All NISQ Approved Centre Teachers, Assessors, Internal Moderators and Qualification Coordinators must meet the criteria set for competence by NISQ.

Extract from NISQ GL14

All NISQ Approved Centre Teaching Staff and Assessors are required by NISQ to have a minimum of twenty years’ experience within their specific specialised discipline subject matter and a minimum of three years teaching/training experience. In addition, the NISQ Approved Centre Qualification Co-ordinator should either have a third tiered qualification or be recognised for their contribution to the specialist policing sector and be a member of a professional body and have 5 years teaching/training experience. (or be in the process of joining a professional body).

+ Desirable Qualities.

### Administration

Administration is vital for the smooth transfer of learner documentation, assessment material and any considerations/complaints the learner may have.

The Approved Centre must be able to replace the person appointed to do Administration duties, this falls under the roles and responsibilities for the Qualification Coordinator, in some NISQ Approved Centres the Qualification Coordinator will be responsible for Administration – in his absence this role will pass to the Internal Moderator.

The NISQ Approved Centre Qualification Coordinator is the Contact point for NISQ- in their absence this role will be taken by the Internal Moderator. Both these roles do not actively take part in the Teaching Process.

Should the Qualification Coordinator and the Internal Moderator both be off for an extended period of time more than Three Days the role and responsibilities will fall to the NISQ Approved Centre Governing Body. Any New appointment and all extended periods off by these two positions must be reported to NISQ Director Qualification Division. Who will advise the NISQ Approved Centre? These positions are vital and failure to replace these positions within the NISQ Teaching and Assessment structures may mean the NISQ Approved Centre is placed under sanctions or have its Approved Status removed. – This decision is take by the NISQ Approval Panel. NISQ GL 7 Applies, NISQ D18 Sanctions Policy

## **Catastrophic Failure of the NISQ Approved Centre-**

The NISQ Shareholders will collate an investment fund to support and enable to guarantee the Learners Qualification or refund of the Qualification Fee if a catastrophic failure of an NISQ Approved Centre occurs (this guarantee will not cover optional equipment or accommodation package fees paid directly to the NISQ Approved Centres).

Total Power Failure

Foreseeable Risk - This event affects all the concern Parties, the failure or interruption of the Power Supply may be Notified by the Supply Company in advance, allowing for the Contingency Plan to be Implemented beforehand/timely fashion, this will remove the impact of the Event.

* **Actions On** – The **Chief Compliance Officer** will:
* Inform all Concerned Parties of the Planned Date and Time of the interruption to the Electric/Power Supply;
* Arrange for the use of N.I. Security Qualifications Emergency Facility;
* Attend the emergency facility in advance to ensure all elements for operating are in place, electric supply is functioning at the location for heating, teaching equipment, the location is clean, catering is in place, toileting facilities are clean and functioning;
* Then inform the Approved Centres of the planned interruption to the power supply to ensure, training elements can be planned around the interruption. The Learner will also be informed of the arrangements that are place for their transfer to the alternative premises,
* Inform the Staff that the emergency facility is operational, and the transfer of staff has been arranged. This may involve the transportation of Staff;

**Actions On** – **Chief Compliance Officer** will:

* Ensure the safe transfer of the Staff to the emergency facility;
* Ensure all equipment required are transferred;
* Ensure the staff is made fully aware of the Health and Safety Policy that is in place at the alternative Venue;
* Continue operating as appropriate to reduce/remove any disruption to the NISQ Approved Centres/Learner;
* Continue to update the NISQ Approved Centre Centres/Learner as to the duration of the Power Supply Interruption;

## The Company

The interruption to the power supply will affect the Company Staff and the Company facilities. N.I. Security Qualifications will on the advice of the Chief Compliance Officer Implement the following:

### Actions On

* The use of N.I. Security Qualifications emergency office facility,
* Ensure Safe transfer arrangement for all Staff, this usually will mean Staff will arrive, transfer to the alternative Venue themselves/but alternative transfer arrangements will be in place;
* Ensure N.I. Security Qualifications premises is Secure during the event;
* All electronic equipment sensitive to power supply issues are shut down and disconnected,
* Staff are Kept informed throughout the duration of the Power Supply Disruption;
* Learners where necessary will be kept informed throughout the duration of the Power Supply Disruption;

## Temporary Loss of Power Supply

This is a Dynamic Risk - unforeseen Event and the Chief Compliance Officer will be tasked with:

