



# IIRSM Training Approval Information and Guidance

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## SECTION 1: About IIRSM and IIRSM Training Approval

IIRSM is a risk charity providing practical education, training, advice, resources and networking to help people and organisations manage the challenges they face. We are independent and speak freely, helping businesses, public organisations, charities and policymakers appreciate the vital role risk management plays – from protecting profits and reputation, to more importantly lives.

Our global community of over 8000 work in a range of sectors and risk disciplines such as business continuity and crisis management, compliance, emergency planning, environmental management, insurance, occupational health and safety, project management, quality management, risk management, security and more.

### Risk management competence

Today, few organisations have the skills, systems or capacity to manage the risks and opportunities they face.

Everyone within an organisation manages risks, from Board members and the CEO to front-line workers. With customers and regulators taking less on trust and expecting more assurances than ever before, and the changing nature of working practices, organisations need flexible, competent and committed people with the right knowledge, skills and behaviours to effectively manage the current and emerging risks.

Events once thought remote, such as climate change, wide-spread terrorism, cyber-crime, artificial intelligence and mass migration and political uncertainties have challenged the way businesses, society and governments work fundamentally.

The response is far more sophisticated than simply shutting down all risky activity. Risk taking is essential, but needs to be judged finely. It can affect directly not just the ‘bottom line’, but an organisation’s performance, reputation, growth and long term survival. Risk management, is after all, all about helping individuals and organisations be resilient, innovative and achieve their objectives.

Risk management is integral to strategy development, business planning, operational activity, decision-making and ultimately keeping people safe.

### Why get your courses approved?

Training Approval brings the value of IIRSM’s brand and educational standards together with your expertise to form an attractive and competitive partnership for the delivery of training. Getting your courses approved provides the following benefits:

- An independent recognition, providing a competitive edge.
- Use of IIRSM’s ‘Approved Training’ logo on promotional, course materials and delegate certificates.
- Your courses listed on the [Approved Courses](#) page of IIRSM’s website.
- Discounted IIRSM membership for delegates who attend your approved courses.
- Discounted IIRSM [Corporate Membership](#) and increased profile raising of your organisation, and access to a wealth of benefits for your staff, associates, consultants or trainers.

### Which courses do we approve?

IIRSM will consider most risk-related courses, in any format including but not limited to:

- Business continuity
- Crisis management
- Emergency planning

- Environmental management
- Health & safety
- Insurance
- Operational risk
- Quality management
- Security
- Project risk management

You must own the copyright to, or have the right to use, the content contained within your courses. In order to be eligible for approval, your organisation, trainers and courses should also comply with our assessment criteria. See [Section 3](#) for further information.

#### *Courses not currently eligible for approval*

We do not usually approve courses which provide delegates with the legal authorisation or certification required to be able to complete a specific task or which leads to a formal qualification.

Regarding qualifications, we are reviewing how we approve qualifications as a route into IIRSM membership. More information will be available on our website from early 2019.

If you are unsure if your courses are eligible for the Training Approval Scheme complete and submit an enquiry form. See [Section 2](#) for further details.

## SECTION 2: The Training Approval process

There are five steps to gain course approval.

### Step 1 – Complete and submit the enquiry form

Complete and submit the enquiry form. This asks you to provide information about the courses you are interested in applying for approval for, including:

- Titles
- Objectives
- Level (introductory, intermediate, advanced)
- Prerequisites
- Duration
- Method of delivery – online/ face-to-face

Based on the information provided, we will then confirm:

1. If the courses are eligible to be reviewed under the scheme
2. The fee for doing so (see Section 5 for more information)
3. An approximate timescale for the review
4. Next steps

### Step 2 – Compile and submit your application

Read this guidance document in full and submit your application with all required supporting materials. See [Section 4](#) for further information.

We are here to help you gain Training Approval, so do get in touch with any questions, before you submit your application.

### Step 3 – Pre-screening

Your application will be reviewed by a member of IIRSM's professional development team to ensure your application is complete before a detailed review is arranged.

