

# QQI Quality Assurance System

## QQI QAS 2020

(Rev 3 2024)



The Security Institute of Ireland mission is to provide Training Certification and Support Services to Learners, Trainers and Stakeholders of the highest quality through our commitment to developing and maintaining standards in Training and Education in the Security Industry

In order to fulfil our mission, the Security Institute has developed a Quality Management System which embraces as an integral element the QQI Quality Assurance System. The QQI Quality Assurance System has been designed in accordance with QQI Core Statutory Quality Guidelines.

This QQI Quality Assurance System document has been developed to be readily accessible and easy to navigate, it provides comprehensive details of the QQI programmes delivered and assessed by the Security Institute.

The Security Institute continues to be at the forefront of development of programmes of education and training in the security industry in Ireland. Through our engagement with QQI, PSA, learners, trainers and other key stakeholders we strive to maintain and improve standards in education and training, consolidating our status and reputation as the sector body.

Building on the recognition of our role in the design and development of programmes for the professional security industry. the Security Institute will continue to work with Learners, Trainers, QQI, PSA and other Stakeholders for the benefit of the industry as a whole.

The Security Institute will provide information and support to learners who may intend pursuing a career in the security industry and express an interest in participating in its QQI programmes leading to PSA licensing.

Luke Maples PC, F.Sec.I.I.  
Director of Standards, Quality Assurance and Compliance  
Security Institute of Ireland

## Acronyms

<b>SII</b>	Security Institute of Ireland, sector body for the security sector in Ireland
<b>QQI</b>	Quality and Qualifications Ireland
<b>PSA</b>	Private Security Authority
<b>TPF</b>	Trainer Providers Forum
<b>TP1</b>	PSA Requirements applicable to Security Training Providers
<b>NFQ</b>	National Framework of Qualifications
<b>ETB</b>	Education Training Board
<b>FE</b>	Further Education
<b>SME</b>	Subject Matter Expert
<b>QA</b>	Quality Assurance
<b>NRAT</b>	The Security Institute National Register of Approved Trainers.
<b>LPSX</b>	SII Language Proficiency Skills for Security Officers approved by the PSA to meet English language minimum standards for entry to programmes leading to licensing
<b>PMS</b>	Programme Management Specification capturing the requirements for each individual programme offered.

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## **Background**

The Security Institute of Ireland was the first organisation of its kind in Ireland. It was established in response to the ever-increasing demand that “something should be done” in the area of control, education and recognition of those professionals employed in the security field. The Institute was registered in Dublin, Ireland on the 20<sup>th</sup> March 1981, registration number 81738, having been granted a licence by the Minister for Industry, Commerce and Tourism. SII is owned by its members and has no shareholders or share capital. The Institute’s mission has always been the raising and maintaining of standards in training and education in the Security Industry and this continues to be its goal.

## **Constitution**

The establishing Memorandum and Articles of Association, the Constitution, describe by stated objects that the organisation is dedicated to improving the academic and business knowledge of those working in the security industry. The substantial activity of the Institute since its inception in 1981 has been focused on training, training supports and certification within the security industry in Ireland.

## **Membership**

The owners of the Security Institute are its members. These are qualified or experienced security and related services practitioners. The members elect an honorary board, who manage the affairs of the Institute. An Annual General Meeting of members takes place, where the board reports to members on the affairs of the Institute including its financial affairs.

## **Activities**

The Security Institute is the sector body for training and education in the security industry in Ireland and its principal business functions are all training related.

Its main activities include certification, training programme design and development, facilitating the delivery of training programmes through its network of PSA/SII approved trainers, publishing training manuals, and maintaining registers of professional security practitioners including members, companies, trainers and consultants. Advice, guidance, supports and reports are provided to the industry and other stakeholders. The organisation represents the training and education sector of the industry at national and international fora. This operational business activity takes place substantially in the Republic of Ireland, a European Union Member State.

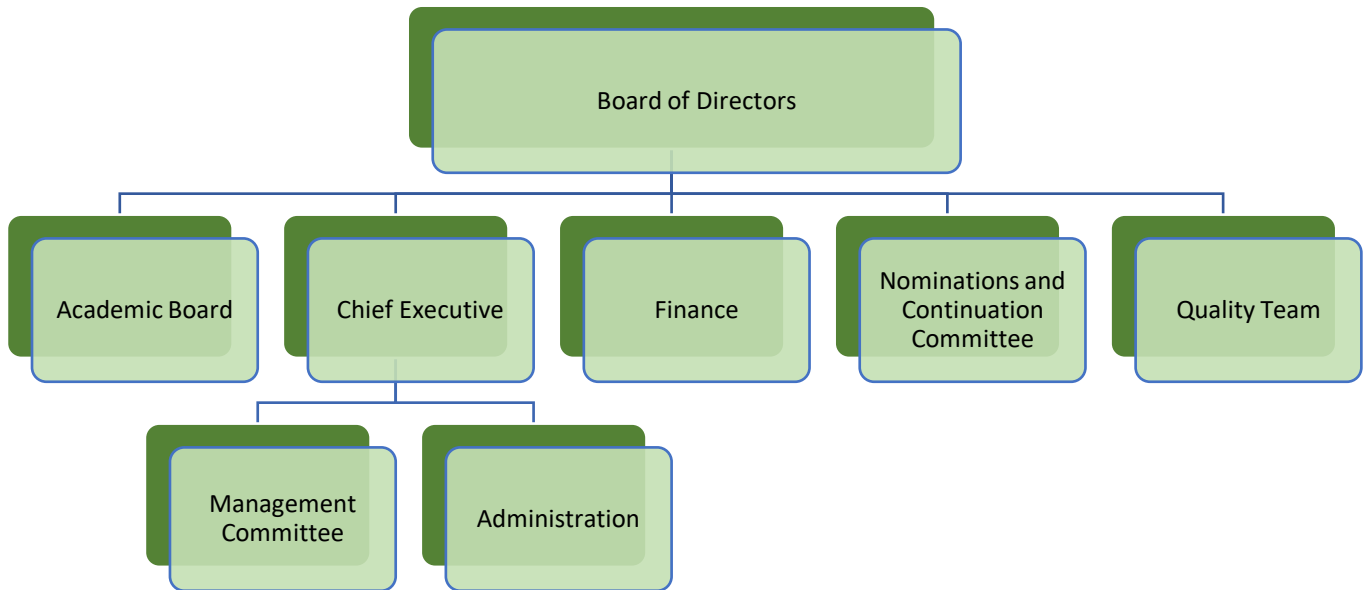
## **QQI Quality Assurance System Context and Scope**

The Security Institute Quality Assurance System is formulated recognising the importance of measuring and maintaining the effectiveness and continual improvement of the Quality Management System with the focus on achieving learner satisfaction

SII QAS is applicable to all Policies, Procedures and Processes required in the provision of training programmes to Learners working in or intending to work in the private security industry within Ireland and other persons external to the private security industry who meet the specific requirements of each Programme Management Specification (PMS)

The primary role in ensuring quality of programme design and development, evaluation and review rests with the Board of Academic Governors. Their role is key in maintaining the separation and integrity of educational matters from commercial or other factors. The Quality team supports all relevant activities in relation to Quality, striving to promote and embed a quality culture in the organisation

## Security Institute Organisation Chart



### Board of Directors

A Board of Directors elected by the Institute members has the ultimate responsibility to manage the affairs of the Institute. The Board of Directors appoint a Chief Executive and other senior officers. The Board is responsible for overall governance, policy making and strategic planning, allocation of resources and establishment of various committees. The Board meets on a quarterly basis. Meetings are chaired by the President of the Institute and minutes taken by the legal officer The Secretary of the Institute

*The Security Institute Corporate Governance Guide document details the makeup of the current board and their respective roles, duties and responsibilities*

### Chief Executive Officer

Reporting to the Board of Directors the Chief Executive is responsible for implementing Board policy and will consult with relevant officers, boards and committees as necessary. The CEO is responsible for the appointment of specific duty persons, including Internal Verifiers, External Authenticators and other auditors, monitors and evaluators or any similar internal or external role. The CEO is a full time staff member.

### Accounts and Financial Management

Director of Finance appointed by the Board has responsibility for monitoring and reporting on its financial affairs. The appointed Director is consulted and advises on financial matters and planned activity which may impact on the finances and resources of the Institute. Director of Finance in conjunction with the Chief Executive prepares the accounts for annual external audit

### Legislative Compliance Statement

Compliance with relevant legislation is central to the organisation's activities. Procedures are in place to monitoring and implement changes to legislations and regulations which impact on the organisation and its activity.

### Quality Team

The Quality team manage Quality Systems, review reports and feedback carry out audits, support the Academic Board of Governors, the Management Committee, trainers and all other Institute staff. The team play a vital role in development, implementation and communication of the importance of Quality and achievement of SII goals

**Owner :** Board of Directors

**Implemented by :** CEO Managemnt Committee Academic Board Quality Team

**Version:** V1 Rev 3 December 2024

This Board of Directors has established clearly defined Policy, roles, responsibilities and structures that ensure the separation of business governance and educational and training governance. Monitoring and review of the effectiveness of the processes by the Board and implementing corrective action and continual improvement is a key element in maintaining standards and effective governance. The Security Institute is committed to ensure that all its activities are conducted to the highest standard by eliminating conflicts of interests and risks to impartiality in its governance of the activities of the organisation. The Board has established a Management Committee responsible for business governance and risk management and an Academic Board of Governors responsible for academic governance in relation to Training and Education. The members of the various Boards and committees of the Security Institute other than the CEO serve in a voluntary capacity and do not receive remuneration of any kind. They participate in the activities of the Institute in the interest of the industry committed to raising and maintaining standards in education and training. The level of commitment of the Board and committee members enables the Institute to allocate resources to the various projects with little or no financial burden. Commercial or financial considerations are not key motivators in the running of the body which facilitates transparent separation of business and academic matters.



## Management Committee

The Management Committee ensure the effective business management of the organisation, they are responsible for staff recruitment, development and support as well reviews of its activities to ensure the effective implementation of its quality processes. The Management Committee would include the CEO and the serving President / Deputy President and a member of the Quality team.

The management team hold meetings on a monthly basis or as the need arises in the intervening period to address issues. The CEO presents reports to Board on the activities of the Management Committee. SII recognise that the management of risk is a key element of its operations and has delegated the responsibility to the Management Committee to assess risks, maintain a risk register, to ensure compliance with relevant legislation.

Ensuring the validity and integrity of SII programme delivery, assessment and certification, and implementing measures to mitigate risk is an important function of the Management Committee.



## Academic Board of Governors

The Academic Board of Governors oversee all matters relating to training and education. This includes design and development of programmes, preparation for validation assessing learner and trainer feedback and the review of IV, EA reports, Internal audits and PSA Inspections relevant to their terms of reference.