### Actions On

* Monitoring the Temporary Loss situation, 1 – 3 hours will be considered a Temporary Loss and may not involve implementing the Actions on in place for a Total Power Supply Disruption.
* Informing the Approved Centres, the Company, as to the envisaged time/duration for the Temporary Loss;
* Ensure Staff continue as much as is possible with their daily tasks, using battery power/none electronic equipment;
* All electronic equipment that may be affected by the Loss/Return of the Power Supply will be Disconnected;
* Inform the Centres/Learner of the Power Loss and the arrangements in place

The NISQ Staff will:

### Actions On

* Continue will the daily tasks utilising battery/none electronic devices/Laptops
* Keep the Centres/Learner informed of the Duration or Changes in circumstances;
* Dependent of the time/Season as far as possible refrain from heat loss in the Office/Reception area, as is practicable and comfortable.

After 3 hours without a Power Supply the Chief Compliance Officer will make a decision as to the need to implement the **Total Power Failure** Contingency Plan. (as above)

Fire ****

This is considered in part to be a Foreseeable Risk and a Contingency Plan is to be implemented immediately that conforms with the Fire Evacuation Plan of the NISQ Facilities,

**The Company:**

* The Chief Compliance Officer Will Liaise with the Governing Body, General Staff as to the Health and Safety requirements including the Fire Drill/Evacuation Plans;
* Ensure all NISQ Staff are fully aware of the Fire Drill/Evacuation Plan;
* All Company Staff Will On the sounding of the Fire Alarm or on the Discovery of a Fire, raise the Alarm/Set of the Alarm and immediately evacuate the Building;
* Liaise with Staff at the appointed Muster Point and carry out a Personnel head count, to ensure all Company Staff are accounted for:

**Actions On**

* All Concerned Parties will conform to the Fire Drill/Evacuation/Fire Testing Drill that is in place at the NISQ Facilities;
* On the sounding of the Fire Alarm or on the discovery of Fire All Concerned Parties will as far as possible Raise/Set off the Fire Alarm and Evacuate the Building Immediately;
* Gather at the required Muster Point;
* Leave the Building without Personal Belongings;
* Assist as far as practicable any Person with either an Injury/Disability that requires assistance;

**Additional Requirements**

* Although considered the responsibility of the maintenance company, NISQ Staff will regularly check Fire Alarms for any notable Breakages/Faults, Fire Exits are free from equipment/operating correctly/have no visible damage;
* Ensure Regular Testing of the Fire System takes place, 1 X per month, recorded;
* Liaise with the Chief Compliance Officer, to express concerns, be updated on the Fire Plans;
* If the Facilities are damaged and a briefing on this event cannot take place the Learners will be relocated to the Hotel and briefed there, even if they will be afforded accommodation elsewhere;

**Equipment Loss – Facilities Management Officer**

In the Event of Fire, Damage or Loss, the following replacement contingency will take affect:

* Damage to equipment will be assessed by the Chief Compliance Officer and the FMO informed, if deemed possible the equipment will be repaired either on site or by sending it by registered post/courier to the required repairer or taken locally to a qualified repair facility;
* Damaged equipment deemed unrepairable will be replaced will the permission of the FMO – if required urgently the FMO has the ability to purchase up to a value of £300.00, without the Governing Body permission/they will be informed in a timely fashion;

Lost Equipment

* Loss of Equipment is a serious event, that will require the Chief Operating Officer/FMO being immediately informed so a Dynamic Assessment may take place, either to recover the item, report the item as lost to local Police or deemed lost not recoverable;
* Lost Equipment will be replaced only on the express permission of the Chief Operating Officer/FMO, who will carry out an investigation as to the circumstances of the Loss, if it is deemed the equipment was lost through negligence, disciplinary proceedings may be required;
* Fire/Equipment lost and required for NISQ will be retrieved from the offsite Storage facilities, electronic equipment not held due to cost or storage requirements are under an agreement arranged by N.I. Security Qualifications with the supplier to be replaced within 24hours with similar or updated equipment, this will be arranged through the Chief Operating Officer/FMO;

N.I. Security Qualifications will always endeavour to minimise the disruption to the NISQ Approved Centres/Learner and Staff, should this event/Fire take place, (or if a similar major event take place, such as Water/Flood Damage, Storm Damage or Criminal Damage). All similar Events will be Dynamically Assessed by the Chief Compliance Officer who will then put into place the appropriate Contingency Plan, these plans may on occasions need to evolve where flexibility is required, the Chief Compliance Officer will on consideration of the circumstances and consultation with the Staff/or other Professional Bodies Advice put into place alternative arrangements that follow the Structures and Ethical Values N.I. Security Qualifications commitment to the NISQ Approved Centres/Learner and the Assessment/Approval Processes.

