



FORM: PSA-CP-019

PSA Course Induction Pack



PSA ACADEMY INTERNATIONAL

SPECIAL SECURITY TRAINING SOLUTION

COURSE INDUCTION PACK

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INTRODUCTION TO THE PSA ACADEMY

The International Protective and Security Academy® (PSA-Academy®) is a member of the PSA International Company Group™.

The PSA Company Group's main activities :

- Special Education and Training - PSA Academy®
- **International Protective and Security Academy®**
- Defence and Security Service and support
PSA International-IBSS™
- Military and Defence Technologies Research and Develop
PSA Security & Defence Technology Centre™



The PSA International™ is a private military and consultant firm which offer one of the best cutting edge of Personal Protection & Security Service and Special Defence and Security Training Provider for several military and government agencies and UN but it is present in the private security industry too in worldwide. Its has own regional centres in United State, South America, Europe, Africa, Asia and Middle East as well.

Also member of the group The Security & Defence Technology Centre™ too. The Centre purpose to develop of the special designed special military and defence equipments and safety technology systems, what primarily will be use of the military and law enforcement agencies in special areas and war zones in worldwide.

Such as: jammer, Drone, drone hunter, cryptographic equipments, secret communication systems etc.

More information from about the member companies of the PSA International Group™ on the centre website: www.psa-association.com

OVERVIEW OF ACADEMY

The International Protective and Security Academy® (PSA-Academy®) is a International Special Defence & Security Training Provider was the first member of the PSA International Company Group™.

PSA ACADEMY® OFFERING is one of the best cutting edge of reality based training programs and it is one of the greatest Security Academy Network in the world.

The International Protective and Security Academy® (PSA-Academy®) is private, independent educational institute and was established with the purpose of providing the professional training for the security and defence professionals in all areas and levels of society at worldwide, but special regard to the fields of law enforcement, police and military as well as Bodyguard/ Close Protection.

The FACULTY of the Academy, the founder as well as the Teachers/Instructors consists of former and present senior executives from several national Security Agencies and Law Enforcement forces, who are fully committed to the cause and worked for a long time in the fields as highly trained, national and internationally recognized former and active security and anti-terrorist professionals, experts, consultants, and trainers.

Each faculty member brings a wealth of knowledge gained from their specific personal experiences in dealing with the issues, and all colleagues benefit from this.

In addition the Academy uses guest lecturers for specific modules, considering the requirements of the Client.

The PSA-Academy™ provides also the military and law enforcement training solutions and special training services to allied nations, governments and NGOs as well, and not just for the individual defense and safety professionals.

INTRODUCTION TO THE PSA ACADEMY

So therefore **OUR CLIENTS** include both government agencies involved in a broad range of national security agencies (intelligence, defense, homeland security) and private sector corporations, who either work in these same fields or who are interested in improving the capabilities of their analysts in general.

The **PSA PURPOSE** for so professionals of security and defense, commanders, top managers, high leaders, trainers training, who can't only perform the task, but a high degree of expertise and practical experience due, will be able to harmonize, coordinate of different security activities too, who can thinking in a complex security system.

Who is up to date and advanced practical skills in the possession, will be better able to help the prospective employer, their clients, whom a high degree of expertise due, may be employ by both the government and private organizations too.

OUR GRADUATES hold key and senior positions in the world of defense and safety both in Europe and throughout the world. Prospective personnel with no prior training and those with a basic or advanced level of knowledge can take part in concentrated training in order to progress. This progression is beneficial to the requirements of the Academy.

EDUCATIONAL METHODS : The trainings ,services and courses of PSA-Academy® uses the latest British, American, Russian and Israeli educational methods and techniques, and also uses the specially crafted and complied TCCS (Tactical Close Combat Training System™) educational system.

While building and assembling the educational material, beside the „challenge of the profession” it was an important aspect to us to follow the present day international terrorism and the new crime committing methods and to take in count the needs of the market and to satisfy the needs of the employer.

TCCS which is used by PSA Academy® is a specially developed educational system which is recognized and accepted by many international professional organizations and institutions as well works as an officially recognized and accredited educational institute.

Programmes of Study

The Academy offers 13 major programs of study:

- Program for Physical Security
- Program in Aviation and Airport Security
- Program in Maritime and Ship Security and Anti-piracy
- Program for Close Protection Officers (Bodyguards)
- Program in Military Sciences
- Program in Law enforcement and Police Sciences
- Program in Investigation and Intelligence
- Program in Cyber Security and Protection
- Program in Force Protection in Hostile Environments
- Program for Embassy and Consulates protection
- Program for Anti-Terrorist Assistant (ATA)
- Program for Military Self Defence and Hand to hand Combat (krav maga and Systema)
- Program in Emergency and Tactical Medicine

In addition to these 13 core programs, the **PSA Academy®** offers a varied and assorted in-service training for close protection personnel, couriers, security guards, armed readiness groups, loss prevention personnel, investigative professionals, private investigators, police detectives, etc. These various activities are designed and are coordinated beforehand with the agreed upon purpose in mind.

All programs of study at the **PSA Academy®** include academic frontal lectures interfacing with simulations and hands-on workshops. With every program of study, all educational techniques are employed. These can vary from slides, Power Point presentations, seminars, role playing, analogies, simulations, and the latest bibliography.

INTRODUCTION TO THE PSA ACADEMY

Certification/Recognition:

The Academy operates its own regional training centre in Europe, Asia, United States, South America, Africa and Middle East as well. Beside its own courses and professional programmes the PSA Academy® offers state-approved, accredited qualifications in these regions.

Furthermore with the PSA mobil training team and the contracted training partners the Academy offers PSA trainings in several other countries under the supervision of the HQ and the regional centres.

The trainings and professional programs of the PSA Academy® are recognized and accredited by several national and International Professional Organisational and Educational Institutes, Colleges/Universities/Academies as high level recognition.

In addition for the same reason, the Academy works as an official international representation and educational centre for many professional organizations in regions and countries we are present.

Therefore if those graduated at PSA comply with the professional and study requirements of other organizations along with the PSA diploma they can obtain certifications of several other professional organizations.