The Academic Board's independent oversight and governance of academic matters is strengthened by the inclusion of an independent member from another FE provider, subject matter experts, employers and a PSA and learner representative. The Board's current mandate is to ensure all QQI QAS requirements are achieved and maintained in relation to its two validated programmes in the Guarding sector working within the constraints of the PSA strategy on future programme development



*List of current Academic Board of Governors and Terms of Reference included in appendices*

**Owner :** CEO

**Implementors :** CEO Admin Quality Team Management Committee Academic Board

**Version:** V1 Rev 3 December 2024

The Security Institute Policy is to document every aspect of operations to ensure measurable standards of quality. A detailed document describing a step by step roadmap for the various processes has been developed to support overarching QA policy requirements. The documents set out in clear terms the methodology to be followed in, for example, staff recruitment, staff monitoring and approval, programme delivery methods and programme assessment.

All aspects of the QQI QAS is the subject of review on an annual basis to ensure currency and continual improvement. Only approved documentation provided and controlled by SII in relation to the organisation's training and business activities will be accepted for use in the QAS including learner assessment portfolios, trainer applications and renewals and documentation used by the various Boards and Committees in the performance of their duties.

### Quality Team

The Quality Team are an integral part of Quality Assurance planning and implementation. Internal Audits are carried out on a scheduled basis by the team with the aims of providing an overview of the effectiveness of the QA processes and help identify areas of potential need for improvement. The Quality team use the SII template for internal audits and formulate a report to be presented to the Management Committee.

All Documentation is maintained and issued through the Administration Department and is subject to Board approval and annual review or as required by changes to requirements.

The documentation includes but is not limited to:

- Policies, Procedures and Processes
- Programme Management Specifications
- Registration forms
- Attendance sheets
- Marking sheets
- Assessment results sheets
- Declarations regarding fitness and language skills
- Equipped to Participate and Coursework ownership statements
- Trainer Applications and Renewals
- Trainer Code of Conduct and Agreement
- Trainer upskilling attendance sheets
- IV and EA documentation
- Results approval reports

**Owner :** Academic Board

**Implemented by :** Academic Board QualityTeam Managemnt Committee Trainers

**Version:** V1 Rev 3 December 2024

### Context

The Security Institute has a proven track record in the design, development, delivery and assessment of training programmes in the Security Industry. The Basic Guarding Skills, Door Security Procedures and Security Industry Awareness modules which were designed and developed by the SII were included on the NFQ and adopted by the PSA as mandatory requirements for individual licensing in those sectors.

The Institute's autonomy in programme development is now impacted by the PSA's strategy and increased involvement in actively monitoring training providers and training standards.

In consultation with the Training Providers Forum, the PSA through a new collaboration, The Security Institute on behalf of the PSA are designing and developing new Awards to meet the requirements for licensing of various sectors of the industry. The programmes when approved by the PSA where applicable will be submitted to QQI for validation, only PSA approved training providers will be authorised to deliver and assess programmes leading to licensing. This new PSA approach applies to all future training programmes including programmes subject to QQI Validation. SII on behalf of the PSA has designed two new Special Purpose Awards which are now included on the NFQ, Level 4 Enforcement Guards and Level 5 Physical Intervention Skills, mandatory requirements for PSA licensing in the Enforcement Guard sector

Having developed and delivered a number of other QQI validated programmes in the security sector at Level 5 and 6 in recent years, SII had focussed on Guarding Skills and Door Security awards but is now the only provider with QQI validation for the new Special Purpose Award for Enforcement Guards. SII have been designated as the preferred provider for licensing purposes of the new Level 5 Special Purpose Award Physical Intervention Skills and the validation application is in progress

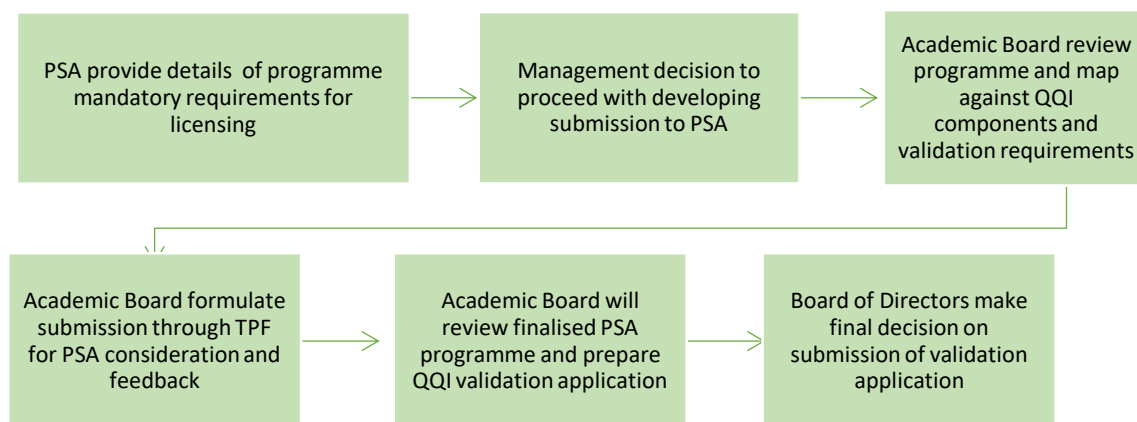
The SII since its foundation and as the sector body has developed and continues to develop and certify its own training programmes for the security industry.

The Security Institute Policy is committed to using its expertise and QQI QAS model in programmes of education leading to QQI awards and has developed detailed documented processes in relation to all aspects of programmes of education and training.

The Academic Board of Governors will formulate submissions taking into account all relevant QQI requirements to be presented by SII representatives to the PSA through the Training Provider forum, in relation to proposed changes to existing programmes or development of new programmes. A PSA representative is on The Academic Board of Governors.

## Programme Development

Training Programmes issued by the PSA or developed on their behalf will be processed through the Academic Board of Governors whether or not the programmes require QQI validation. Prior PSA approval of programmes leading to licensing must be obtained including those being submitted to QQI for validation.



## Programme Review

Programme review and maintenance is carried out to ensure that programme content remains current and relevant by reviewing and modifying programme content and assessment in a regular, scheduled way. Consideration of PSA requirements must form part of programme review.

### Objectives

- Review programmes at regular intervals
- Ensure all programmes remain current and relevant

### General

All programmes have a review date which is documented in each individual Programme Management Specification. Continuation of the programmes will form part of the review.

The Academic Board of Governors as part of the review process are responsible for, and approve changes or modifications of programme content, assessment criteria and assessment instruments where deemed necessary in consultation with key stakeholders. Learning outcomes and assessment criteria are the primary focus of programme reviews. Where substantial modification is considered necessary, PSA approval and revalidation may be required. Minutes of Academic Board of Governors meetings will document any programme changes.

Programme review, maintenance and improvement will consider the following:

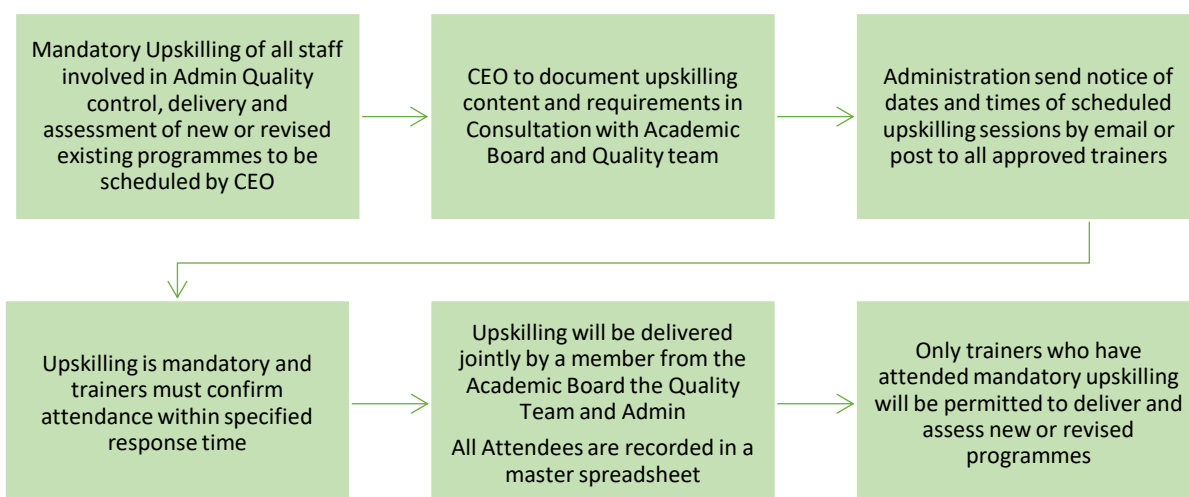
- Trainer reports / trainer and learner feedback
- Changes to legislation
- Internal Verification reports
- External Authentication reports
- Assessment results analysis
- Employer or industry feedback
- Statutory / PSA changes
- QQI validation requirements
- General content reviews
- Quality Team observations and recommendations

The Chief Executive with the advice and support of the Academic Board of Governors is responsible for ensuring Programme Management Specifications are updated and disseminated to all parties. All users are instructed to discontinue use and return or destroy older versions.

Regular scheduled trainer upskilling includes discussion and feedback on any changes made. Substantive changes may require specific upskilling sessions to be planned, notice of scheduled dates will be circulated to all Approved Trainers.

All amendments will be recorded in the revision history section of each Programme Management Specifications document.

## Upskilling of Programme Delivery, Assessment, Administration and Quality



### Access

The Security Institute recognises the importance of skills competency and training, as an integral part of the life-long learning process and through its commitment to this concept will provide the necessary information to learners, trainers and other stakeholders on relevant qualifications criteria in relation to access, transfer and progression.

The Security Institute will ensure that needs and care of learners are central in upskilling of Approved Trainers in particular in communicating details of changes to eligibility to participate or new access criteria determined by the PSA which may impact learners. The PSA have set English language standards for entry on programmes leading to licensing which also form part of the new QQI Special Purpose Awards for the Guarding and Enforcement sectors.