**Remember on the Sounding of the Fire Alarm or on the Discovery of a Fire,**

**Get out – Stay Out! **

**Essential Reading:**

**file:///C:/Users/user/Desktop/29207-AFTER-THE-Fire-or-Flood-FINAL-A5-BOOKLET.pdf**

## RobberBurglary/Theft

This is a Foreseeable Risk and the following Contingency Plan can be implemented by NISQ Staff in order to remove or reduce the impact to or disruption to the Centres/Learner, NISQ Assessment/Approval process;

**Actions On**

* On discovery of a Burglary/Theft/Theft of Company Vehicle the Chief Compliance Officer will be informed immediately;
* As far as possible Staff will not contaminate any area that is considered to be the Burglary/theft Area, this may become a crime scene;
* The Chief Compliance Officer will inform the Governing Body and explain the circumstances of the Burglary/possible loss;
* On the advice/decision of the Chief Compliance Officer the local Police Service will be contacted in order to ensure a Crime Number is Raised, an investigation is carried out;
* All company staff will assist the local Police Service as far as possible as to items that are missing/stolen or damaged caused;
* The Chief Compliance Officer will then inform the Company Insurance Provider and start the process of making a possible claim for loss, damage or both:
* On the Advice/Decision of the Chief Compliance Officer the Administration Staff may implement the contingency for **Total Power Failure**, if the facility is no longer deemed safe or operationally worthy;
* On the Loss/theft of equipment/theft of a Company Vehicle the Company Insurance Provider will provide an alternative replacement vehicle/equipment, this will be coordinated through the Chief Compliance Officer;

**Note: Actions on**

**All Crime will be Investigated** by the Local Police Service/and internally Company, with the support of all The Company Staff.

Illness, Injury ****

### Actions on

This is a Foreseeable Risk and a Contingency Plan can be Implemented to remove or reduce the impact to or disruption to the NISQ Approved Centres/Learner, NISQ and the Approval/Assessment process:

### Emergency/Medical Evacuation

Each emergency will be assessed by a Qualified and Current First Aid Responders/E-vac within the NISQ/Staff, this being Keith Garbett - the following will be considered and forms part of the emergency procedure:

* NISQ has access to Four Hospitals, three of which have Accident and Emergency Units;
* Head Injuries and Major Injuries– all Head/Major injuries will be taken to the Closest Hospital A&E capable of Assessing the injury, this may be via an Ambulance/Helicopter 999 call or Evac by Staff Car, in all situations a Member Staff as required will attend/travel with the injured person/allowing for available space and medical advice, Staff will then continue on to the Hospital Location to Provide Support;
* Minor Injuries – Minor injuries once assessed by a suitable Qualified First Aider may require Evacuation to the Minor Injuries A&E Department, Staff as required will attend in support of the injured person;
* Minor Injuries - Minor injuries once assessed by a suitable Qualified First Aider may be treated on site, cleaned up, bandaged/sticky plaster applied and then the injured person will be monitored by Staff;
* The Chief Compliance Officer will make if required contact with any relevant concerned parties to the injured person as to the Accident/providing details and updates;
* In all cases the Accident at Work Booklet will be Completed, report completed and attached, and an investigation carried out/Risk Assessment carried out as a follow up procedure,
* The Chief Compliance Officer will be responsible for replacing staff at NISQ to prevent any adverse effect from occurring,
* The NISQ Approved Centre is responsible for replacing any member of their staff who is either ill or injured, NISQ should be informed as to what action the Approved Centre is taking in order to replace the staff member to reduce or minimise any disruption to the learners.

Security ****

This is a key priority of N.I. Security Qualifications and will be a continuous process of Risk and Threat Assessment as follows:

* **Foreseeable Risk** – Planned Contingency;

Overt Risks – Common and Targeted Threats Faced by all Security Forces, Companies, Public

Covert Risks – Targeted Espionage Threat

* **Unforeseen Risk** – Dynamic Assessment

Overt – Surprise or Improvised/Opportunistic Threat

Covert – Espionage Threat from Friendly

### Foreseeable Risk

All N.I. Security Qualifications Staff will be briefed daily on any Risks, Threats or Global Terrorist/Serious Organised Criminal activity by the Qualification Coordinator/Chief Operating Officer, the security arrangements for NISQ and the Planned Contingencies will comply with the Government Guidelines set down through Griffin**, Run, Hide, Tell**, the following Procedures, Guidelines and Contingencies will apply for these Elements/Foreseeable Risk.