Some international accreditation bodies and institutions which are recognises our courses:

- IBA (International Budo Academy) - Faculty of Security and Protective Sciences – Israel
- Israel Collage for Security and Investigation - Faculty of Security and Investigation Sciences – Israel
- IISSS (International Institute for Security and Safety Sciences) - USA
- IAEPA (International Academy of Executive Protection Agents) - USA
- Pro-Deo State University - Faculty of Security and Safety Sciences – USA
- American Diplomatic Mission of International Relations – ADMIR – USA
- International Center for Criminal Intelligence - USA
- Alfa & Omega Academy - Faculty of Security and Protective Sciences – Romania
- Association Against Organised Crime and Drug Counselling – Romania
- National Academy of Security and Defence Planning- Faculty of Security and Defence Sciences – Romania
- National Law Enforcement Academy – Law Enforcement and Police Sciences - Hungary
- National Academy of Intelligence and Counter Intelligence - Brasil
- National Academy of Professional Detectives- Brasil
- National Law Enforcement Vocational School - Hungary
- European Institute of Criminology and Anthropology - Spain
- International Auxiliary Police Federation - USA
- Asian Professional Security Association - ASIA
- IMO (International Maritime Organization)
- and much more professional local and international organisations, Institute, government authorities, agencies etc.

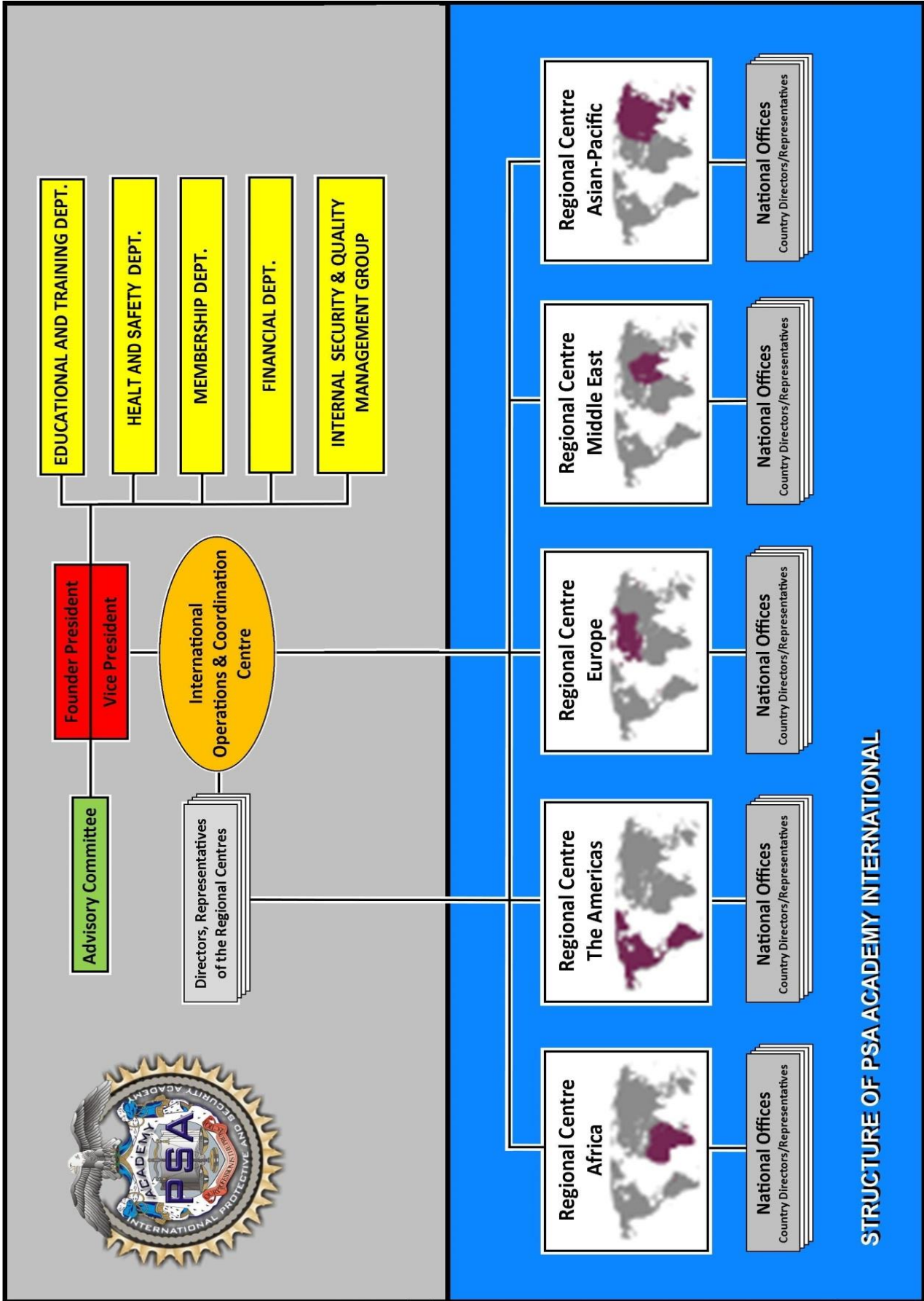
So Options also exist for continuing academic education tracks culminating in Bachelor (B.A.), Masters (M.A.) and Doctorate (Ph.D.). These academic programs are designed as "distance learning" and the degree granting institutions are in the United States or in other country.

If you have valid PSA's degree and certificate in return for a plus administration fee and exam procedure an American and Israeli diploma may be available. The Israeli Security Diploma has respect and high recognition by in the security industry and qualifies it in all over the world.

The PSA-Academy® courses have also got international recognition and qualifies from the International Bodyguard and Security Services Association (I.B.S.S.A.) as an accredited institution for security and anti-terrorist sciences. Graduates are entitled for an international diploma on behalf of IBSSA in addition to the diploma granted by the PSA-Academy® .

Successful completion of course work entitles the student to salary increases both in the private and public sector.

INTRODUCTION TO THE PSA ACADEMY



DATA PROTECTION POLICY

The Data Protection Act 1998 ("DPA") gives rights to employees and students as well as other individuals, about whom information or "data" is obtained or processed, whether manually or automatically (i.e. computer and word processed). The DPA places obligations on education institutions which hold and/or process data about any such individuals. This document sets out the College's policy and procedures to meet the requirements of the DPA. It will be made immediately available to employees, students and other external agencies (having a legitimate interest) upon request, although it is not a substitute for understanding the Act. Additional guidelines will be available for staff. The policy will not be incorporated into contracts of employment.

1. PROCESSING OF DATA

- Data processing within this policy means the obtaining, recording or holding of information or data or the carrying out of any operation using that information or data such as altering or deleting it, consulting it or disclosing it.
- The College will appoint one or more Data Control Officers as the individuals responsible (whether alone or collectively) for supervising data control and for assisting those processing data to comply with this policy. This person or persons shall also be responsible for notifying the Information Commissioner of the registerable particulars and ensuring that the notification is kept up to date and is amended or reviewed as appropriate. The name or names of the Data Control Officer(s) are recorded in Appendix One. Any person who has access to and processes personal data (referred to in this policy as a data processor) must ensure that he/she complies fully with this policy and with the registerable particulars notified to the Information Commissioner as required under the DPA.
- Where employees are processing personal data as a legitimate part of their employment, they should be able to rely upon the notification to the Information Commissioner provided by the College. Staff can consult the notification on the Information Commissioner's Web site (<http://www.dataprotection.gov.uk/dprhome.htm>).
- It is the responsibility of each individual data processor to ensure his/her familiarity with this policy and the registerable particulars to ensure compliance with the College's requirements. Further information/ guidance on any aspect of this policy or details of the registerable particulars may be obtained from the Data Control Officer(s).
- Employees should not use College facilities to process personal data for purposes unconnected with their employment for domestic or personal purposes. Such processing is not covered by the College's notification.