The PSA approved SII Language Proficient for Security Officers will now be part of the pre-enrolment process for all learners who do not present evidence of the requirements set out in PSA TP1. Learners who fail to demonstrate the minimum PSA standard will be referred to their local ETB by their trainer to access English Language training programmes. Full details of the options to meet PSA and QQI criteria to access the programmes is provided to learners through Programme Information documents SII trainers and the website [www.sii.ie](http://www.sii.ie)

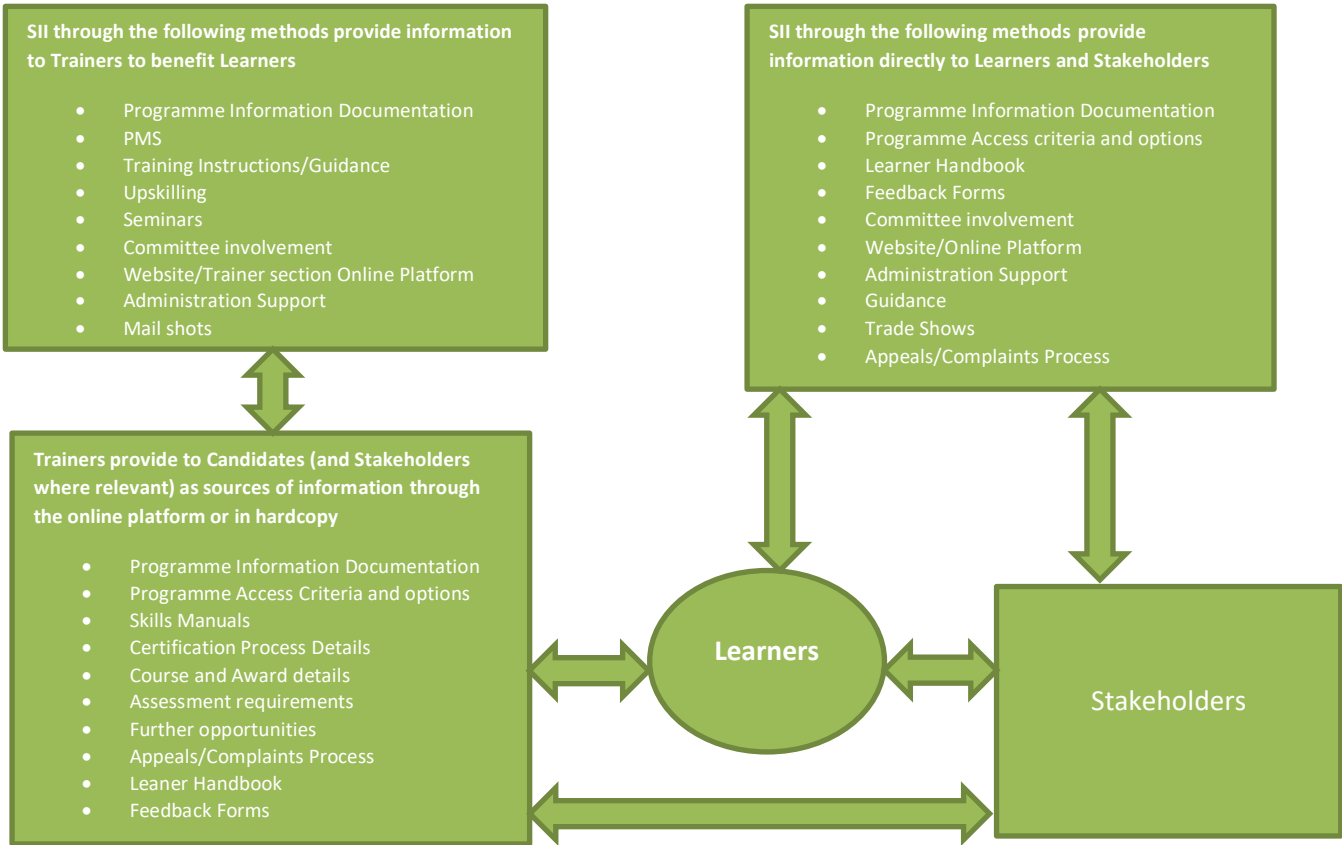
Learners may transfer from one programme to another freely.

### Progression

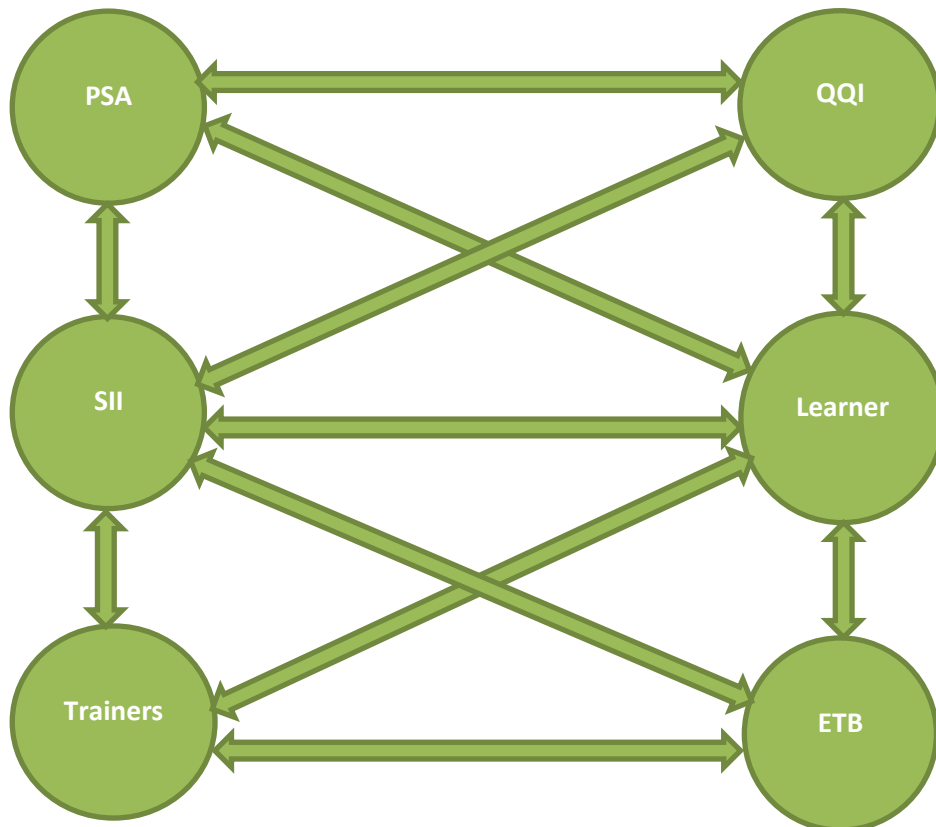
The Security Institute as the sector body for the security industry offers, encourages and supports learner progression. The Security Institute applies the general criteria of programme levels stated in the European Qualifications Framework. This allows for progression routes from, for example, a QQI programme to a higher-level Security Institute programme.

All learners may progress to higher levels subject to established entry criteria being satisfied. Entry criteria is published in each individual Programme Specific Information Document. Learners apply for programmes at a higher level using the established registration process. Where the learner is already registered with the Institute and their experience and qualifications are internally verifiable, entry is automatic. Where the learner is not already a Security Institute registered learner, they may be asked to provide a CV and copies of qualifications.

## Information Exchange



## Interaction Chart



**Owner :** CEO

**Implementors :** CEO Admin Managemnt Committee Academic Board

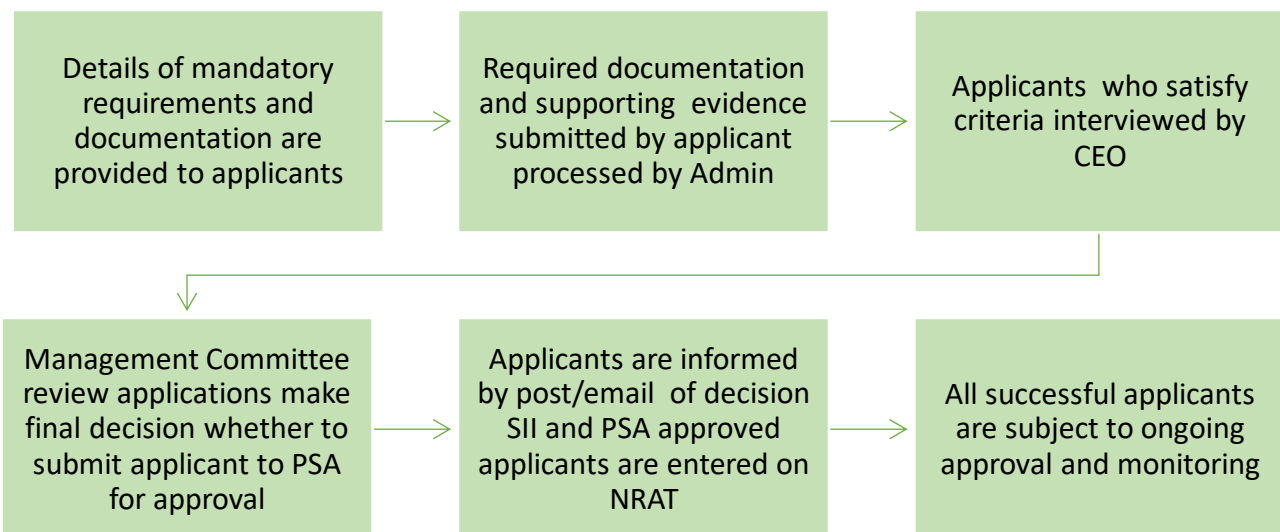
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The Security Institute does not actively recruit training staff but when applications to be included on the NRAT are received, SII Policy ensures detailed processes for recruitment, approval, monitoring and development are in place and implemented. SII make every effort to ensure only trainers with the relevant experience, qualifications and learner focussed attitude are selected to provide a professional service including delivering programmes of the highest standard to benefit the learners and are only included on the register after PSA approval. The Security Institute take its due diligence responsibilities very seriously and insist on the highest standards of professionalism from its team.

The Security Institute policy recognises the importance of processes for recruitment, training and development of its trainers. A comprehensive process in relation to Trainer recruitment has been developed which requires applicants to provide substantial information, including but not limited to the following;

- Completed Application Form
- Current CV
- Character References
- Training Qualification
- Relevant Subject Matter Qualifications
- Professional Insurance Policy Document
- Tax Clearance Certificate or online access code
- Signed Code of Conduct

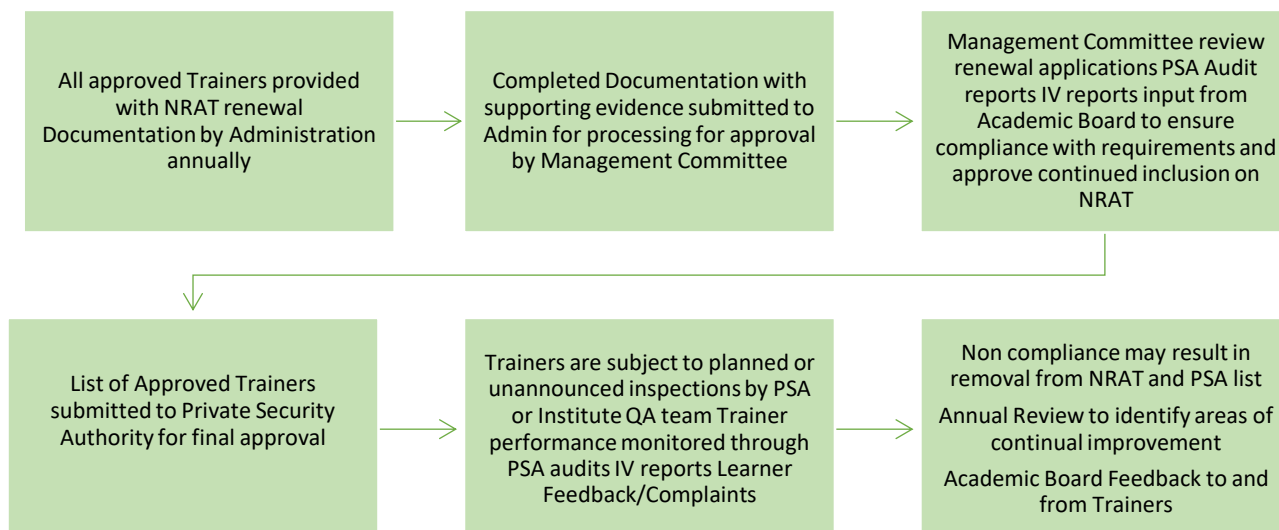
A detailed file is established for each trainer, these files are inspected by the PSA.