### RUN

* Escape if you can
* Consider the safest options
* Is there a safe route? RUN if not HIDE
* Can you get there without exposing yourself to greater danger?
* Insist others leave with you
* Leave belongings behind

### HIDE

* If you cannot RUN, HIDE
* Find cover from gunfire
* If you can see the attacker, they may be able to see you
* Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal
* Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls
* Be aware of your exits
* Try not to get trapped
* Be quiet, silence your phone and turn off vibrate
* Lock / barricade yourself in
* Move away from the door

**TELL**

Call 999 - What do the police need to know? If you cannot speak or make a noise listen to the instructions given to you by the call taker

* Location - Where are the suspects?
* Direction - Where did you last see the suspects?
* Descriptions – Describe the attacker, numbers, features, clothing, weapons etc.
* Further information – Casualties, type of injury, building information, entrances, exits, hostages etc.
* Stop other people entering the building if it is safe to do so

### ARMED POLICE RESPONSE

* Follow officer’s instructions
* Remain calm
* Can you move to a safer area?
* Avoid sudden movements that may be considered a threat
* Keep your hands in view

### OFFICERS MAY

* Point guns at you
* Treat you firmly
* Question you
* Be unable to distinguish you from the attacker
* Officers will evacuate you when it is safe to do so

### Actions on Overt Risk

* **Daily Threat Messages** or Briefings by the Chief Compliance Officer

This may take the form of email messages with attached links to a News Update/Pod Casts/U Tube,

If required, this may take the form of a Closed Briefing Session.

* **Close Liaison** through the Chief Operating Officer with Local Security Forces, to ensure a common thread in Developing training, understanding Risks, Receiving Information on Possible Threats to the Company, NISQ Staff, the Learner/Leaners
* **The Hub and Security**

Security at NISQ and Other NISQ Approved Centres should remain Flexible and Evolving, this will take the form of **Five Security Zones**

# Security NISQ

**Zone 1** – Company Premises, Reception, Staff Offices, Classroom, Kitchen, Storeroom, Other Staff Offices:

* Cameras with low light capabilities will monitor internal movement and external movement, this can be accessed internally by Staff and Externally by Management, this monitoring will be recorded continuously day and night on 3 monthly cycles, reviewed by the Chief Compliance Officer and either retained or recorded over;
* Access to NISQ Premises will be through one main entrance, this will remain closed at all times and only opened when monitored personally by a member of the NISQ Staff or nominated deputies, this is Monitored Visually by a Camera;
* Fire Exits will remain free from obstacles for easy exit both internally and externally, these will remain closed at all times, unless utilised as appropriate, the Fire Exit Doors will not be opened for any other reason, Examples, to provide cooler air, easier entrance/exit for Staff or Learners etc. All Fire Exits will be Visually Monitored by a Camera;
* Windows can be used to introduce Fresher Air into either the Classroom, Office, Kitchen, Store or Entrance Porch Area, all Windows will be Closed After Use/unattended and will not remain open during the hours of darkness;

**Zone 2** – First Floor,

* The Entrance to the First Floor Staircase and Hall, this will be Visually monitored by a Camera, Externally the Door Access and internally the hall and Stairs;
* The Classroom Emergency Door will not be used, unless in the case of an emergency/as a Fire Exit, the Hall, Stair Case and Upper Hallway will remain free from any obstacles at all times;
* Window Access can be opened for fresher air intake, but where possible the window will be placed in the locked position, the windows will not be open during the hours of darkness, the window will be visually monitored by a series of cameras externally;
* NISQ Staff will ensure the availability of both Mobile Phone and Handset Radio Contact while in the Zone 2;
* NISQ Staff will ensure that the windows are closed during the hours of darkness;
* Hallways, stairs and exits are free form any obstacles, functioning properly.

**Zone 3** – Archway to entrance, Courtyard, Carpark Area

* The Archway, the Courtyard adjacent to Zone 1/2, the area within 15ms of the NISQ Building and the Carpark Area will be visually monitored by a series of cameras;
* Zone 3 is a shared area with other members of the visiting public. Company Staff Vehicles, Training Vehicles will be parked in this Zone, and will be monitored visually as required by current legislation, due to the visiting public;
* All vehicles parked in this Zone will be Security Checked on arrival and prior to leaving by NISQ Staff;
* Visitors to NISQ will register and receive a registered pass with the FMO Office/leaving relevant Parked Vehicle Details, or any awaiting or returning vehicle details;
* Staff will be vigilant when in the Shared Areas of Zone 3, Alert to possible, Targeting, Intelligence Gathering.