2. PURPOSE AND METHOD OF DATA COLLECTION

- The purpose of data collection is to facilitate the processing of data on the College's employees, organisation structure, student population and other individuals with a relationship to
- Information, whenever required, for planning and managing the College's activities Including:

DATA PROTECTION POLICY cant'd

- Information, whenever required, for planning, delivering and monitoring the College's portfolio of courses;
- Individual information for managing the employment, deployment and welfare of individual employees;
- Individual information for managing the attendance, performance and welfare of individual students;
- Information, whenever required, for responding to legitimate external enquiries about the College's students and/or employees;
- Assistance with personnel and salary administration procedures, e.g. payroll; and with procedures relating to the collection of student fees.
- The Data Control Officer(s) shall review annually the nature of information being collated or held to ensure there is a sound business reason requiring the information to be held.

Wherever possible, employees/students or potential employees/students should be advised of what personal information/data is obtained or retained, its source, and the purposes for which the data may be used or disclosed. In all cases the individual's consent will be sought. In the main this will be by way of general consent, given at the point at which the information is collected. In the case of personal sensitive data the individual will be asked for his/her explicit consent to the processing of that sensitive data. Sensitive personal data for this purpose includes information relating to an individual's racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health or condition, sexual orientation or the commission or alleged commission of offences. In the latter case this may include any proceedings for any offence committed or alleged to have been committed by the individual, the disposal of such proceedings or the sentence of any court.

Initial personal data is ordinarily obtained from job application / course enrolment forms submitted to the College and thereafter principally from employees and students themselves, for example through annual appraisal or from requests for information. A statement at the end of the College's standard job application form and course enrolment form clearly outlines that the information collected will be used only for legitimate purposes. A similar statement is also shown on the CDR forms, in this latter case, the information collected being potentially used or referred to for any of the purposes outlined at 2.1 above. A copy of this policy will be included in the Staff Handbook and on the Intranet.

Employees/students should not be induced to provide information or be led to believe that a failure to supply information requested by the College might disadvantage them where this cannot be justified.

3. ACCURACY OF DATA

Updating is required only "where necessary" on the basis that, provided the College has taken reasonable steps to ensure accuracy (e.g. taking up references), data held is presumed accurate at the time it was collated.

All employees/students should be made aware of the importance of providing the College with notice of any change in personal circumstances. The College has standard forms for updating change of address, telephone number, and those to contact in an emergency, which can be obtained from Division offices and Personnel.

DATA PROTECTION POLICY cont'd

- Standard printouts of personal records will be issued to students on an annual basis for the purposes of ensuring that the data is up to date and accurate. Employees/students will be entitled to correct any details although in some cases the College may require documentary evidence before effecting the correction, e.g. by seeking examination or qualification certificates for amending qualification details.

4. EMPLOYEE'S / STUDENT'S RIGHTS

- Employees/students are, on receipt of a written request entitled to have access to personal data held upon them which is not excluded data. A fee may be levied for this service. They are also entitled to be informed of the purpose for which the data is or is intended to be used and the likely recipient (or class of recipient).
- Students are, entitled to access their own examination results and this information will normally be supplied routinely. Examination scripts are expressly exempted from data subject access rules. This means that The College is under no obligation to permit candidates to have access either to original scripts or to copies. 'Examination' means 'any process for determining the knowledge, intelligence, skill or ability of a candidate by reference to their performance in any test, work or other activity' thus written assessment work, field work etc. are covered.
- Examiners comments, whether made on the script or in another form that allows them to be held and applied to the original script are not exempt. Staff should ensure that comments are capable of being reproduced for a student in a meaningful form, preferably separately from the script.
- Students will have access to minutes of examination boards, if available, that contain discussion about them where candidates are named or referred to by identifiers from which they may be identified, unless that data cannot be disclosed without additionally disclosing personal data about a third party.
- Assessment results must not be disclosed to third parties on notice boards or other public places.
- Assessment results should not be given over the phone.
- The Academy will comply with a request from a student to supply a record of his or her examination results or comments either five months from the date of the request or forty days from the date on which the results were first announced, whichever is earlier. Students will not be permitted access to personal data consisting of information recorded by candidates during an academic, professional or other examination.
- Once an employee/student makes a request for confirmation of or sight of data held, which must be in writing, the Personnel Department/Division office will refer it to the Data Control Officer(s) to respond promptly on behalf of the Academy and in any event before the end of 40 days from the date on which the request was received (subject to paragraph 5.2 above). This is however, conditional upon the Data Control Officer(s) himself/herself being provided with sufficient information to identify the relevant
- employee/student and to locate the information sought. The Academy is allowed to charge a fee for providing this information of up to £10 for each request. In the case of current employees the College will waive this charge for the time being. In the case of current students, the Academy reserves the right to charge a fee of £10, depending on the extent of the data requested. In using its discretion, the Academy will not be unreasonable. Access to records such as an enrolment form, assessment results, a student transcript will not command a fee.

DATA PROTECTION POLICY cant'd

The following information is excluded from the above:

- Confidential references given by the College when these relate to the education, training or employment of staff or students.
- Personal data processed for the purposes of management forecasting or management planning to the extent that disclosure would be likely to prejudice the conduct of that business or activity only.
- Personal data which consists of records of the intentions of the College relating to any negotiations with the employee/student to the extent that disclosure would be likely to prejudice those negotiations only.
- If, in order to comply with a disclosure request, the College would need to disclose information relating to an identifiable third party then disclosure is not required unless the third party consents or it is otherwise reasonable to comply with the request without such third party consent. If the information sought is a health record and the third party concerned is a health professional who has compiled or contributed to that health record then disclosure should be made.

In addition to seeking disclosure of information, an employee/student is also entitled to request that the Academy does not process data concerning him/her where this will cause or be likely to cause substantial and unwarranted damage or distress, either to the employee/student concerned or to a third party. Such a request will need to be submitted in writing and, where possible, will be agreed by the Academy. The employee/student will not be able to prevent processing, however, if the processing is necessary for compliance with any legal obligation (other than one imposed by contract), it is necessary to protect the vital interests of the employee/student or is necessary for the performance of a contract to which the employee/student is a party. Upon receipt of a written request from an employee a Data Control Officer will write to the employee/student within 21 days confirming that the request will be upheld or giving reasons why it will not.