*Trainer Application Packs are provided to applicants to be fully completed for processing by the Administration Department prior to interview by CEO*

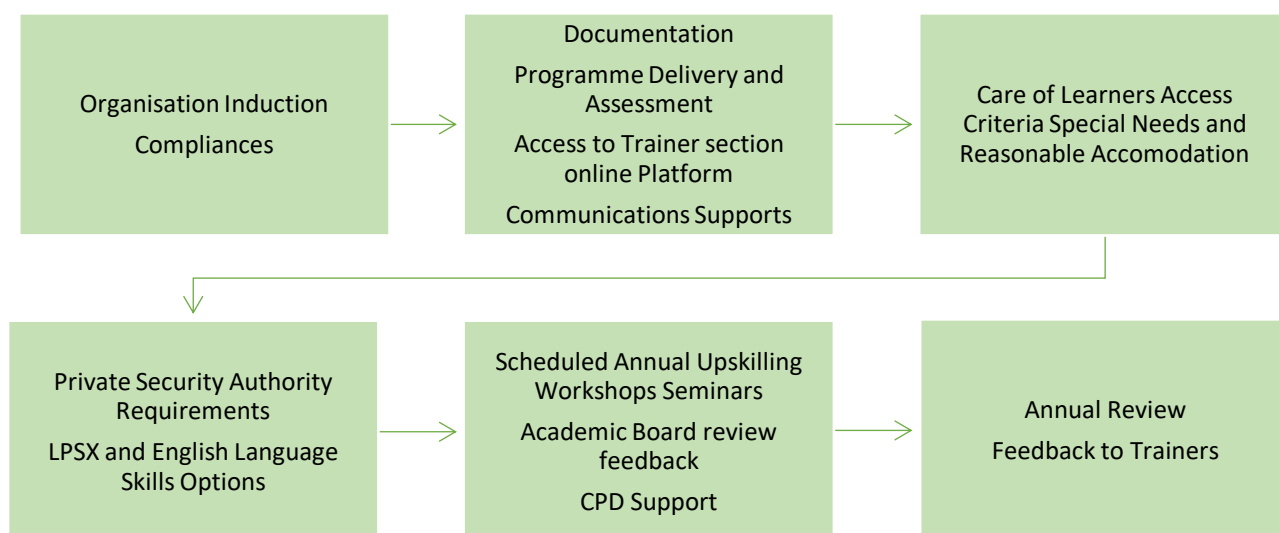
## Trainer Approval and Monitoring

Trainers are the Security Institutes frontline staff who engage directly with learners pre programme, during programme delivery and assessment. SII trainers tend to have been involved in training and other roles in the security industry for many years. Regardless of their previous experience or expertise all trainers must satisfy and continue to satisfy the documented requirements of the Institute and the PSA for inclusion on the Security Institute's National Register of Approved Trainers.



## Training and Development

The Security Institute recognises the importance of staff training, as an integral part of the provision of professional services of the highest standard to learners and will ensure refresher training and upskilling is carried out on a planned basis or as the need arises. It will facilitate further relevant training and provide support for the advancement and personal development of all persons in the organisation. SII has a proven track record in providing support to Trainers in their continuous professional development. SII have in the past fully funded trainers in acquiring 3<sup>rd</sup> Level qualifications in training and education. SII continues to support trainers in this area. Trainers are invited to attend free of charge all programmes developed by SII with the view to broadening their skillsets and knowledge. Mentoring and support from Institute academics is always available to trainers who have engaged in or intend enrolling in Higher education programmes.



**Owner :** Academic Board

**Implemented by :** CEO Admin Trainers Academic Board Quality Team

**Version:** V1 Rev 3 December 2024

The Security Institute Policy is to create an environment that is conducive to effective learning and delivery of training to the standards that meet the expectations of learners and provides the tools and support trainers require to meet these expectations.

### Learners

The Security industry as with all service industries attracts a diverse range of learners from varied cultural backgrounds, skills level and prior educational achievements. The vast majority of learners attend Guarding sector training programmes to obtain a PSA licence and ultimately employment in the industry. SII recognise this as a key motivator for learners and through direct contact training delivery strive to care, support and assist learners through the design, content and assessment methods of the programmes. All SII programmes are outcomes based.

Group discussions and exercises are integrated into the learning experience providing opportunities to interact with fellow learners and trainers. Active participation in real life role play scenarios and practical skills demonstrations is expected and encouraged whether it be the use of a fire extinguisher or dealing with conflict this provides life-long relevant learning experience. The learning experience is further enhanced by the provision of support materials through the SII online platform, in the form of skills manuals, study guides and learner handbooks. Feedback and input from learners are vital elements of the learning experience and is sought through the direct contact phase and through learner feedback forms completed at the conclusion of the course.

SII will provide QQI Level 5 Special Purpose Award Physical Intervention Skills, learners are also encouraged to seek further personal development with other QQI providers. The information on the options to complete the SII Security Supervisor Skills programme and other security industry specific programmes is also provided to learners.

### Trainers

The important role SII Approved Trainers play in the teaching and learning experience is recognised and at every stage the role is supported by the Institute through its induction, upskilling and development processes, administration support, one to one mentoring and their involvement and feedback on all aspects of programme design delivery and assessment. SII Approved Trainers have vast experience in the security industry and are very familiar with the cohort of learners who tend to participate in the security training programmes. Regularly dealing with the diverse needs of this cohort of learners, trainers bring to bear their experience and knowledge to accommodate the learners recognising and respecting their cultural and social backgrounds.

SII provide all trainers with a Programme Management Specification (PMS) through the Trainer Section of the SII Online Platform or in hardcopy for each programme they are authorised to deliver and assess. The PMS includes all documentation required to deliver the programme including but not limited to registration forms, lesson plans, study guide, assessment guidelines, briefs and marking sheets.

The provision of these centrally devised documents provides consistency of standards and allows Trainers more time to focus on the learner and the delivery of the learning outcomes of the programme. The lesson plan in particular sets out the content and a delivery schedule designed to be manageable for the learner. Delivery methods, equipment, materials and supports for the learner are clearly described and itemised

### Training Environment

A range of suitable venues and premises are utilised to facilitate the delivery of programmes. Trainers may have their own permanent facilities, temporary or rented facilities or hire hotel conference rooms etc, As trainers are located throughout the country programmes are available in the main population hubs with access to public transport, in some circumstances trainers may be required to select venues as near as possible to the learner cohort to meet their needs, SII policy requires that a Venue Suitability and Safety Risk Assessment audit is carried out by trainers before any training activity takes place at a premises. The audit report is submitted to SII by the trainer for each premises used.

### Benchmarking

A study carried by SII highlighted a clear trend in relation to achievement of Merit and Distinction grades pre and post introduction of the new components in 2012. This trend is mainly due to the changes in the assessment criteria in the new components. Based on the trends the Institute expanded its assessment guidelines for both learners and trainers to ensure clarity of the requirements. There was no significant fluctuation in the percentages after the changes to the guidelines. The trend is reviewed annually and will be particularly useful after the introduction of the new special purpose awards for identification of the impact on learner achievements and areas of improvement

#### Pre 2012

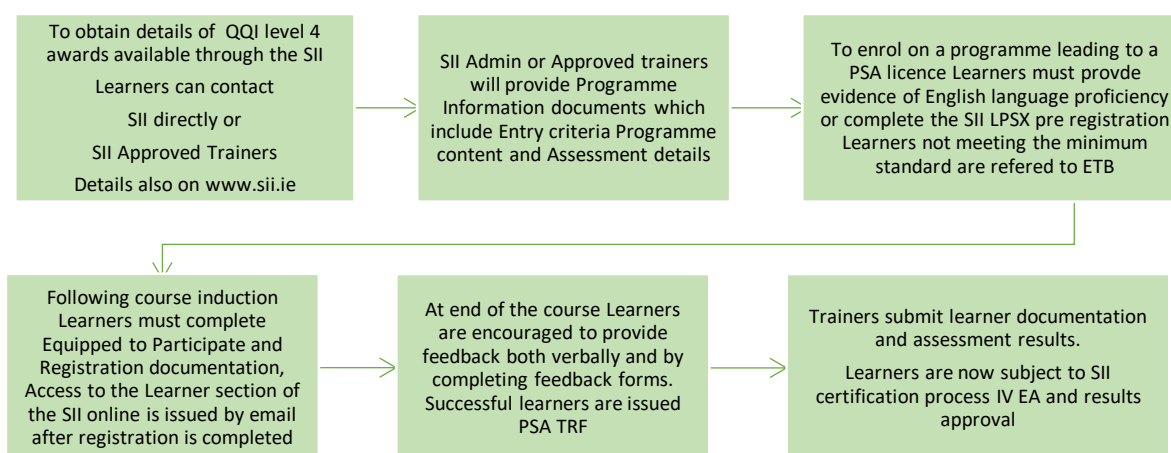
Pass 10.00%            Merit 41.86%            Distinction 48.14%

#### Post 2012

Pass 12.12%            Merit 54.76%            Distinction 33.11%

Monitoring and review of the learning and training experience is crucial and SII through feedback from learners, trainers the PSA and employers. Results and assessment analysis assists the SII with the reviews and self-evaluation.

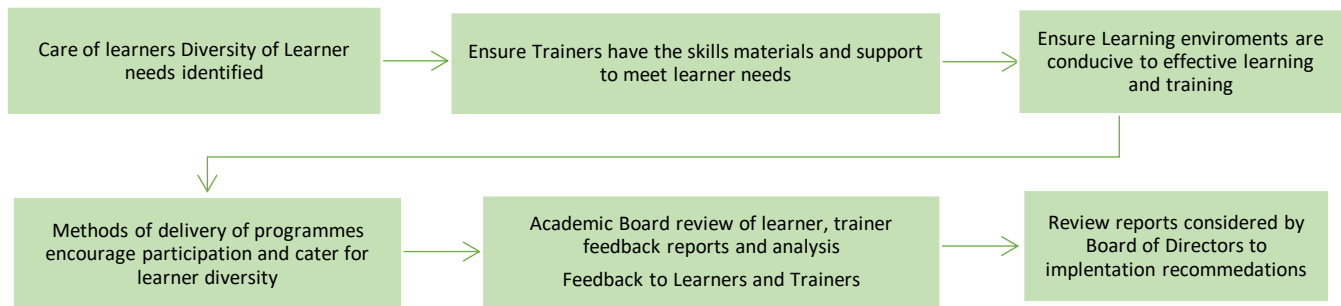
### Acquiring a Qualification



## Special Needs

Special needs include areas such as physical, sensory, learning or language issues. Where a learner feels they require accommodation for any special needs or facilities during delivery or assessment they must inform the trainer and/or the Security Institute in advance of booking to ensure these arrangements are available and in place before taking up the programme.

