



Training Endorsement Scheme Handbook



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1 Introduction

This handbook explains the process of Training Endorsement by the Emergency Planning Society (EPS). The EPS Training Endorsement Scheme will ensure that students are presented with a consistent methodology across various EPS endorsed courses.

1.1 The benefits of endorsement

- Endorsement ensures that students are presented with a consistent methodology across various courses offered by third party training providers. Assessment will be against the technical areas detailed in the EPS Core Competences Framework.
- Endorsement provides a means for trainers and training providers to demonstrate to prospective students that courses are provided to a high and consistent standard of content by the use of appropriate logos and wording on promotional material.
- Students will receive CPD points for training events attended.
- The EPS will only recommend endorsed courses on its website.

1.2 Who can apply for endorsement?

Any organisation offering Emergency Planning related training, or individual trainers, can apply for endorsement. If endorsed courses are marketed through another organisation, the training provider can still advertise these as EPS endorsed courses. An organisation offering a number of courses must apply for approval for each course.

1.3 Student outcome

Students attending an EPS endorsed course will be issued a certificate of attendance by the training provider. In the case of an EPS endorsed 'foundation' course students who are not already members of the EPS will be invited to apply for one year's free membership at Associate Grade.

Those who are already members of the EPS may be able to benefit from discounts offered by the training provider.

1.4 The criteria for endorsement

There is only one level of EPS course endorsement: Content Approved. This is where the course content matches requirements for EPS Certification based on an assessment of course materials.

There are several criteria the EPS will take into account before endorsement of a training course.

The course content (see section 3) should:

- Link to the technical areas as detailed within the EPS Core Competences Framework.
- Follow the methodology and terminology defined in the appropriate sections of the CCA guidance documentation and relevant British Standards.

The course trainer (see section 4) should have:

- The appropriate qualifications or experience to present the course.

The training provider should have:

- Mechanisms in place to assure the consistency and quality of the course.



1.5 The endorsement scheme does NOT

Endorsement does not guarantee that a particular course will be appropriate for a student's needs nor that it will be well run on a particular occasion. Effective learning relies on many aspects of the course, such as the training and external environment, which are outside the control of the EPS (and sometimes the training provider). The EPS cannot accept liability for the delivery of a particular training course, though it welcomes direct feedback from students on the quality of any endorsed event.

2. The Endorsement Process

The initial and ongoing responsibilities to gain and retain endorsement are described in this section.

2.1 The application procedure

The training provider will complete Form C, which includes:

- A provisional schedule of training courses for the next 12 months.
- Any marketing brochure or online location of course summary.
- Commitment to provide names and contact details of all students wishing to join the EPS as Associate members.
- An undertaking that promotional use of the endorsement will be accurate, will not be used until the approval process is complete and will be withdrawn if the EPS suspends or withdraws the endorsement.
- How feedback from students will be used to monitor and improve the quality of training provision.

The training provider also needs to ensure that following information is submitted:

- The title and contents of the course (as marketed).
- Form A: Content Summary - indicating the depth to which technical areas are addressed.
- Form B: Trainer Details - basic personal details, qualifications plus a CV for the Lead Trainer and any additional trainers.
- Course slides, handouts and workbooks.
- A timetable showing which topics are covered in each course session.
- Delegate evaluation forms from the latest course, if available.

The forms are included in Appendix A for reference purposes. A complete set will be issued by the EPS Assessor when the initial request for approval is made.

A checklist of the information required for approval is contained in Appendix B, Form G.

2.2 Ongoing procedures

The training provider must:

- Keep the EPS informed of all changes concerning trainers and other factors that may impact upon the EPS endorsement criteria. Form B will need to be completed for an additional or replacement trainer, for which a fee is payable.
- Issue attendance certificates to all students at the end of the course or within 7 days thereafter.
- Form D should be used to detail the students who attended a course. This includes Names, addresses and full contact information (indicating if they are already EPS members). This information is to be provided within 7 days of the completion of the course.
- Form E should be given to all delegates who wish to be enrolled at the Associate grade. These forms can be returned independently by the students or submitted by the training provider. Those students who are not members and who have completed Form E will be enrolled at the Associate grade.
- Maintain records, including course materials, evaluation forms, course and trainee details for a minimum period of two years. These records must be available to representatives of the EPS as and when requested.
- Inform the EPS of any changes to the information provided on Form B or in the CV.
- Inform the EPS of any major or significant changes to an Approved course (see note below).