Currently, decisions are not made by the Academy solely on the automatic processing of data held. Should, in future, any decision be taken on this basis which significantly affects an employee/student (or prospective employee/student) then a Data Control Officer must notify that employee/student that the decision was taken on that basis as soon as reasonably practicable together with the logic for that decision making. The employee or student applicant is then entitled, within 21 days of receiving that notification, to submit a written request that that decision be reviewed. The Data Control Officer, upon receiving such a written request, will then have 21 days to respond. This right only applies where there has been no exercise of human judgement whatsoever.

An employee/student who feels that he/she has, or is likely to suffer damage as a result of either inaccuracy in the data held by the Academy or as a result of unauthorised disclosure of information must notify a member of the Personnel Department/Division office in writing immediately. Where appropriate, the Academy will correct or erase that information or indicate that the information is contested by the employee/student.

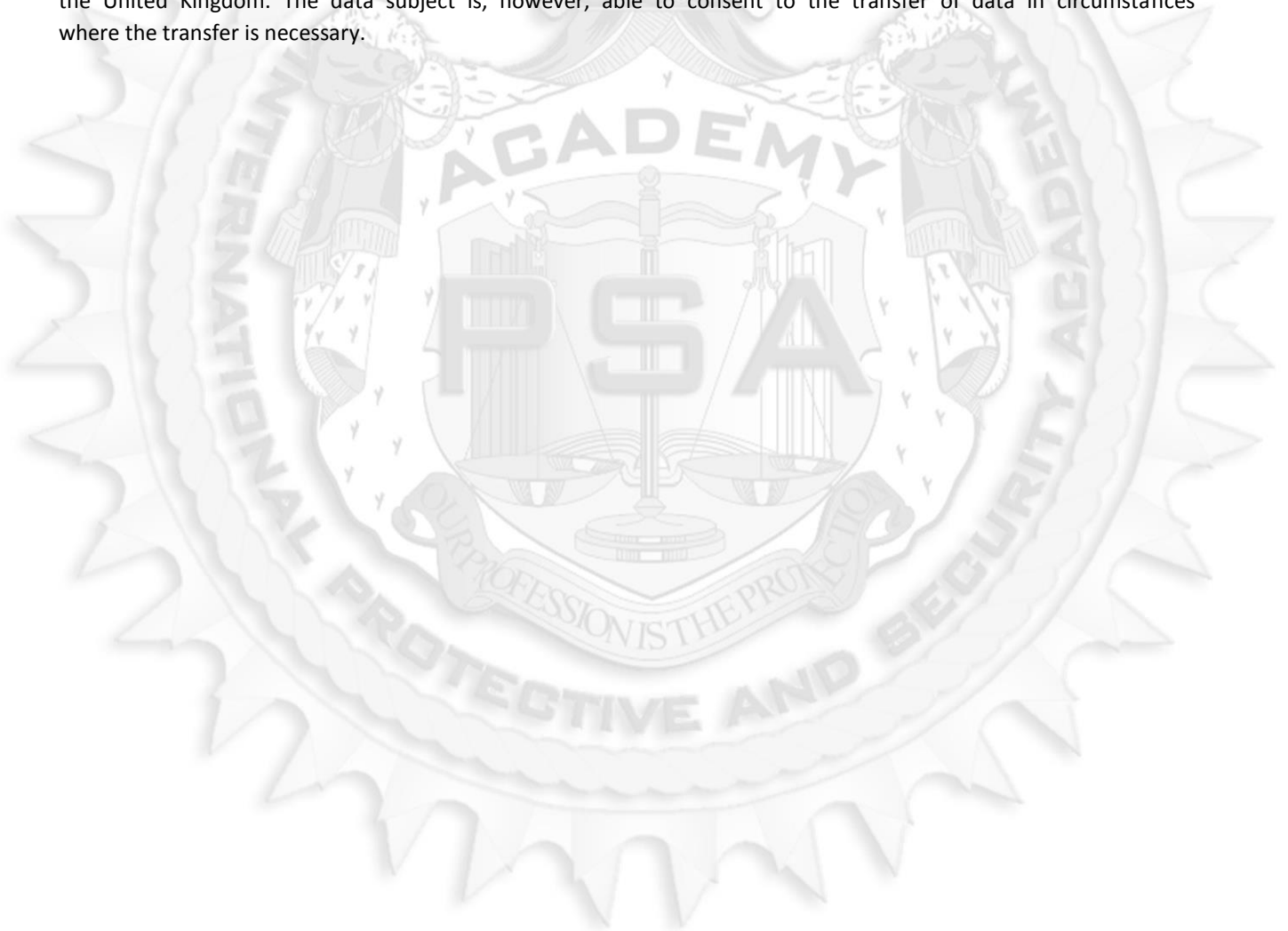
Employees/students have a number of remedies open to them through the Courts in the event that this policy or their legal rights in respect of personal data are not complied with. In all cases however, students should use the official Complaints Procedure published in their student handbooks, whilst Employees should use the Grievance Procedure.

In some cases personal data is held by the Student Union or student societies within the union. The College looks upon the Student Union as an autonomous body and in such capacity the Academy expects the Student Union to be responsible for the registration of personal data.

DATA PROTECTION POLICY cant'd

5. THIRD PARTIES

Any personal data which the Academy receives and processes in relation to third parties, such as visiting academics, suppliers, former students, employers, enquirers and other individuals on mailing lists etc. will be obtained lawfully and fairly and dealt with in accordance with the principles and conditions of the Act. Employees should ensure that in all cases the use to which the data is to be put is registered in the Notification (See 1.4) Employees should obtain explicit consent from third party data subjects to process such personal data for the purposes expressed in the Notification and should ensure that there is a mechanism for data subjects to gain access to data about themselves, to prevent the processing of such data for the purposes of direct marketing and to object to the disclosure of such data. In cases in which it is necessary to transfer personal data relating to a third party to a country or territory outside the European Economic Area, the data processor should seek advice from the Data Control Officer in order to satisfy himself/herself that such country or territory has security measures for the protection of data at a standard at least equivalent to the United Kingdom. The data subject is, however, able to consent to the transfer of data in circumstances where the transfer is necessary.