While every effort is made to accommodate, it is important that the standard required within the programme be maintained. Learners can discuss these issues with the trainer or any member of staff in confidence for further advice and guidance.



## Care, Health and Wellbeing

The Security Institute is committed to supporting Learners both personally and professionally. The nature and duration of the programme schedule does not lend itself to counselling or pastoral care in any organised or structured way, however, comprehensive sections on personal safety, stress, wellbeing, work-life balance and personal and professional development are included in programme material.

These sections relate to both personal and professional aspects of Learner life. Programme scheduling allows for limited open discussions on these areas.

The Personal Considerations Guidebook provides further information on this topic.

## Learner Safety

Training and other Institute staff will do all that is reasonably practicable to ensure the safety, health and wellbeing of those attending any premises used to deliver programmes. Trainers will outline the specific fire, emergency and any other general classroom environment risks. Candidates must cooperate with all safety requirements. Training staff will also provide information on breaks, canteen, toilet, car parking and other relevant comfort and welfare facilities

**Owner :** Academic Board

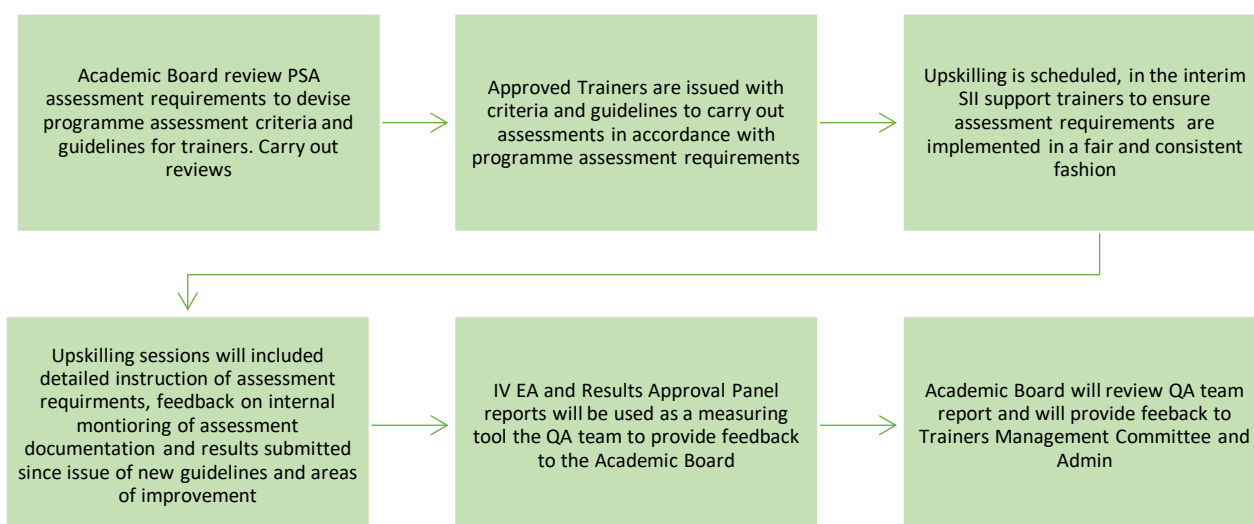
**Implemented by :** CEO Admin Management Committee Academic Board Trainers

**Version:** V1 Rev 3 December 2024

The Security Institute Policy is to centrally devise all assessment criteria and documentation. A detailed documented process in relation to assessment of learners has been developed, it is provided and trained out to all trainers. The assessment processes are included in the PMS and assessment requirements are set out in programme information documents, are also available on the SII website [www.sii.ie](http://www.sii.ie) and included as part of the course induction.

Provisional results are provided to learners and are subject to IV EA and results approval panel final decision. An appeals process is in place and details are provided at course induction in the Learner Handbook and on the SII website.

**Assessment Requirements Development Process**



**Assessment Planning and Mapping Techniques**

Course delivery is class based direct contact learning with an element of self-directed home study. There are currently two techniques used to assess programmes:

- A multi-choice written examination of acquired knowledge.
- The practical demonstration of acquired skills

A multi-choice theory based written examination is required. The assessment instrument used is a pre-set paper **MS1** issued by the Institute to all approved trainers/assessors. The learner will indicate the correct answer in the space provided. The assessment instruments used are individual learner marking sheets **MS2A, MS2B and MS2C**. Each instrument outlines the detailed marking scheme for each skill on a separate named marking sheet.

## Fair and Consistent Assessment

The Security Institute will ensure assessment of learners is carried out in a fair and consistent manner, including fair scheduling and be subject to internal verification, external authentication internal audit and PSA inspection where applicable.

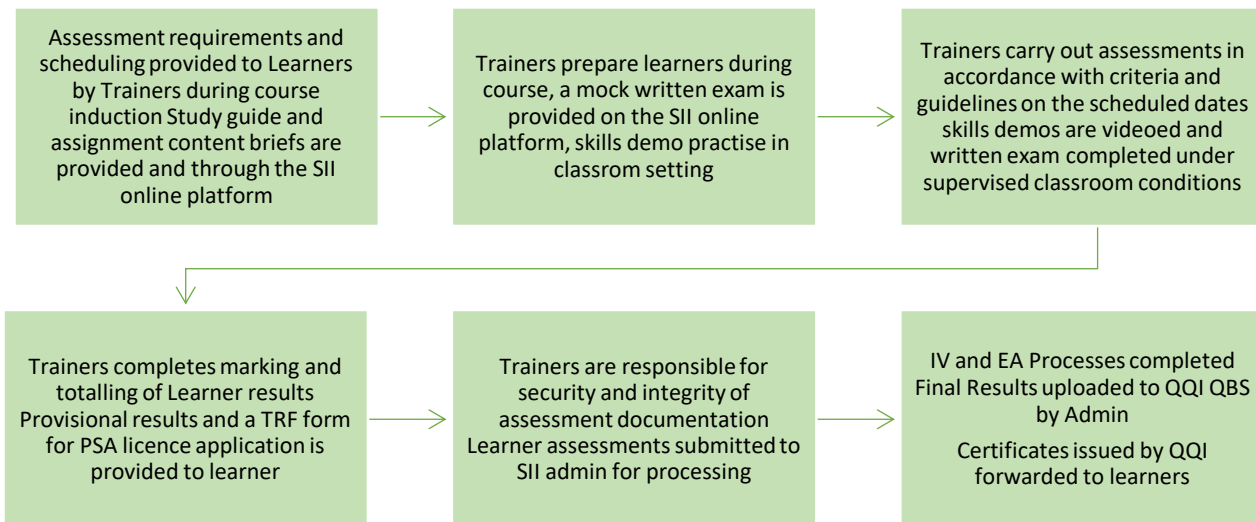
Learners will be made fully aware of assessment criteria and special requirements, if any, are explained in detail particularly in relation to health declarations, where physical activity forms part of skills demonstrations.

All learners are informed of assessment scheduling through each Programme Specific information Document and at programme induction. Assessment guidelines are provided by way of assessment briefs and study guide and through the SII online platform

Subject to notice, reasonable accommodation is made available. Trainers inform management of any accommodation measures provided through the comments section on each assessment instrument and also through the trainer report.

The integrity of assessment process, consistency of assessment results and the safeguarding of relevant paperwork is of paramount importance in the SII QAS and the subject of regular oversight and review by the Quality team and Management Committee

## Assessment Process



## Internal Verification

The Internal Verifier will not accept assessment instruments or coursework which is not consistent with the instruments or guidelines included in each Programme Management Specification. All instruments are uniquely coded to ensure that only appropriate documentation is presented for Verification, Authentication and Results Approval.

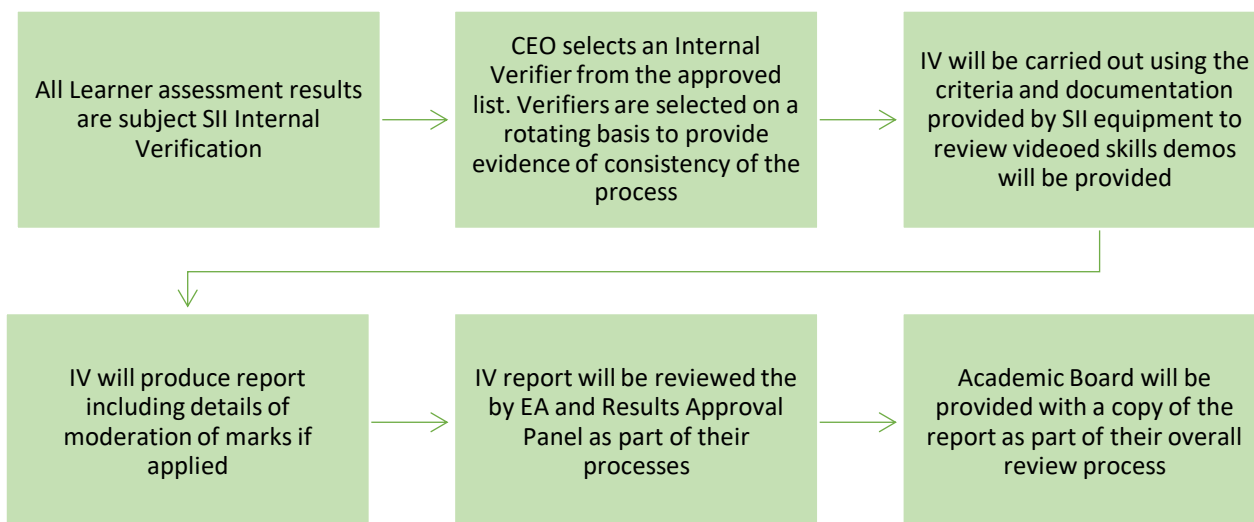
The Internal Verifier will have access to all correspondence in this regard and will ensure that the QQI Certification – Class Checklist is included, completed and signed by the approved administrator.