Changes to the course can be classified as:

- a. Minor. Examples would be: updating examples to include recent events; changing terminology to comply with current best practice; changes to reflect a certain group of students on a particular course, e.g. all are public sector employees.
- b. Significant. Up to 25% of the content is updated and / or the title has been changed.
- c. Major. More than 25% of the course has been re-written.

A fee will be charged for (b), based on the amount of time required to complete the assessment. A major change (c) will incur the full Approval fee.

2.3 The renewals procedure

An endorsement under this scheme is valid for three years, as long as the information in 2.2 above has been supplied as and when necessary.

The EPS will contact the training supplier when renewal is due.

Delivery of the course will not need to be re-assessed at this time, unless the EPS Assessor believes this is necessary, e.g. following poor ratings on evaluation forms.

2.4 The EPS's responsibilities

2.4.1 Assessors

The EPS will employ nominated and suitably qualified Assessors to check the course content against the agreed criteria.



The Assessors have provided a written undertaking not to use material from the course assessment for their own commercial advantage. A copy of this can be provided to the training provider on written request.

2.4.2 Registration

Students who are not already members of the EPS will be enrolled at the Associate grade within 30 days from receipt of the student information from the training provider.

Associate membership of the EPS is the lowest technical grade of membership and carries post-nominal letters **only on payment of the full subscription fee to the Society**. The other technical grades of EPS membership are Fellow (FEPS) Member (MEPS).

2.4.3 Appeals

A procedure is in place to handle appeals against the failure to gain endorsement or its suspension. Refer to section 6 for full details.

2.4.4 Quality Audit

The EPS have the right to audit endorsed courses. This may include, but is not limited to, observation of a course delivery or evaluation of student feedback.

3. Evaluation of Course Content

3.1 Objectives

- The Emergency Planning Society seeks to provide a forum for the study of the most effective means of planning and managing local emergency preparation and response, and dissemination of good practice.
- The EPS Core Competences Framework has been designed to cover those areas that are considered to be essential to the practice of Emergency Management and at its heart is the vision of the 'Competent practitioner'. Endorsement of training courses will link to the technical areas within the framework.
- The EPS will nominate a number of CPD claimable points for each endorsed course.

3.2 Evaluation criteria

The training provider must complete the matrix in Form A to show which technical areas outlined in the EPS Core Competences Framework are addressed in the course and to what depth.

The depth criteria are:

1. Overview - Introduction to principles for a new entrant, Assistant Emergency Planner or member of senior management. The subject is introduced and the concepts are explained.
2. Intermediate - The methods and information required to support the learning outcomes are presented.

3. Advanced - The students are given practice in the methods or the topic is extensively discussed.

Obviously the depth to which a course takes each topic is reflected in the duration of the course. As a guide:

- A general one-day course would cover all learning objectives to depth 1.
- A general three-day course would be expected to cover the majority of learning objectives to depth 2 or 3.
- A specialist one or two day course, for example on Crisis Management, would cover most learning objectives to at least depth 2.

4. The Approval of a Trainer

4.1 Objective

The quality of student learning may be enhanced by the professionalism and subject knowledge of a trainer. The purpose of the assessment of the trainer is not to insist on a standard training style but to be reasonably certain that:

- The verbal information provided will be factually correct and appropriate to the context.
- A typical student (which may be defined in the marketing materials for the course) is encouraged to achieve the learning objectives by the way the course is presented.

4.2 Documentation Required

A Lead Trainer should be designated for each course.

Form B needs to be completed for the Lead Trainer and each additional trainer, for each course being considered for endorsement.

The Assessor will check that the trainers have subject matter knowledge or competence. This may include professional membership of the EPS or another appropriate institute or career experience as demonstrated by their CV.

The EPS Assessor may need to verify information provided on the CV.

The EPS will withdraw the approval of a trainer at any time if they are found to have falsified information or have not maintained an appropriate level of experience.

5. Training endorsement fees

Refer to Appendix C for current fees.

6. Suspension and Appeal Procedures

6.1 Appeal procedure for endorsement refusal

If an application for endorsement has been turned down by the EPS, a training provider may appeal to the EPS on the following grounds:

- a) alleged discrimination of any sort.
- b) dissatisfaction with the external verification process.

Stage 1: In all cases an appeal must be submitted by the training provider in writing via recorded delivery to the EPS within 10 working days.