QUALITY ASSURANCE PDLCY

1. Aims

The aims of this policy are to:

- 1.1 achieve/maintain high standards of practice in all aspects of the Company's work
- 1.2 achieve continuous improvement in all aspects of the Company's work
- 1.3 provide clear evidence that quality systems/processes improve the quality of learners', employers' and other stakeholders' experience
- 1.4 raise standards across the curriculum so that achievements within the company will at least meet or exceed National Averages
- 1.5 maintain review and improve a quality framework which serves all learners, and stakeholders
- 1.6 devolve responsibility for quality assurance throughout the company with the objective of achieving shared goals for improvement
- 1.7 meet learners', employers' and other stakeholders' expectations, having involved them in decisions about developing the curriculum and other Company services

2. Quality and Standards Statement

It is intended that all Company service and Curriculum areas will adhere to the Company's quality assurance/improvement frameworks/processes/systems and be subject to common quality control.

In addition:

- 2.1 Company Quality and Standards assurance and improvements systems/processes will be shared and understood by all users
- 2.2 Regular reviews of standards in Curriculum and Service areas will be undertaken and the outcome of these shared with users, with action put **in** place for further improvements
- 2.3 The development of the Company Quality and Standards assurance and improvements systems/processes will involve feedback/input from users

QUALITY ASSURANCE POLICY cant'd

3. Delivery of this Policy

3.1 Quality and Standards Development

- 3.1.1 Responsibility for quality assurance/improvement throughout the Company will be devolved to all staff with the objective of achieving shared goals for improvement
- 3.1.2 The improvement and development of quality processes and practices will be based on current best practice in the sector
- 3.1.3 Research will be undertaken to ensure that the policy is compliant with any relevant legislation
- 3.1.3 Active involvement of users of the Quality and Standards Policy, or those who are intended to be policy users, will be sought and their input and feedback in the development of the policy/quality systems will be taken into consideration in its development

3.2 Policy Ownership

- 3.2.1 The Company Manager have overall responsibility for quality assurance and improvement throughout, working closely with the Teaching and Learning Team for the development and improvement of quality standards throughout the Company
- 3.2.2 The nominated "policy owner" will be the Company's Quality and Standards Manager, who will be responsible for the policy update and reissue

3.3 Policy Communication

- 3.3.1 The nominated "policy owner" will be the College's Quality and Standards Manager, who will be responsible for:
 - the policy update and reissue
 - communicating the policy to the company community

IMPORTANT INFORMATION

PSA's Offer

- The PSA's **"offer"** is any customer's total experience, from reception through learning / assistance to assessment and progression. All PSA staff subscribe to it.
- Resource-materials used to deliver the offer shall be free from discriminatory assumption, images and language relating to ethnic origin, gender, sexuality and physical, sensory and learning disability
- The PSA will seek to develop opportunities of flexible teaming
- The PSA will attempt to meet the needs of the long-term unemployed, those returning to work after a period of domestic commitment, those unable to work due to disability, and those looking to take their career further through higher learning and training.
- The PSA will provide services to give a second chance to people whose linguistic or cultural background, gender, disability or other circumstances have made it difficult for them to benefit from support, guidance and training
- Within the practical limitations of the budget, learning support will be provided across the PSA
- The PSA will actively and positively encourage the integration of customers with disabilities into the centre and will offer support and training to all staff to ensure this integration.

The PSA Environment

- The PSA will work towards creating an environment in which all staff and customers feel comfortable, regardless of ethnic origin, sexuality, disability or previous level of attainment
- All staff and potential customers will receive a positive welcome from the first point of contact
- Guidance and counselling given to customers or potential customers will be non -discriminatory in terms of gender, ethnic origin, sexuality, disability or previous level of attainment

The selection, recruitment and promotion of staff

- Recruitment to all positions within the PSA will be carried out in a manner which accords with the Staff Recruitment Code of Practice
- Recruitment and selection training will address equal opportunities issues as outlined in this policy statement
- Where part-timers perform work similar to that of full-time employees, they will receive the same prorata terms and conditions in accordance with the provisions contained within conditions of service approved by the PSA board of directors

CLIENT CHARTER

The Protective and Security Academy is committed to providing a high quality, efficient service relevant to individual client needs. When using our services you can expect:

- To be greeted and treated courteously and with efficiency.
- To have any enquiries or problems or needs dealt with efficiently and with the appropriate information being given to you.
- To have all sides of the issue or problem presented to you, both good and bad points, so that you can make your own decisions.
- That the advice given to you will be independent and will be in your best interests.
- To be treated with equal consideration regardless of the size of your business and the nature of your problem and irrespective of race, gender, age or disability.
- That whatever you tell us which is of a confidential nature will not be divulged to anyone outside the Protective and Security Academy except with your permission.
- That in return for you, the client, turning up on time or informing us before-hand if you are not able to attend a meeting or course, we will ensure you are seen on the day stipulated and within a maximum of ten minutes of your pre-arranged appointment or course start time.
- To receive a response to any complaint within five working days or less.

If service falls below these standards you should contact in writing, The Chief Executive, Protective and Security Academy International, at the address below.

We endeavour to ensure that our services and information are as up-to-date and as accurate as possible. However, we cannot guarantee the accuracy of printed materials and information supplied to The International Protective and Security Academy by third parties and cannot accept responsibility for errors and omissions within these.

PSA EQUAL OPPORTUNITY POLICY

Our Mission:

PSA-International will provide the best possible education and training opportunities, enabling learners from all backgrounds to achieve their personal and professional goals, and, in so doing, contribute to local and national economic development and prosperity.

Equal Opportunities Policy Statement

We believe Equal Opportunities are central to achieving the goals set out in the Company Mission statement. In the context of this, equal opportunities means:

1. working to ensure equality of access and resources for all regardless of socio-economic status, ethnic or national origin, religion, gender, sexuality, politics, age, marital status, trade union membership, HIV status, responsibility for dependants, physical, sensory or learning abilities.
2. providing an environment which promotes and celebrates equality and is free from unlawful discrimination, harassment or victimisation of any kind.
3. educating students for life and work in a multi-cultural society.
4. further increasing the diversity of our staff profile and working towards being a fully inclusive employer.
5. respecting equally, supporting appropriately and rewarding fairly each student, employee, and user of its services
6. training staff in equality of opportunity and how to put it into practice.
7. monitoring and evaluating the effectiveness of our equal opportunities strategies and targets.
8. complying with all current equalities legislation in employment and provision of teaching and services.

Equal Opportunities Strategies

- To develop an inclusive offer that meets the needs of learners, builds on strengths and is cost-effective.
- To provide an environment which promotes and celebrates equality and which is free from unlawful discrimination, harassment or victimisation of any kind.
- Improve the quality of teaching and learning, focussing on continuous improvement in inclusive classroom practice.
- To continue to increase the diversity of our staff profile and work towards being a fully inclusive employer.
- To train staff in equality of opportunity and how to put it into practice.