The role of the Internal Verifier includes:

- Ensure that all assessment procedures have been applied
- Verify that all learner coursework exists, is appropriately generated, original and relevant to the programme
- Verify that correct documentation was used to record learner results
- Sample coursework, checking that marks and grades are recorded and transferred accurately, correcting where required, using the following sampling strategy:

- A minimum of 10% of all portfolios are sampled Where there are 10 portfolios or less for each minor award, all are sampled, 10 and 50 portfolios 20% are sampled
- Where 50 portfolios or more for any minor award then 10% are sampled
- Note errors and irregularities, taking corrective action and bringing to the attention of management and staff as appropriate
- Provide an Internal Verification report
- Sit on the Results Approval Panel, attending meetings as required
- Be available to the External Authenticator
- Be available to and assist with QQI monitoring and reporting
- Liaise with the Head of Administration

## Internal Verification Process

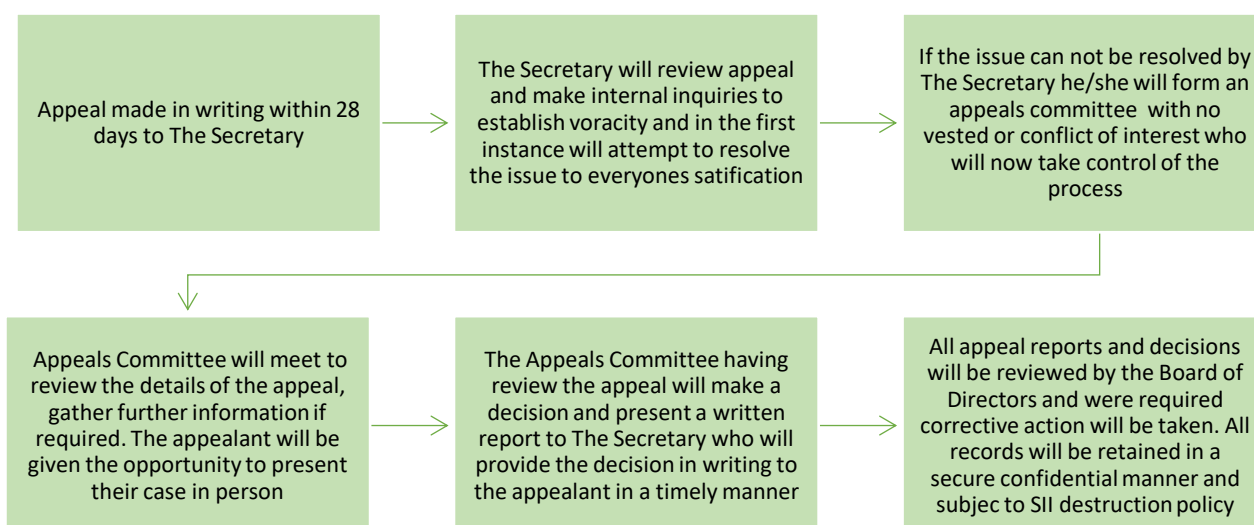


## Appeals

The Security Institute respects the right of individuals to formally appeal any decision made or make a formal complaint about any aspect of Security Institute activity.

The Security Institute commits to provide full information, across a range of media to individuals regarding its Appeals and Complaints processes. Information is provided to learners and individuals through the website [www.sii.ie](http://www.sii.ie) during programme induction and is included in the Learner Handbook. Appeals must be lodged with the Secretary Security Institute within 28 days.

## Appeals Process



**Owner :** Academic Board

**Implemented by :** CEO Admin Trainers Managemnt Committee Academic Board

**Version:** V1 Rev 3 December 2024

The Security Institute Policy is to provide care of learners through a range of supports they need to achieve their goals when participating in training programmes whether it is to pursue a career in the Security sector or as a stepping stone to further training. Through its network of approved trainers, office based staff, its website [www.sii.ie](http://www.sii.ie) and other communications methods SII endeavours to maintain and improve the supports it provides to learners.

The main supports include:

- Programme information documents
- Access to registered learners to the SII Learner Section on the Online Platform
- Administration support
- Course Induction
- Learner Handbook
- Security Skills Manual
- Study Plan
- Assessment Guidelines
- Email and telephone support
- SII Library access
- Trainer interactions and engagement
- Feedback and advice from trainers and office based team
- Special needs assistance and facilitation (subject to prior notice requirements)

The range and type of supports provided to learners is based on their anticipated needs to successfully complete the training programmes. The supports are identified through the Academic Board, Trainers input, learner feedback and other interested parties in the education system. Learner supports are reviewed in tandem with programme design, development and review. Additional supports will be provided if deemed necessary or amendments made to current supports to ensure continual improvement and relevance.

Support in meeting the criteria to access programmes set by SII, PSA and QQI will be provided to learners particularly in relation to English Language skills. This support may entail referrals to local ETB’s but with the recent approval by the PSA of the SII Language Proficiency for Security Officers system Learners have the option to demonstrate their proficiency to SII Approved Trainers at pre-enrolment stage and remove the need to do an English language course. LPSX meets the PSA minimum requirements and all SII Approved Trainers attend mandatory upskilling and receive comprehensive training in the use of LPSX.

**TP1**

List of language tests approved by the PSA together with the minimum grade requirement\*

IELTS	British Council / CELA / IDP	4.5 (B1)
Cambridge English Business Preliminary (BEC1) or above	CELA	Pass (B1)
Integrated Skills in English (ISE) or above	Trinity College London	Pass (B1)

\* where grades are provided across a number of modules (for example: reading, writing, and oral), the minimum level required must be obtained in each module

**Owner :** CEO

**Implementors :** CEO Admin Managemnt Committee Academic Board Trainers

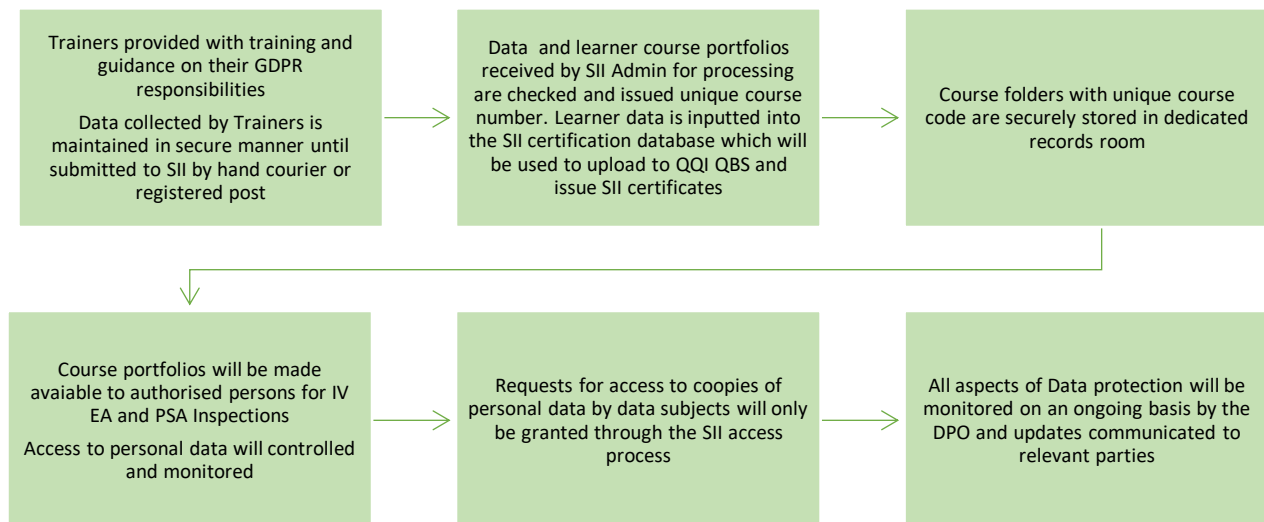
**Version:** V1 Rev 3 December 2024

The Security Institute acknowledges the increased collection and processing of information in all forms including Personal Data. The Institute’s privacy policy is included in the Quality Manual and also available on our website [www.sii.ie](http://www.sii.ie)

Records and documents are identifiable by title or unique reference number and are held in formats which are searchable and retrievable.

SII ensures all personal data collected by Institute staff and Approved trainers is handled in line with the terms of GDPR and other relevant Data Protection legislation. Trainers receive instruction on their responsibilities in relation to the handling and security of personal data during Trainer induction and upskilling sessions. All personal data submitted to the Institute is maintained securely in hardcopy in a locked records room accessible to authorised persons only and on password protected dedicated server. All IT systems are maintained by an approved IT specialist provider. All personal data is retained for the duration set by regulatory, statutory or legal requirements and securely destroyed by an approved supplier at the expiry of the retention date. Copies of relevant personal data will be provided to data subjects on request through the SII process for data access.

**Data Collection and Processing**



*A list of all required documentation to be collected by trainers to be processed by SII for certification, to be uploaded to QQI QBS and required for PSA TPI inspections is contained in the PMS*

**Owner :** CEO

**Implemented by :** CEO Admin Trainers

**Version:** V1 Rev 3 December 2024

The Security Institute Public information and Communication policy is designed to facilitate the provision and exchange of information and support services of the highest quality to learners, trainers, key stakeholders and the public in general. This is achieved through the use of various media, Programme Information documents, Learner Handbook, the SII website, seminars and workshops run by SII. Information and communications material is approved by the Management Committee before publication.

### Programme Information Documents

These documents as a minimum contain details of the:

Programme Development

Programme Profile (example)

Award Code:	Special Purpose Award
Component Title:	Security Guarding Skills
Code:	4N20604
Level:	4
Credit Value:	10 Credits