Upon successful completion of the pre-screening we will issue an invoice for payment of the application fee. Please note, a detailed review of your application will not be arranged until payment has been received. See [Section 5](#) for further information.

### Step 4 – Detailed review

In conjunction with the IIRSM professional development team, suitably qualified assessors will conduct a review of the documentation you have submitted to ensure it meets our assessment criteria. See [Section 3](#) for further information.

We aim to complete all standard assessments within six weeks. Please note, applications that are particularly complex, niche, or have a large number of courses to be approved may take up to 8 – 10 weeks. We aim to complete all reviews in good time and will keep you updated on progress.

### Step 5 – Decision notification

*If your application has been successful, you will be provided with:*

- A letter confirming your Training Approval status and the terms of your approval licence
- A certificate for each course approved
- An Approved Training logo

- IIRSM membership information and discount codes to share with your course delegates

Your Training Approval will be valid for a three year period. We may consider extensions or backdating Training Approval – these will however be considered on a case by case basis. See [Section 7](#).

In some instances we may approve your course(s) but ask you to make some relatively minor changes to the material or the way your organisation operates. In this instance, the details of the changes you need to make and the date the changes need to be made by will be detailed in the letter confirming your approval. You must action the changes and provide evidence that you have done so by the deadline in order to retain the Training Approval.

*If your application has been unsuccessful, you will be provided with:*

Feedback on any changes or additional information we require for re-submission. Should you wish to re-apply for approval, we will waive the application fee if we receive your re-submission within 2 months of the date you were notified. See [Section 5](#) for further information on costs.

### SECTION 3: Assessment criteria

Your training organisation must own the copyright to, or have the right to use, the content contained within the courses you submit for approval. You will be asked to confirm and sign a declaration as part of the application process.

There are then five main areas that will be considered when completing the review.

#### Learning experience

We will review whether your materials and approach to delivery facilitate an enjoyable and meaningful experience. For example:

- Does the course include clearly defined learning outcomes/ objectives?
- Is the course well-presented and professional looking?
- Does the use of practical exercises, case studies, video and other tools provide delegates with an engaging experience?

#### Technical content

As part of the application process you are asked to confirm that you have ensured the technical content is up-to-date and accurate. We will review if:

- The topics covered in your course reflect the expected content of a course of a particular title.
- The course content meets the needs of the learning outcomes/ objectives of the course.
- The course references examples of current relevant legislation, regulations and best practice.
- Does the structure of the course flow and develop delegate knowledge, skills and application of the subject matter?
- Is the course pitched correctly for its intended audience and meet the needs of the audience it is aimed at?
- Does any end of course assessment meet the learning outcomes/ objectives of the course?

#### Facilities (face-to-face training only)

We will check you have processes in place to ensure delivery facilities:

- Are of an adequate size, location and equipped appropriately for the needs of all delegates attending.
- Include specialist equipment to use during the delivery of the course where necessary.
- Meet the legal and safety requirements of the country the training is being delivered in.

#### Trainer/ subject matter expert competence

*Face-to-face courses/ online courses which include some interaction between learners and trainers:*

Your trainers will need to have the appropriate level of knowledge and skills to deliver your courses. Trainers for all courses approved by IIRSM must be at least an Associate member of IIRSM and have a minimum of 2 years' face-to-face training delivery experience. In addition, we will review:

- Your trainer recruitment process, including how you check trainers have the appropriate level of subject knowledge as well as appropriate training skills.

- The CPD your trainers undertake in order to keep their subject knowledge and training skills up to date.

If a trainer delivering an approved course is new to training, we will recognise them for a period of time. They will be required to join IIRSM as at least an Associate member. They must also have an appropriate level of knowledge and skills to deliver the course(s).

We will request all delegate feedback from at least the first three courses the trainer delivers. Please note, IIRSM reserves the right to attend and monitor the performance of any new trainers at no cost to IIRSM.

If a trainer does not meet our required standards after we have reviewed delegate feedback, the trainer will lose their approved trainer status and will no longer be able to deliver any of your IIRSM approved courses. Their membership is non-refundable in any circumstances.