Stage 2: A written receipt of the appeal will be issued via recorded delivery by the EPS within two working days of receiving the appeal.

Stage 3: An Appeals Panel will be formed to consider the appeal and act as the ultimate arbiters in the case of dispute between the trainer or training provider and the EPS's Assessor.

Stage 4: The appeal decision will be given to the trainer or training provider by the EPS, in writing via recorded delivery, within 28 working days of receipt of the written appeal.

Please note that in certain cases, at the Society's discretion, the timescale for the appeal decision may need to be extended but the training provider will be advised if this is necessary.

6.2 Suspension and withdrawal of endorsement

The EPS maintains the right to suspend a training provider's endorsement at any time should the EPS's Assessor report that the training provider is in breach of the EPS endorsement criteria especially where a serious problem or weakness in the training content or delivery is identified.

It is the EPS policy to work closely with trainers and training providers to advise on areas of concern thereby avoiding suspension. However, if the trainer or training provider either cannot, or chooses not to, implement the advice and recommendations of the EPS's Assessor as to the standard of training provision, then suspension of the EPS endorsement may be enforced.

If endorsement is suspended then the training provider must immediately remove all EPS endorsements from marketing and course materials.

Stage 1: The EPS Assessor will notify the training provider, via a recorded delivery Corrective Action Report, of the remedial requirements and the timescale in which they must be met for endorsement to continue.

Stage 2: If all the remedial requirements are not met by the given timescale, the EPS Assessor will report to the EPS Training Director, in writing, recommending the suspension of that training course's EPS endorsement.

Stage 3: If the trainer or training provider chooses to appeal (within the timescale given for remedial action), an appropriate Director, and where necessary an Appeals Panel, (excluding the EPS Assessor) will consider the appeal and act as the ultimate arbiters in the case of dispute between the trainer and EPS Assessor. The appeal decision will be given to the trainer and training provider by the EPS, in writing via recorded delivery, within 28 working days of receipt of the written appeal.

Stage 4: If the trainer or training provider either cannot, or chooses not to, meet the remedial requirements, suspension will be enforced. The EPS will notify both the trainer and training provider, in writing via recorded delivery, within 28 days that endorsement has been suspended and the terms of the suspension.

Stage 5: Failure to fully meet the requirements to lift the suspension by the stated timescale will result in the withdrawal of endorsement.

In cases of suspected or alleged malpractice, the training course's endorsement will be suspended immediately; notification of suspension of endorsement will be given verbally (by the EPS) and confirmed in writing (within one week).

For illustration, malpractice may include, but is not limited to:

- Falsification or withholding of information for the purpose of achieving endorsement which otherwise might not have been given.
- Failure to provide student evaluations when requested, in order to hide criticism of the course and / or trainer.

In cases of admitted or proven malpractice, endorsement will immediately be withdrawn for all training courses of the trainer or training provider, as appropriate.

Trainers and training providers cannot appeal against the withdrawal of their training endorsement as an appeal should have been made at stage 3 of the suspension of endorsement process.



7. Glossary of terms

| | |
|--------------------------------|---|
| Training Course | Includes training programmes, workshops, seminars and any other type of training provided or any associated activities, tasks and / or roles. |
| EPS Assessor | The EPS's appointee to assess the content of the course to be endorsed. |
| CCA CV | Civil Contingencies Act and guidance documentation. Curriculum Vitae. |
| Student | Individual receiving training from a training event. |
| EPS Endorsed Course | A course where the content has been assessed against learning outcomes and the trainer's experience has been verified by evidence. |
| Training Provider | The organisation that invoices students and organises the administration and marketing of courses. |
| Trainer | A presenter who delivers part of the course. |
| Lead Trainer | A trainer presenting more than 50% of a course (in time). If no single presenter meets these criteria then two or more presenters together presenting more than 90% of the course must be assessed. |
| EPS Core Competences Framework | A project to detail the National Occupational Standards for Civil Contingencies and the technical areas relating to the Core Competences. |