PSA EQUAL OPPORTUNITY POLICY cant'd

Responsibility for Equal Opportunities

It is unlawful to discriminate on the grounds of race, nationality, ethnic or national origin, gender, marital status, sexuality/sexual orientation or disability

Under legislation and this policy, every member of staff and every student has a responsibility to:

- Listen to what others have to say and respect their point of view.
- Speak out, or report it, if they witness or are aware of bullying, vindictiveness, verbal or physical aggression - and not assume that it is someone else's responsibility .
- Question their own prejudices and assumptions.
- Familiarise themselves with the responsibilities that equalities legislation places on them and ensure that they are sensitive to issues of cultural diversity, disability, age, gender and sexuality in their work.
- Comply with all current equalities legislation in employment and provision of teaching and services by:

Ensuring that the Company complies with all appropriate sections of:

- *Sex Discrimination Act 1975*
- *Disabilities Discrimination Act 1995*
- *Disability Discrimination Act Part 4 (Special Education Needs and Disability Act 2001)*
- *Human Rights Act*
- *Data Protection Act 1998*
- *Race Relations Act 1976 (Statutory Duties) Order 2001*
- *Race Relations (Amendment) Act 2000*
- *Freedom of Information Act*
- *Employment Act 2002*

NOTE: Policy will be reviewed in light of new or changed legislation

Complaints under the Equal Opportunities Policy

All complaints concerning unfair treatment within the scope of this equal opportunities policy should be raised under the Companies Complaints Procedure.

PSA DISABILITY STATEMENT

Overall Policy and Approach

The PSA aims to provide a welcoming and friendly environment, which **is** supportive to both customers, programme members and staff **with** disabilities. This is part of a wider commitment to equal opportunities.

Applications from people with disabilities will be considered against the same criteria as those from people without a disability applying for the same programme. Full consideration of the specific support facilities required will take place and the PSA **will** make every reasonable adjustments in order to enable applicants to join the programme of their choice.

Staff have been given guidelines to assist them in responding to applications from people who have a disability, and in giving advice to applicants with specific needs arising out of a disability. We therefore urge all applicants with special needs to identify their individual requirements as early as possible in the application process by ticking the relevant section of the application form; or by contacting us in advance.

General Aid and Facilities available include:

Computer Services

The PSA IT Department is keen to help. The following list of examples is by no means exhaustive, and given advanced warning, the department will try to accommodate particular needs:

Computers can be set up with special screen, keyboard, mouse and software configuration, etc.

ICT can help with installing and configuring Microsoft Accessibility options on both PSA and personal computers.

The first point of contact for support for general ICT needs is the Helpdesk.

ICT documentation, whether on paper or on the Internet, can be printed in a large font size or, with advance notice, the PBC would make every effort to arrange for documents to be made available on audio tape or translated to Braille.

Contact Details

The following Centre staff is responsible for disability issues:

Mr. Csikany Norbert PhD.

PSA HEALTH AND SAFETY

PSA-International is also committed to discharging all the statutory obligations that current Health and Safety law requires of it. New statutes are monitored as they are passed by Parliament; their applicability to the Company is assessed; and the Company's Health and Safety policy and the arrangements by which it is implemented are revised to take account of them.

The Company is committed to conducting its affairs and business in a way that provides the greatest opportunity to the greatest number of people in an environment that is as safe and healthy as it is reasonably practicable to achieve. This policy is applied for the benefit of staff, students, visitors, contractors and all other persons on whom the Company's activities may have an effect.

Staff and students are expected to respond to Company arrangements by:

- Demonstrating a commitment to Health and Safety in the areas in which they work or study
- Taking reasonable care for the Health and Safety of themselves, colleagues and others who may be affected by their activities
- Observing safety rules
- Co-operating with management in measures designed to promote Health and Safety at work. Any person who either notices another person acting in a way which might adversely affect the health and safety of others or becomes aware of such a situation, should immediately report the matter to a Health and Safety Manager or to another member of the Company management.

Duties Required by The Health and Safety at Work Act 1974

This Act places duties on employers and employees alike and was designed to bring together and strengthen the previous piecemeal Health and Safety laws. Under the Act various Regulations have been subsequently introduced which have the same force of law as the Act itself.

General Duties of Employers

a) towards employees - The general responsibility for ensuring, so far as is reasonably practicable, the health, safety and welfare of all their employees at work by providing:-

- (i) safe plant, equipment, material and systems of work
- (ii) safe handling, storage, use and transport of articles and substances
- (iii) sufficient information, training, instruction and supervision
- (iv) a safe place to work in
- (v) a safe environment to work in

b) towards students and persons who are not employees - Employers are required to conduct their affairs in such a way as to ensure, so far as is reasonably practicable, that persons not in their employment are not thereby exposed to risks to their safety or health.

General Duties of Employees

Employees must take reasonable care for the health and safety of themselves and their colleagues who could be affected by their activities. They must co-operate with their employers to carry out the duties and requirements of the Act. Furthermore, no person may intentionally misuse or recklessly interfere with any articles, substances or equipment is provided in the interests of health, safety and welfare.

PSA HEALTH AND SAFETY cant'd

Responsibilities of Health and Safety Manager

- (a) Implementation of relevant College policy and procedures
- (b) Ensuring that all statutory requirements relating to materials and equipment in use are met
- (c) Carrying out periodic inspections
- (d) Reporting hazards outside their responsibility to the person who is responsible and to the College management
- (e) To receive and act upon reports of hazards from staff, students and visitors
- (f) Carrying out and recording risk assessments
- (g) When procuring, equipment, materials and substances:
 - (i) ensuring that the specification is appropriate for the intended use
 - (ii) ensuring that current statutory standards are met
 - (iii) ensuring that other necessary ancillary facilities are adequate or installed/up rated prior to commissioning e.g. power supplies, ventilation
 - (h) Ensuring that equipment is in a safe state to use; and if it is unsafe, that it cannot be used until it has been made safe
 - (i) Ensuring that where there are statutory requirements for inspecting, testing, certification and labelling, that equipment is not used unless these requirements have been met.
 - (j) Ensuring that storage is adequate, safe and, for hazardous substances and materials, appropriately labelled and signed
 - (k) Ensuring that adequate signs for hazards and health and safety matters are displayed
 - (l) Keep adequate records of all matters relating to health and safety

Implementation of Policy

The implementation of the policy is aided by regular Health & Safety Checks (**FORM PSA-CP-001**) and Risk Assessments (**FORM PSA-CP-002**).