#### *Online courses with no trainer interaction:*

We will assess the competence of the subject matter experts responsible for reviewing and developing the course content. They will need to have the appropriate knowledge and skills to review and develop the courses as required.

#### **Quality control**

You will need a 'designated person' within your organisation who has the appropriate knowledge and skills to ensure quality control policies and processes are continuously met. As a minimum, we require you to have:

- Standard terms and conditions, including a clear refund and cancellation policy.
- A data protection policy.
- A complaints policy.
- Evidence that you regularly ask delegates for feedback on courses. We reserve the right to contact past delegates as part of the approvals process, in-line with data protection.
- A process to continuously review courses to ensure the content remains up-to-date and accurate and the trainers, delivery facilities and the learning experience satisfies your customers' needs and meets IIRSM standards and those expected from industry peers.

## SECTION 4: Submitting your application

We require electronic copies of all relevant documentation to be submitted to [approval@iirsm.org](mailto:approval@iirsm.org). Due to file size restrictions, we recommend submitting applications via Dropbox, WeTransfer or other secure FTP services.

You are required to submit a completed Training Approval Application Form with a signed declaration, and the following:

- Course materials for each course you are applying for approval for, for example:
  - PowerPoint presentations/ e-learning modules
  - handbooks and handouts the delegates receive during the course
  - assessments delegates complete during the course
  - trainer material
- Lesson plans/ course agendas so we can understand the course timings
- Example marketing for each course you are applying for approval for, such as the course brochure.
- Trainer OR subject matter expert CVs and relevant qualification/training certificates.
- Evidence of any other quality assurance schemes your organisation complies with (where applicable)
- Completed delegate feedback forms
  - We need to see 20% of feedback forms from the past 12 months, for each course you are applying for approval for.
- A copy of your organisation's standard terms and conditions including refund and cancellation policy, data protection policy and complaints procedures.
- Any additional information you believe will assist us in conducting our review.

Once a completed application has been received and the application fee has been paid, we will aim to complete the assessment of your application within 6 weeks. Please note, applications that are particularly complex, niche or have a large number of courses to be approved may take up to 8-10 weeks. We aim to complete all reviews in good time and will keep you up to date on progress.

## SECTION 5: Application fee

After we have completed an initial review of your application, we will issue an invoice for payment. A detailed review of your course will not take place until the payment has been received.

The application fee operates on a sliding scale depending on the number of courses being submitted. Where courses are **particularly complex or niche, an additional fee may be charged** – but we will notify you of this when you submit your enquiry form. See [Section 2](#) for further information.

If you pay the full application fee upfront for your three year approval period, you will receive a 10% discount. However, you can pay by three annual instalments if you wish to spread the cost.

Please make it clear on your application form your preferred payment option. If paying by instalments, you will receive an invoice approximately 6 weeks before the end of the approval year for the next year's approval fee. Failure to pay your next instalment by the due date will result in your training approval being cancelled.

All fees are subject to VAT for those paying in the UK.

No. of courses	Application fee paid upfront – includes a 10% discount	Application fee paid by instalments
1 - 5 courses	£1,107 (save £123)	£410 per year
6 - 10 courses	£2,228 (save (£248)	£825 per year
11 - 15 courses	£3,335 (save £371)	£1,235 per year
16 - 20 courses	£4,455 (save £495)	£1,650 per year
Please contact us if you wish to submit more than 20 courses to discuss fees payable.		

### Unsuccessful courses

Should you wish to re-apply for approval for any unsuccessful courses, we will waive the application fee if we receive your re-submission within 2 months of the date of you were notified that your course was not approved. If you do not submit within the two month window, you will need to pay the application fees again in full.

If you paid the **full application fee upfront**, and your **entire** training approval application is unsuccessful, and you do not intend on re-submitting your courses for approval, you will receive the refund outlined in the table below. We will need your refund request within **30 days** of the unsuccessful outcome being communicated to you.