Programme Purpose

Programme Objectives

Entry Criteria

Programme Duration

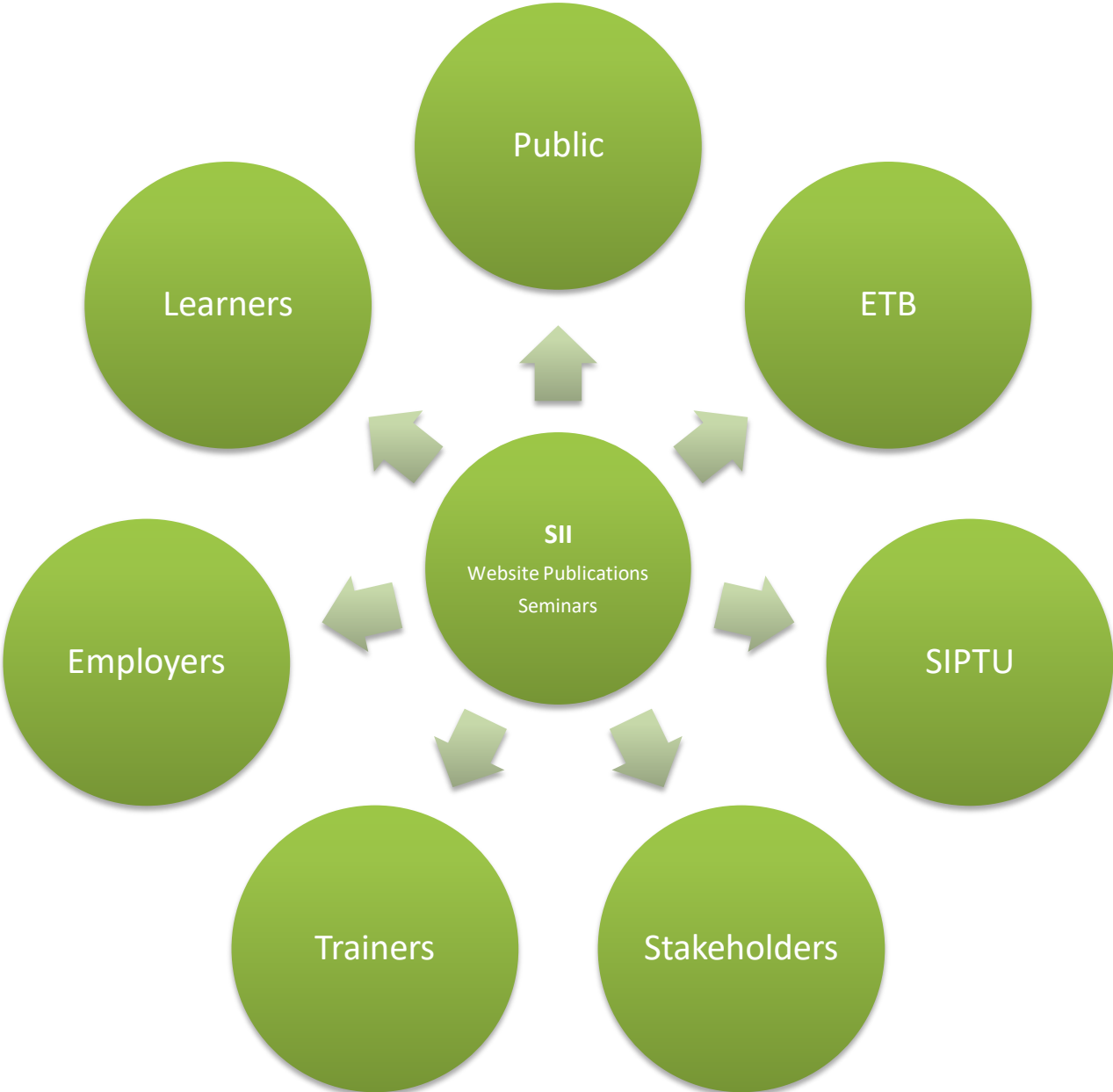
Registration and Participation Summary

### Seminars

The Institute run regular seminars and workshops by invitation in its offices and in Citywest conference centre as part of ISEC. The main objectives are to update attendees on new or proposed changes to education and training requirements in the Security Industry and exchange views on potential impacts on keystakeholders, learners and training providers. The PSA, Employers, Employee representatives and other key stakeholder contributions whether through presentations or involvement in round table discussions are vital elements of these events. Feedback and contributions are documented and used by the Boards and Committees of the Institute for review and strategic planning

# Information Provision

The various entities SII regularly communicate with and exchange information appear in the diagram below



**Owner :** Board of Directors Academic Board

**Implemented by :** CEO Management Committee Academic Board Quality Team

**Version:** V1 Rev 3 December 2024

The Security Institute policy is committed to maintaining its long standing relationship with other providers and parties with an interest in training and education. This commitment has extended beyond this jurisdiction through the Institute's participation in projects in other jurisdictions

### **International Involvement**

The Institute's involvement in a number of training research projects at European level including the EU Leonardo Project, Komsil Project and the Adapt Programme Development and counter terrorism initiatives over the years. This has broadened its skills and knowledge base which has been cascaded down to Trainers who are encouraged to participate in these projects and attend as learners programmes which might be developed from the project with the view to delivering the programmes and as part of their CPD

### **National Involvement**

SII works closely with the PSA in areas of standards development and training initiatives. SII are represented on a number of PSA Committees by invitation and are members of the PSA Trainers Forum. Involvement in these Committees and the Trainers Forum affords the opportunity to interact and network with other parties involved in training and education. SII representatives attend relevant QQI run events providing networking opportunities to engage with providers from other sectors. A number of trainers work closely with ETB's and other employment schemes bodies throughout the country which adds to their breadth of knowledge and experience

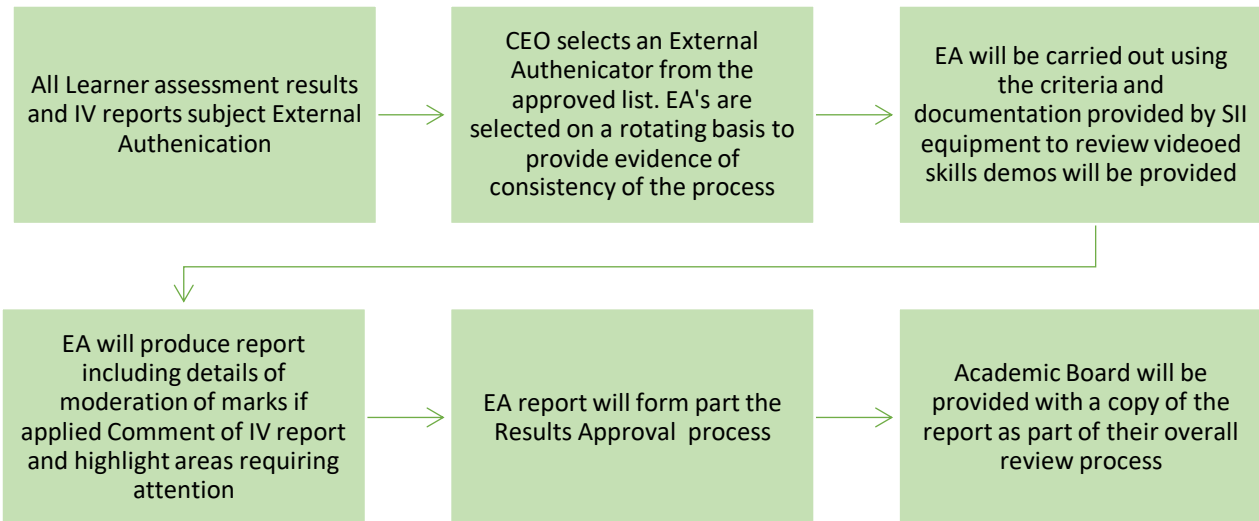
### **External Authentication**

SII has developed a comprehensive process for selection of External Authenticators and an External Authentication process, which must be adhered to. Primary factors in selection are to establish independence impartiality and absence of conflicts of interest. Appropriate qualifications, experience and subject matter expertise are essential elements in the selection of competent persons. All External Authenticators are fully briefed on the SII EA processes and requirements.

The CEO selects an External Authenticator or Authenticators from the Management Committee approved panel EA's are selected on a rotating basis, in keeping with appointment criteria, the role of the External Authenticator(s) is to:

- Sample learner coursework
- Document awards and codes for sample selected
- Confirm / comment on
- Verification of results
- Assessment of coursework is in accordance with techniques outlined in the award specification
- Consistency of results with national standards
- Moderate assessment results if required
- Provide an External Authentication Report

## External Authentication Process



All EA and Self-Evaluation Reports are made available to QQI and the PSA as required for inspections

**Owner :** Academic Board Board of Directors

**Implemented by :** CEO Management Committee Academic Board Quality Team

**Version:** V1 Rev 3 December 2024

The Security Institute policy is to carry out a programme of self-evaluation and improvement as part of formal planned activity to monitor programme content and modify if required. It will ensure that the Security Institute has an evidence-based process to ensure that programme content remains relevant and aligned with PSA and QQI requirements.

Programme Self-evaluation will be conducted based on option (a) QQI guidelines on self-evaluation which will be an exclusive exercise and all reports will be submitted to the Academic Board.

The range of programmes evaluated may be individual or may be grouped and evaluated simultaneously as they all relate to the security industry.

The independent FE expert serving on the Academic Board will be utilised to provide an external perspective and participate in the evaluation process as per QQI guidelines.

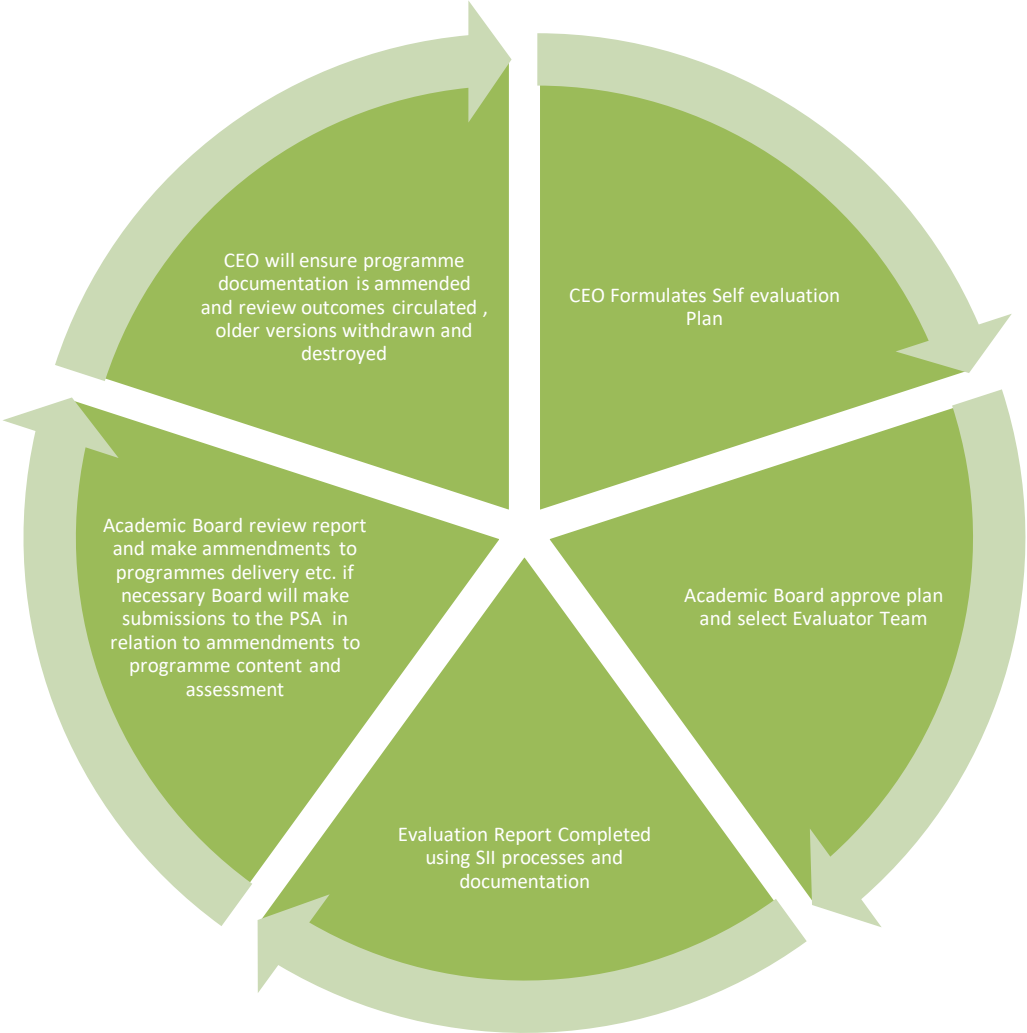
The main sources of information which feed into programme self-evaluation review are:

- Learner feedback
- Trainer feedback
- Learner representative input
- Industry feedback
- Results feedback
- Other stakeholder feedback
- Regulatory requirements
- Management Committee
- Quality Team

Programme review will be a regular scheduled event within a period of one to five years using the commencement date from each programme management specification. The CEO will formulate the self-evaluation plan to be submitted to the Academic Board for approval and selection of an evaluator or team. As any substantial change to programme content and assessment is now subject to PSA approval, self-evaluation will focus on standards of programme delivery, learner supports, results analysis, completion rates, feedback from learners, trainers and stakeholders, identifying areas of good practise and areas where improvement can be made.

If changes of a substantial nature are identified the Academic Board will make submissions to the PSA either through the SII representative on the Training Providers Forum or directly to the PSA for their consideration.