PSA ASSESSMENT POLICY

Assessment Policy and Strategy

All courses will follow a continuous assessment strategy to the completion of units contained within each NVQ according to the requirements of the OCR. This will form part of the teaching and learning strategy in that, it will enable tangible and quantifiable measurements which demonstrate that learning has taken place.

Learning in this context will relate to unit learning outcomes, unit aims and unit teaching and learning strategies, level outcomes and end of course competencies, in order to merit qualification and certificate candidates will have to achieve a range of Credits from the completion of units of work.

The principles of the assessment strategy are that all units are assessed separately, credit-rated, and contribute to the overall values of credit towards the award of the final certificate. Formative and summative assessments will take place throughout the course and is designed with the following criteria in mind:

- The need to systematically monitor candidates' progress throughout the course.
- The need for candidates to have the maximum opportunity to demonstrate what they know, understand and can do through an assessment pattern which emphasises continuous assessment in addition to examinations.

On the basis of the above: All candidates will be continuously assessed with assignments that are marked according to criteria set by the OCR. Different techniques will be used to assess candidates' progress such as Questions and Answer tasks, Essays, Formal Reports, Physical Demonstration and Oral Presentation of work.

In order to achieve the qualification for certification, the candidate must:

- **Complete all assessed work**
- Attend at least 80% **of the total** course
- Achieve at least the minimum credits required for each unit.

PSA ASSESSMENT POLICY cont'd

Plagiarism

The candidate will be made aware of the Centre's position on plagiarism and advised against it.

Accreditation of Prior Learning (APL)

The scope for granting credit in respect of prior learning is limited in this programme. Given that sufficient engagement needs be maintained, applicants who have already gained credits through other learning programmes will be considered on an individual basis. The opportunities for accreditation of prior learning will only be granted on courses where prior agreement has been given by the OCR.

The evidence of prior achievement of the learning outcomes specified in these units will take the form of either recent relevant certification within the last five years or successful completion of an internal assessment undertaken during the programme induction period. Candidates will be assessed as to their eligibility to APL during the selection and induction period. Where appropriate, the opportunity will be taken to enable candidates to participate in extension activities at the appropriate level.

Programme Monitoring Evaluation and Review

The course team will meet informally and formally to discuss candidates' progress and those at risk of not completing. There will be a minimum of one formal team meeting per term. Regular meetings will focus on the following:

- Action planning to address individual's areas for development and build on strength and careers advice. Progression to appropriate further courses is also identified as a specific means of evaluating the appropriateness of selection procedures and generally, the content of the programme. Full review is carefully structured to allow candidates and tutors to comment.

PSA ASSESSMENT POLICY cont'd

The tasks and processes of review and evaluation depend upon sufficient feedback being received **from** the following:

- The candidates group: informally through Subject and Personal Tutors: more formally through group tutorials and evaluation questionnaire and the programme boards.
- Programme Team meetings, held on a regular basis the programme with the Co-ordinator consulting staff formally and informally on the progress of each candidate
- The External Verifier visiting the programme once in each of the first two terms
- The Assessment Board meeting at the end of the third term with membership from the Strategic Policy Group.
- Candidate records describing personal details, withdrawals and progression to Higher Education or elsewhere.

Internal Verification

Occupationally competent Internal Verifiers will oversee the quality assurance and delivery of the programme.

- The Internal Verifier is responsible for notifying Assessors when Internal Verification is due and the number of samples required.
- Assessors are responsible for the production of Assignment briefs, based upon learning outcomes and assessment criteria.
- Briefs are to be moderated to ensure that they are fit for purpose.
- The assessors are responsible for the assessment of their specific subjects.

PSA APPEALS POLICY

Every participant on OCR accredited courses offered by Protective and Security Academy shall be entitled to appeal against any internal assessment made of his or her work within the following framework, in accordance with the grounds for appeal specified below:

1. Introduction

- * This document provides a framework for the procedure for appeal and must be used by all Assessors / Trainers working on behalf of Portobello Business Centre.

2. Principles

- * CANDIDATES HAVE THE RIGHT TO APPEAL WITHIN 10 WORKING DAYS OF AN ASSESSMENT DECISION
- * All candidates must be informed on registration / induction through the appropriate induction process of their right to appeal within 10 working days of an assessment decision.
- * Any candidate not satisfied with an assessment should first attempt to resolve the disagreement informally with the Assessor concerned or through their Trainer.
- * All appeal procedures will be conducted in accordance with the requirements and procedures for assessment and appeals prescribed by OCR
- * The only grounds for appeal are:
 - * Assessment criteria, method, location and timing were not made clear and agreed in advance
 - * Assessment did not take place as negotiated in advance
 - * The candidate was discriminated against or disadvantaged by any aspect of the assessment procedure
 - * Administrative error.
- * Portobello Business Centre's Equal Opportunities Statement and any other relevant policies, shall be applied proactively throughout the appeals process
- * The candidate shall be entitled to support from a person of their choice
- * Each stage of any appeal shall be fully documented using the Portobello Business Centre's Appeals Form and records kept by the Internal Verifier with copies to the Director
- * The whole internal cycle must be completed within 8 weeks. There may be exceptional circumstances where the timescale for each stage of the procedure cannot be achieved, for example staff holidays or illness, in which case reasons must be given in writing by the Internal Verifier to the Candidate, Assessor concerned and Director
- * The candidate, Assessor/s and Internal Verifier will be advised in writing of the decision of the Appeal Panel.

PSA APPEALS POLICY cant'd

3. Key Definitions

- * **Candidate** refers to any person who has attended an OCR-accredited course offered by Portobello Business Centre
- * **Assessment** refers to the assessment or grading of the candidate's competence, knowledge, skills, ability or progress. Evidence may be in the form of:
 - Observation of performance & related questioning
 - Testimonial support relating to current or previous experience i.e. employment, unpaid activities, work experience
 - Case studies, oral questions
 - A test script, written answers to questions
 - Reflective accounts, projects & assignments, professional discussions
 - Audio CDs, material design or computer art work
 - The Internal Verifier is the person with responsibility for:
 - Ensuring standardisation of assessment procedures and practices to maintain quality assurance
 - Liaising with the External Verifier and the awarding body

4. Recording Appeals

Stage 1	Record of Initial Discussion of Assessment Appeal (Form PSA 1)
Stage 2	Record of Internal Verifier's Decision in Appeal against Assessment (Form PSA 2)
Stage 3	Candidate Response to Internal Verifier's Decision (Form PSA 3)
Stage 4	Candidate Response to Internal Verifier's Decision Record of Appeal Panel Flearing (Form PSA 4)

Notification of Appeal Panel Decision

5 Monitoring

- The Internal Verifier will monitor the use of these procedures by his or her staff and provide staff development and counselling where appropriate
- The Internal Verifier will ensure that samples of all recording documents are available when needed and that all completed documents relating to an appear are held in the ICT Team's Office with copies sent to the Director within 5 working days of the conclusion of Stage 3.