No. of courses	Refund (plus VAT where applicable)
1 - 5 courses	£738
6 - 10 courses	£1485
11 - 15 courses	£2223
16 - 20 courses	£2970

No refunds are due if:

- You chose to pay by **annual instalments** and your application is unsuccessful.
- Part of your application has been approved and part has been successful and you do not intend to re-submit the unsuccessful courses for approval.

IIRSM membership fees are non-refundable in any circumstances.

## SECTION 6: Successful applications

### Maintaining course approval

To maintain course approval, you are required to notify IIRSM of any significant changes to your approved courses before you implement them. These changes may include:

- A significant review of course content.
- Appointment of new trainers.

In addition, your organisation must:

- Ensure all trainers remain IIRSM members, at least at Associate level, for the period of your approval.
- Comply with any interim course reviews IIRSM requests. This may include IIRSM attending an approved course to review course content, delivery and facilities on an annual basis. Any expenses incurred over and above those covered in the application fee need to be covered by your organisation.
- Ensure training delegates on approved courses are invited to provide feedback at the end of their course. The feedback must be retained by your organisation for a minimum of 6 months following each course and we may from time to time request samples of completed forms to review.

Finally, you are required to promote the benefits of IIRSM membership to delegates attending approved face-to-face or online courses.

We will offer a membership discount for those who join IIRSM.

- UK delegates:
  - We will waive the joining fee for those joining IIRSM as an Associate or Member
  - We will provide a 15% discount on the first years membership for those joining as an Affiliate
- International delegates:
  - We will provide a 15% discount on the first year's membership, regardless of the grade of membership.

Once your courses are successfully approved, we will provide you with a promotional code and a marketing flyer to be distributed at courses/ downloaded for online courses.

Failure to comply with any of these conditions may result in your Training Approval being cancelled. In these circumstances no refunds are due.

### Certificates of attendance

You have two options available to you.

#### *Option 1 – Standard certificate template*

You will receive a standard certificate template as part of your course approval pack which you produce and issue to delegates. This option is included in your one-off application fee. All costs associated with these certificates, such as printing and distributing to delegates will be covered by your organisation.

### Option 2 – IIRSM generates certificates

Alternatively, you can choose for us to produce and send your certificates of attendance to your 'designated person,' to then distribute to delegates. These Certificates are printed on IIRSM Training Course Certificate paper, and will include your organisations logo too. There is a fee payable for this service, which operates on a sliding scale. All fees are subject to VAT for those paying in the UK.

No of certificates produced per request	Fee payable per certificate
1 – 50	£15
51 - 100	£12
101 +	£10

### Other fees

If your courses have been successfully approved and you decide to submit additional courses for approval within the same 3 year period, you will be charged £225 per course and £75 per year. For example, if you submitted 2 course for a 2 year period, you will pay £600. All fees are subject to VAT for those paying in the UK.

Please note, the approval period of additional courses will only be up to the date of the end of your current 3 year approval period. This is to maintain one renewal date for all approved courses.

### Renewal fees

Two months before the end of your 3 year approval period, you will automatically be sent a renewal letter and invoice. This will include any annual increments that have been made to the fees.

Please note, that if any courses being submitted for renewal of course approval require a review due to significant changes, an additional £225 will be charged per course to cover its assessment. All fees are subject to VAT for those paying in the UK.

## SECTION 7: Backdating or extending Training Approval

### Backdating approval

It may be possible to backdate Training Approval for a maximum of one year. However, the following supplementary information may be requested:

- Completed course evaluation forms.
- Details of any quality assurance processes and course review cycles the course has been through from the date your organisation is seeking to backdate from.
- A breakdown of any changes to courses from the date your organisation is seeking to backdate from.

### Extending approval

We will consider granting up to a one year extension to your existing course approval licence if you are planning to make significant changes to your approved courses before submitting for re-approval.

You will be required to notify us in writing setting out the proposed changes before an extension will be considered. A one year extension fee of £100 per course will be payable if granted. All fees are subject to VAT for those paying in the UK.