**Self-Evaluation Graphic**



## **Appendices**

There are five documents attached as appendices representing revised Terms of Reference for the following:

**Board of Directors**

**Academic Board of Governors**

**Management Committee**

**Chief Executive Officer**

**Quality Team**

## Board of Directors Terms of Reference

The Board of Directors, elected by the Institute members, is the most senior board or committee of the Institute and is answerable to the members as ultimate owners of the organisation. The Board is made up of honorary / voluntary directors and has a responsibility to safeguard the interest of the organisation on behalf of its current and future members. The Board of Directors appoint a Chief Executive and other senior officers. The Board is responsible for the allocation of resources and a financial report is a permanent feature of each meeting agenda.

They also establish various boards and committees to assist with the efficient running of the affairs of the Institute on behalf of its members. This includes the establishment of an Academic Board of Governors who lead on all matters of training and education and a Management Committee who lead on implementation of policy on business and administration matters and assist, advise and support the Chief Executive. A Quality Team is established to manage all aspects of the Quality System.

### Summary of the Board of Directors Duties and Responsibilities:

- Policy making
- Strategic planning
- Finances, budgeting and resource allocation
- Governance and Compliance
- Ultimate oversight of Quality System
- Electing a President and Deputy president
- Establishment of other boards and committees
- Appointment of officers and committee members
- Monitoring performance of all officers, committees and boards
- Reviewing audit reports / activities and taking corrective action

The Board are aware of and comply with the relevant sections of the Companies Act with regard to director's disclosures, transactions with directors, filings and other disclosures.

Regular scheduled meetings take place quarterly. A Corporate Governance Guide outlines procedures for meetings, including the requirements for notice, agenda, minutes and reports.

The main officers, boards and committees appointed by the Board of Directors are the:

- National Secretary
- Chief Executive Officer
- National Director of Finance
- Academic Board of Governors
- Management Committee
- Quality Team
- Membership Committee
- Nominations and Continuation Committee

An organisation chart depicts the management structure. A Corporate Governance Guide document details the makeup of the current board and their respective roles, duties and responsibilities.

## Academic Board of Governors Terms of Reference

The Board of Directors establish an Academic Board of Governors to oversee all matters relating to training and education, academic integrity is at the core of the role. This board makes academic decisions in respect of programme development, delivery and assessment without regard to any commercial considerations. Each individual member is appointed by the Board of Directors based on their experience and qualifications, ensuring at all times this Board is independent in its decision making. The criteria applied by the directors includes appointing members with industry / subject matter expertise, a learner representative, an independent representative from the Further Education sector as well as academics and members with training expertise.

Reporting to the directors, the Academic Board of Governors are responsible for academic governance within the organisation and also advise the directors on matters such as strategy and policy.

They meet quarterly at a minimum and more often as the demands require. Governors are appointed for a two-year term. There are no restrictions on the service and Governors may be appointed for a number of terms. Meeting criteria follows the criteria set for the Board of Directors as outlined in a Corporate Governance Guide, this includes notice of meetings given, an agenda, a quorum of four and the recording of minutes.

The Academic Board of Governors will present an annual report on academic and quality issues to the Board of Directors including proposals on future planning needs.

This Board is chaired by an independent member:  
Dr Declan Garrett PhD D.SyRM, F.ISRM, M.Sec.I.I.  
Head of Security Louvre Abu Dhabi UAE  
Chair ASIS Cultural Properties Museum Committee  
Editor-in-Chief Journal of Strategic Risk Management  
Visiting Lecturer Berlin Institute of Economics

Deputy Chair  
Jacintha O' Sullivan MSc, F.Sec.I.I

Independent members:  
Abdullah Ahmed Learner Representative  
John Magee FE Sector (Cavan Institute)  
Dr Sarah Quinn PhD, MA, BSc  
Private Security Authority Representative  
Other Members  
Garry Bergin PC, MSc, MSyl, F.Sec.I.I.  
John Byrne BA (Hons), F.Sec.I.I.  
Paul Kellet PC, DSM, MSc, F.Sec.I.I.  
Luke Maples PC, F.Sec.I.I., Dip.Ed, H.Dip.Sec.Man (Quality Team)  
Larry Quinn PC, MSc, F.Sec.I.I. (Quality Team)  
John Walsh MSc. M.Sec.I.I.  
Colin Roycroft F.Sec.I.I.

## **Summary of the Academic Board of Governors Role and Responsibilities:**

- Responsible for academic governance
- Responsible for application and ongoing maintenance QQI validated programmes
- Responsible for design and development of programmes, recognising the role of the PSA where relevant to decision making
- Programme review and improvement
- Approval of programmes for validation and preparation for validation application
- Reviewing self-evaluation reports
- Assessing learner feedback
- Assessing trainer feedback
- Reviewing Internal Verification and External Authentication Reports
- Reviewing internal audits relevant to their scope, taking action or advising on action as deemed necessary
- Reviewing the results of PSA inspections, taking action or advising on action as deemed necessary
- Monitoring all activity relevant to QQI ongoing requirements for maintaining validation
- Review results of complaints, appeals and assessment offences
- Review completion rate reports
- Advise on teaching and learning policies, setting standards for training delivery and assessment within the organisation
- Monitor processes for reasonable accommodation of learners during programme delivery and assessment; considering the safety and wellbeing of learners as well as their desired learning status
- Lead the quality team in the development of all quality related strategies and supporting policies relating to the development, review and maintenance of QQI QAS
- Responsible for trainer CPD, identify areas of improvement and overseeing upskilling and other personnel development initiatives
- Approve procedures for learner access, transfer and progression, in particular the challenges facing learners who need to satisfy PSA requirements
- Approve each individual programme management specification, in particular programme content as reflected in learning outcomes
- Approve learner information documentation and dissemination processes
- Approve learner supports such as programme notes or manuals

A Corporate Governance Guide is provided to the Board, which provides detailed information on meeting procedures, including an agenda template.

These Terms of Reference are agreed between both Boards.

## Management Committee Terms of Reference

The Board of Directors establish a Management Committee made up of senior organisation personnel including the Chief Executive and the serving President / Deputy President and a member of the Quality Team. They are appointed for a two-year term of office. The Management Committee supports, advises and actively participates across all areas of the organisation management and administration. A quorum for voting is not required as the committee makes decisions on a consensus basis.

Meetings take place on a monthly basis. Minutes are recorded and the Chief Executive will present reports at Board of Director meetings. The main records of Management Committee decisions are captured in the committee reports section at board meetings.

### **Summary of the Management Committee Duties and Responsibilities:**

- Approve specific purpose personnel such as External Authenticators who are entered on an approved register for allocation by designated personnel as required
- Oversee the implementation of standards and other criteria set by the Academic Board of Governors
- Review applications for trainer approval and entry onto the National Register of Approved Trainers, referencing the mandatory requirements of the PSA as appropriate before approving
- Manage the implementation of trainer development and trainer supports as required, working with the quality team in monitoring the quality of training delivery and learner experience generally
- Liaise with PSA on requirements for licensing, reporting back to the relevant boards and committees as required
- Approve suppliers of services and equipment who are entered on an approved supplier list for use as required
- Responsible for oversight of the certification process including, monitoring, internal verification, results approval, internal audits and self-evaluation
- Participate in general and strategic planning, including risk management and the relevant aspects of financial and academic risks, reviewing and updating the risk register as required. Monitoring new programme piloting and rollout and associated benefits and risk
- Conduct management review meetings
- Advising and supporting the Chief Executive and Head of Administration in general commercial / business administration, staffing, promotions, sales and marketing, including corporate governance
- Continuous interaction with Directors, Governors and the Quality Team, supporting them as required

## **Management Review Meetings**

The Management Committee undertake management review meetings on a quarterly basis on dates as determined by the management committee chair. Advanced notice will be given. The date, time and venue will be documented as well as those present.

A detailed agenda will be available, including as a minimum, the following points:

- Minutes from previous meeting
- Reports from function heads
- Results of audits
- Customer feedback
- KPI reports
- Identification of resources, including financial requirements
- Staffing / trainers
- Assess benefits, risk and effectiveness of programmes offered
- Approve programme information documents
- Reviewing IV, EA and Results Approval reports, action where required
- Status reports, corrective and preventive actions
- Report on follow up actions from previous meetings
- QMS changes
- Improvement recommendations
- Actions required as a result of customer requirements
- Date of next meeting

# Chief Executive Officer Terms of Reference

Reporting to the Board of Directors the Chief Executive is a member of the Management Committee and is responsible for implementing Board policy and the day to day management of the organisation. The Chief Executive will consult with relevant officers, boards and committees as necessary as part of the decision-making process. The term of office is five years.

## Summary of the Chief Executive Officer Duties and Responsibilities:

- Advise on strategy and priorities, reviewing and proposing strategic plan changes generally and risk management / risk register section updates
- Implement organisation policy
- Work closely with the Management Committee
- Maintain operation standards
- Report to the board
- Lead the management team
- Manage administration staff
- Manage day to day resources / finances, including budgets, pricing and charges
- Represent the organisation at external fora
- Manage day to day activity, including programme calendar
- Supervise trainers and monitor training activity and quality service delivery, ensuring relevant reports are disseminated as required as part of due diligence risks associated with remote trainer activity
- Liaise with the President and Deputy President, Academic Board of Governors, National Secretary, Director of Finance and the Quality Team
- Disseminate information to boards, committees and officers
- Liaise with and disseminate information to stakeholders, managing in particular the high level of communication required by the PSA
- Appoint approved specific duty personnel, including auditors, monitors, evaluators, internal verifiers and external examiners as required

The Chief Executive Officer is the nominated person responsible for managing the requirements of General Data Protection Regulations. The organisation has reviewed and updated its policies and procedures and is satisfied that it complies with the regulations.

The Chief Executive is an employee and will hold a Board position. It is Institute policy that a serving Chief Executive may not simultaneously hold the position of President / Board Chair or National Secretary.

The management committee and the head of administration assist the Chief Executive carry out these responsibilities. The Chief Executive is the designated "Person in Charge" of the organisation's day to day activities.

## Quality Team Terms of Reference

The Board of Directors establish a team to manage the organisations quality system. There are typically four people appointed as members of the team, bringing others in as required depending upon the workload and expertise.

Reporting directly to the Board, a senior director leads the quality team. Meetings are held quarterly or as deemed necessary by the team leader. The team leader remains active throughout organisation in between meetings. A quorum for voting is not required as the team makes decisions on a consensus basis and the team leader has authority to act independently if required. The team is appointed for a two-year term of office.

A Corporate Governance Guide document details the makeup of the current team and their respective roles, duties and responsibilities, including procedures at meetings.

The team works closely with the Academic Board of Governors on training and education matters and actively engages with staff and other officers, committees and boards to ensure the achievement of the organisation's goals.

### **Summary of the Quality Team Duties and Responsibilities:**

- Report to the Board of Directors
- Manage quality systems
- Review reports
- Review feedback
- Carry out audits
- Support the Academic Board of Governors
- Support the Management Committee
- Support trainers
- Support the Chief Executive and other organisation staff
- Develop quality processes
- Manage implementation
- Monitor all aspects of quality

The Quality Team play an important role in communicating the organisations quality principles and driving quality within the organisation.