**PROTECTIVE AND SECURITY ACADEMY APPEALS
PROCEDURE STAGE**

1: Record of Initial Discussion of Assessment Decision - PBC 1

Candidate Name: Candidate No

Course name: Location:

Course dates: Assessor:

Work Assessed:

Decision:..... Date:

Reasons for candidate's dissatisfaction:

Assessor response:

Notes of discussion:

Date:

OUTCOME

Assessor decision stands, candidate accepts decision

Assessor decision modified, candidate accepts modified decision

Candidate requests re-assessment

Candidate signature: Date:

Assessor signature: Date:

REQUEST FOR RE-ASSESSMENT

To:.....(Internal Verifier) Date:

IV signature on receipt

Date:

Copy to Director on

PROTECTIVE AND SECURITY ACADEMY APPEALS PROCEDURE STAGE 3:

Candidate's Response to Internal Verifier's Decision - PBC 3

Candidate's name: Assessment Title:

The Internal Verifier's decision following your request for re-assessment of the above.

IV Signature: Date:

Please complete the appropriate section below (delete response not applicable) and return this form to the Internal Verifier.

I accept the Internal Verifier's decision not to re-assess my work

OR

I do not accept the Internal Verifier's decision not to re-assess my work and wish to continue with the Appeal.

Signature: Date:

I accept the outcome of the re-assessment of my work

OR

I do not accept the outcome of the re-assessment of my work for the reasons given below and wish to continue with the Appeal.

Signature: Date:

Receipt acknowledged by Internal Verifier on.....

Copy to Director on.....

Appeal Panel convened: Date Time Place:

Candidate and Assessor informed on

PSA LEARNER ADVICE AND GUIDANCE POLICY AND PROCEDURE

International Protective and Security Academy (PSA) offers information, advice and guidance to all learners who attend accredited courses.

1. Services available to learners

=> Prior to starting an accredited course, learners will receive:

- Preparatory information, including times, days, travel directions, content, and contact details

=> During the course, learners can expect the following from the trainer:

- Teaching comments on any assignments undertaken;
- Other teaching support, which may take the form of tutorial meetings (attendance at these is optional), telephone tutorials or email support.
- Support as a point of reference for administrative matters and other guidance and services.

=> During the course, learners can expect the following from Protective and Security Academy:

- Information on other accredited courses run by Portobello Business Centre
- Access to IT suite including internet access, printing facilities, business software packages
- Access to the business library
- Information sheets giving details of available resources
- Phone and email support

2. Procedure for obtaining advice and guidance

=> Course participants will be advised of what advice and guidance is available prior to starting an accredited course, and how to obtain it

=> At the beginning of an accredited course, advice and guidance provision will be discussed by the course participants and trainer

=> If a course participant wishes to have a tutorial, they will contact the trainer to arrange it.

=> The Advice and guidance given at exit is: -

- Further study opportunities/career options
- Post-study support information
- Student-to-student network details
- Help to manage their learning process
- Advice on setting goals and motivation
- Advice on keeping the balance between study and personal life right
- Information on Business Support Network

3. Evaluation

We hope that your experience of working with us towards your award will be a positive one and that you will feel you have achieved a very worthwhile qualification that has given you recognition for your work. Many candidates also tell us that doing their NVQ has changed and improved the way that they work and given them a renewed sense of motivation. This 'code of conduct' allows everyone to be clear about what is expected of them.

PSA LEARNING AGREEMENT

Candidates are expected to:

- Attend all workshops they have agreed as are part of their learning plan. If you are due to go on holiday please let us know and call us on the day if there is a problem
- All candidates will be given a pack with standards, checklists and work sheets at the start of the programme. You need to look after these as the contents are expensive and once you start building your portfolio the contents may be irreplaceable, Candidates who need to replace any documents will be expected to pay for replacements
- Any textbooks supplied will only be released on receipt of a post-dated deposit cheque for the full replacement cost. This deposit will be returned to the candidate when the textbook is returned in good condition.
- Candidates are expected complete all work that is given out at workshops or assigned by assessors- it's important to keep up with your work. We are always happy to help to try and sort out any problems, so please talk to us!
- At workshops we encourage cooperation and sharing of ideas but the work in your portfolios must be your own. If you include information written by 'the team' you work with, this must be clearly indicated and signed by your manager/supervisor. Work that has been copied in any form from other candidates' portfolios will not be accepted.
- When an external assessor makes an appointment to see a candidate, it is the candidate's responsibility to inform their managers and the other people they work with and gain consent.
- If an assessor is going to observe you working with service users you must have negotiated their consent. Use the consent forms in your handbook and show these to your assessor at your planning meeting before the assessment begins.
- If for any reason it is not convenient for your assessor to see you, candidates must let assessors know at least 24 hours before the meeting.
- Candidates who miss three assessments may not be able to continue with their awards.
- Any professional misconduct will lead to being excluded from the award and no certification will be awarded.
- I understand the workbooks/handouts supplied to me for my portfolio must not be photocopied. All handouts are copyrighted to *(insert name)*.
- I understand that this is my award and that I will need to do work in my own time to achieve the award.
- Other (please specify)

Please use this space to detail any other conditions specific to the course or programme:

PSA LEARNING AGREEMENT cant'd

PSA is committed to:

- Delivering high quality training programmes that help small businesses achieve their goals.
- Providing a high quality, efficient service relevant to individual client needs.
- Ensuring the advice given to you will be independent and will be in your best interests.
- Continuous improvement in all aspects of its services and welcomes the opportunity to receive and respond to comments, feedback and/or complaints.
- Treating all its clients with equal consideration regardless of the size of the employer and the nature of the business and irrespective of race, gender, age, disability, beliefs or preferences (a full copy of PBC Equal Opportunities policy is included in your induction pack).
- Providing a safe and secure learning environment (a full copy of PBC Health and Safety policy is included in your induction pack).
- Provide teaching/learning materials relevant to the award.
- Run workshops/classes to cover the underpinning knowledge that the candidates require.

PSA Tutors/Assessors agree to:-

- Provide regular feedback on candidates' progress.
- Assess at least 2 workplace-based observations of work activities.
- Organise one-to-one tutorials with candidates to plan assessments.
- When observing the candidate's practice, we will endeavour not to interrupt usual work activity.

If problems do occur they are always best sorted out early rather than later -please talk to us if you feel that you are having difficulties or need extra help and support from us.

I confirm I have read and agree to the above

NAME: SIGNATURE OF AGREEMENT:

Date:.....