## SECTION 8: Working together

Working together provides a collective voice, expertise and influence to help shape the future of work, create value and improve education and training to tackle the challenges we face today.

If you apply for course approval and either corporate membership or partnership at the same time, we will provide you with a 10% discount on the package you choose.

Partnering with IIRSM provides you with the following benefits:

- Aligning your organisation with an independent charity to share in our objective of raising standards of risk competence within industry through educational activities.
- Accessing a wealth of resources for you and your people.
- Networking with a global risk and business community.
- Meeting, sharing experiences and socialising with people at local branch meetings.
- Influencing institute activities and the profession through volunteering and speaking opportunities.
- Demonstrating your commitment to and investment in effective risk management.
- Influencing and promoting best practice in risk management.
- Participating in research, working groups and projects to develop risk competence and raise your profile.
- Using a partner logo on your website and other corporate literature and communications.

You can find more information about working in partnership [here](#).

## SECTION 9: Data Management

We will use the information you supply in your application form and in support of your application to assess your courses, trainers and organisation for IIRSM Training Approval, and to maintain ongoing contact during the approval process and as required thereafter. You can view a copy of our Privacy Policy [here](#).

All Training Approval assessors are required to complete a non-disclosure agreement as a condition of their role.

All approved courses are listed on IIRSM's Approved Courses webpage [here](#), so that it is clear and transparent to IIRSM members and the wider risk, safety and business community which training organisations are approved by IIRSM.

In addition, we reserve the right to share details of your Training Approval with third party organisations wishing to check your credentials. This includes confirming:

- If your organisation currently has courses approved by IIRSM
- The period your courses are or were approved by IIRSM
- The titles of the courses approved by IIRSM
- The names and IIRSM membership status of trainers permitted to deliver the approved courses
- The certificates distributed by your organisation are approved

## SECTION 10: Liability

These terms set out the full extent of IIRSM's obligations and liabilities in respect of the review and promotion of training courses, trainers, and organisations approved under IIRSM's Training Approval Scheme. In particular, there are no conditions, warranties, representations or other terms, express or implied, that are binding on IIRSM except as specifically stated in these terms.

Nothing in the IIRSM Training Approval Scheme terms and conditions (set out in the IIRSM Training Approval Information and Guidance document) shall exclude or limit any person's liability for fraud, or for death or personal injury caused by its negligence.

IIRSM shall not be liable under, or in connection with the IIRSM Training Approval Scheme, or any collateral contract for:

- loss of income;
- loss of business profits or contracts;
- business interruption;
- loss of the use of money or anticipated savings;
- loss of information;
- loss of opportunity, goodwill or reputation;
- loss of, damage to or corruption of data; or
- any indirect or consequential loss or damage of any kind howsoever arising and whether caused by tort (including negligence), breach of contract or otherwise;

IIRSM shall not be liable for any loss, harm or damage caused to any delegate or delegate's property whilst attending courses approved under the scheme. As the Training Provider, you agree to indemnify and hold harmless IIRSM against all cost or losses suffered or incurred by IIRSM due to claims, demands, suits, proceedings, actions, losses, judgments, damages, costs (including all

reasonable legal fees), expenses, fines or penalties or actions against IIRSM arising out of or relating to a third party's alleged harm, loss or damage caused to a delegate's person or property, due to any cause other than the IIRSM's negligence or wilful default (or that of its employees and agents).

The total aggregate liability of us to you for all losses arising out of or in connection with the IIRSM Training Approval Scheme (whether such losses arise in contract, tort, negligence, breach of statutory duty or otherwise) shall not exceed a sum equal to £500.

### **SECTION 11: Changes to terms and conditions of the scheme**

IIRSM reserves the right to amend and update the terms and conditions of the scheme, as outlined in this Information and Guidance document, as required.

You will be notified of any changes to the scheme.

### **SECTION 12: Contact us**

For any questions, please contact the training team on:

Email: [approval@iirsm.org](mailto:approval@iirsm.org) or Tel: +44 (0)20 8741 9100.