**Zone 4** – Driveway, Forestry Area, Walled Garden, Farm

* The Driveway is a vital route used/travelled along by Company Staff, Learners and Visitors to The Hub, it has a Speed Limit of 10 miles per hour and Ramps to reduce speed (these measures increase Risk);
* During Normal Operating Hours 8 – 6 pm, all N.I. Security Qualifications Staff will be Alert when travelling along this route, especially to the cover afforded by the Forestry Area;
* No member of Staff, Learner or Visitor is to Park along this route at any time, unless due to mechanical breakdown or requested to by grounds staff, both events will be reported immediately to the CCO/FMO who will then inform all Company Staff;

**Zone 5** – The Main Entrance, Public Road Way,

* The Main Entrance is the First Primary Choke Point for all NISQ Staff, Learners, Visitors

The entrance should be considered a High Threat/Risk Area;

* All N.I. Security Qualifications Staff Should Travel to work utilising different routes, implementing Counter/Anti Surveillance Techniques,
* The Main Entrance has two possible entry routes, travelling from Comber or Ballygowan, Old Ballygowan Road
* The Second Entrance Travelling from Comber and Ballygowan, Ballygowan Road requires a Stoppage and entry to a farm driveway;
* All Staff are advised during rush hour/increased traffic to use entry 1 and during quieter periods entry 2, entry 2 is to be dynamically assessed on approach as to the speed of access to the Main Entrance;
* All N.I. Security Qualifications Staff, Learners and Visitors are to remain Alert when travelling to and from NISQ especially at this vital choke point, to possible targeting, intelligence gathering, criminal activity, of individuals or N.I. Security Qualifications;

**Cyber Security**

N.I. Security Qualifications has in place Cyber Security that is provided by and Monitored by an External Company, to assist and improve this Security, NISQ Staff and Learners will only use the Electronic Equipment Supplied for Internet Searches and for Creating Documents. No electronic Equipment will be used to:

* Research Material on an Open Source Network not approved by N.I. Security Qualifications;
* Download Material from an Open Source Network Not Approved by N.I. Security Qualifications;
* Use a Search Engine not approved by N.I. Security Qualifications;
* Research any Material from the Dark Web/The Onion;
* Download any Material of a Sexual Nature;

**Other Considerations –**  NISQ Staff will not:

* Contaminate the Electronic Equipment by using unapproved USB Equipment;
* Remove any Electronic Equipment from NISQ premises without permission;
* Use Any Stand Alone Electronic Equipment, this Equipment will only be used by Trained and Security Cleared Administration Staff, no information is to be downloaded, printed out or electronically collected from these Devices;
* When not in use all Electronic Equipment will be disconnected from the Internet;
* To open Emails not related to the company or recognised as being considered safe via the highest setting of filters/Cyber Security Companies Filters, this event will be reported immediately to the Administration Officer;
* Tamper with or Try to mend any Internet, Computer or other Electronic Equipment;

**Electronic Equipment** – Laptop, Mobile Phone, Computer, Tablet, USB pens, Internet Ready Cameras, Cameras, Voice Recorders and MP3/4 Players/I Pods, Wireless Radio Equipment.

# Additional Security and Training Needs Analyses: Risks and Threat Assessment

Security measures at any Centre/International, in Theatre Training Locations will be subject to a full Training Needs Analyses, Reconnaissance Planning Process in order to create a functioning Operational Plan, consideration will be given to common Subversive Threats and Risks, the National Security Threat Levels, Global Threat Levels, Trends and possible Espionage opportunities the location may afford. The Security of all Staff, NISQ External Centre Verifier, Invigilator will be the Responsibility of the N.I. Security Qualifications Governing Body, and developed through the following available sources:

* **Current Location Threat Levels**, Trends, Attacks and Common Identified Subversives Organisations;
* **Government Advisory/Information System** in Place, Local Police, Security Services, Embassies/Support Staff/Diplomatic Staff, Foreign Office, In Country Advisors;
* **Security Checks**, are Competently carried out and Legitimate;
* **N.I. Security Qualifications Advisory Board,** Experience and Knowledge referenced for an informed process;
* **Specialised Security Networking,** Links with other Security Officials, Experts, Companies and Government Sources;
* **Chief Compliance Officer, Business Development Officer,** the N.I. Security Qualifications Governors will carry out a full Training Needs Analyses for every Contract, not dependent on location, this information will affect the Security Analyses – A full Security Reconnaissance and Intelligence Gathering will be untaken, alongside the overall Training Strategy of N.I. Security Qualifications and a Security Operational Plan will be drawn up and all Security Measures Considered/Employed to ensure the Safety of Company/Training/Learners/Support Security Staff**, these measures may include:**
	+ **Cameras,** Visual and Sound Recording Devices – Overtly Set as per Legislation/Human Rights;
	+ **Security Support Staff**, all N.I. Security Qualifications Security Support Staff will require an SIA licence to operate within the UK, all N.I. Security Qualifications Security Support Staff will undergo Training to raise Standards to a minimum of N.I. Security Qualifications Level 5 Diploma Standard per Security Support Staff;
	+ **Static Security Measures** at the Centres – Barriers, Pop up Barriers, Manned Check Points, Patrolling, Dog Support;
	+ **Compound Building** – in extreme Security Environments/Conditions a compound consisting of several layers may be required, either internally located in an existing Camp/Station or Externally Located;
	+ **Armed Support Staff** – if required due to the Training Centre Location;
	+ **Support Vehicles** – Armoured/Un-Armoured B6 vehicles may be required for Transportation, Patrolling or Emergency Evacuation;
	+ **Drone Support** – where required ground, perimeter, compound security may be assisted by Visual Drone Support;
* Note – in Order to Provide Security to the Company/Support Staff and N.I. Security Qualifications will employ all Security Measures as Required, Recommended or Additional Security Measures Once Identified in a Timely Fashion.

# Response - Communication

**Communication**

N.I. Security Qualifications welcomes input from all Staff, approved Centre Staff and Learners in order to continue developing their Contingency Planning. Part of this Contingency Planning involves Communicating with the Public and the Press.

**Actions on**

N.I. Security Qualifications Company Staff are expected to treat all member of the General Public with:

* **Courtesy** - the showing of politeness in one's attitude and behaviour towards others, (is an Essential Quality)
* **Respect -** due regard for the feelings, wishes, or rights of others, not dependent on their, Age, Ethic Background, Religious Beliefs and Sexual Orientation. (Equality)
* **Due Care and Attention –** all members of the Public need to be Dynamically Assessed and Consideration to Personal, Company and Learner Security/Safety is Paramount.

N.I. Security Qualifications from time to time have to Communicate with the Press/Media, or deliver Advertising or Updates through Social Media, Company Staff will adhere to the following Guidelines for:

**Foreseen or Unforeseen Risk**

* No member of N.I. Security Qualifications Staff is permitted to Communicate with members of the Press/Media or send messages via Social Media any Presentation or make a message either verbally or written that represents by design or through partial inclusion N.I. Security Qualifications and its Activities without Prior Authority from the N.I. Security Qualifications Board.
* No member of Company Staff is permitted to display any material or Company Logo either visually or in written through the Press/media or Social Media without Prior Authority from the N.I. Security Qualifications Board
* All Press/Media interviews or Social Media Messages will be on the express Authority of the N.I. Security Qualifications Board be designed, Planned and Scripted and then approved by N.I. Security Qualifications Legal Representative prior to being delivered or posted.
* No member of N.I. Security Qualifications Staff or Learner is permitted under any circumstances make any “off the Cuff” remarks at any event/situation that would be considered to represent N.I. Security Qualifications or their activities.

Human Rights

**The Human Rights Act 1998** *(https://www.liberty-human-rights.org.uk/human-rights/what-are-human-rights/human-rights-act)*

The Human Rights Act gives effect to the human rights set out in the European Convention on Human Rights. These rights are called Convention rights.

Examples of Convention or human rights include:

* the right to life
* the right to respect for private and family life
* the right to freedom of religion and belief.

The Human Rights Act means you can take action in the UK courts if your human rights have been breached.

The European Convention on Human Rights protects the human rights of people in countries that belong to the Council of Europe. This includes the UK.  The Council of Europe is different from the European Union.

**Actions On**

In relation to the European Convention on Human Rights N.I. Security Qualifications Staff are required to:

* Uphold its Values;
* Maintain/Implement its Legislative Requirements;
* Provide /Services/Teaching/Training at all Levels that Reflect the Human Rights Legislation/Convention;
* Remain Current as to any Updated Material in relation to Human Rights/Convention
* 