Appendix A - Training Endorsement Forms

FORM A: Content Summary for courses

| | |
|-----------------------------|--|
| EPS REF: | |
| COURSE TITLE: | |
| COURSE LEAD TRAINER: | |
| OTHER TRAINERS: | |

| Subject Overview / Session | Learning Outcomes | Technical Area Covered | Depth * |
|-----------------------------------|--------------------------|-------------------------------|----------------|
| | | | |
| | | | |
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Please summarise to indicate technical areas and depth of the EPS Core Competences Framework covered by the course

| Technical Areas | Covered by course? | Depth * |
|---|--------------------|---------|
| 1. Fundamental concepts and theories in Emergency Management | | |
| 2. Anticipate and assess the risk of emergencies | | |
| 3. Plan for Emergencies | | |
| 4. Plan for Business Continuity | | |
| 5. Validate emergency or business continuity plans | | |
| 6. Communicate with the community to enhance resilience | | |
| 7. Manage response to emergencies | | |
| 8. Act effectively across your organisation | | |
| 9. Cooperate with other organisations | | |
| 10. Debriefing after an emergency, exercise or other activity | | |
| 11. Manage computer generated data to support decision making | | |

* The **depth criteria** should be related to the requirements of a practitioner of varying experience thus:

1. Overview - Introduction to principles for a new entrant, Assistant Emergency Planner or member of senior management. The subject is introduced and the concepts are explained.
2. Intermediate - The methods and information required to support the learning outcomes are presented.
3. Advanced - The students are given practice in the methods or the topic is extensively discussed.

Obviously the depth to which a course takes each topic is reflected in the duration of the course. As a guide:

- A general one-day course would cover learning objectives to depth 1.
- A general three-day course would be expected to cover the majority of learning objectives to depth 2 or 3.
- A specialist one or two-day course, for example on Crisis Management, would cover most learning objectives for technical area 7 (manage response to emergencies) to at least depth 2.



FORM B: Trainer Details

| | |
|----------------------------------|--|
| EPS REF: | |
| Name of Trainer: | |
| EPS Membership Grade and Number: | |
| Lead Trainer or Trainer: | |
| Company name (if applicable): | |
| Address: | |
| Telephone numbers: | |
| E-mail address: | |
| Training Provider Name: | |
| Date submitted: | |

| Trainer's Qualifications | Date(s) |
|--------------------------|---------|
| | |
| | |
| | |

PLEASE ENCLOSE AN UP-TO-DATE CV

| |
|--|
| For EPS Assessor Use: |
| If the trainer is not Approved please give reason(s) |



FORM C: Training Provider Details

| | |
|--|---|
| EPS REF: | |
| COURSE TITLE: | |
| TRAINING PROVIDER: | |
| Contact Name: | |
| Address: | |
| Telephone: | |
| E-mail address: | |
| Training Schedule: | We will provide a schedule of courses (attach brochure if available) and state anticipated expected student numbers in the next 12 months. |
| Health & Safety: | We certify that course administration procedures and the training locations used for EPS endorsed courses will comply with the appropriate legislation (e.g. health and safety, equal opportunities) in the country in which the course will be delivered. |
| Provision of contact details and enrolment as EPS Associates | We agree to provide names of students, plus their address, phone number and email, so they can be enrolled as Associate members of the EPS (if they are not already a member). Students will be informed that this information will be forwarded and will be given the option to withhold it if they chose. |
| Endorsement | We undertake that promotional use of the endorsement will be accurate, will not be used until the approval process is complete and will be withdrawn immediately if the EPS suspends or removes the endorsement. NB Course Endorsement is specific to the course and does not confer Endorsement of the Training Provider or other products. |
| Changes | We undertake to keep the EPS informed of all changes concerning trainers and other factors that impact upon the endorsement criteria. |
| Feedback | Feedback from students will be used to improve the quality of training provision in the following way: |

We agree to the above conditions.

Signed:

Position:

Date:



FORM E: Student Application Form

APPLICATION FORM

I wish to join the EPS as an Associate Member and **save 100%** on the usual rate.

I understand that this offer is available only to individuals attending the *Name of course and training provider*, who are not currently members of the EPS.

For more information on the EPS please visit www.the-eps.org

| Your personal details | | |
|--|--|------|
| Full name, including title | | |
| Date of Birth | | |
| Country of Residence | | |
| Home Address | Home Contact Details – <i>please include international dialling code</i> | |
| Telephone Number | | |
| Fax Number | | |
| Mobile/Cell Number | | |
| Email address | | |
| Your current employment details | | |
| Company Name | | |
| Company Address | | |
| Telephone Number | | |
| Fax Number | | |
| Mobile/Cell Number | | |
| Email address | | |
| Indicate correspondence address | Home | Work |
| Indicate invoice address, if different | Home | Work |
| Position in Company | | |

Signed..... Date

Please return the completed application form to: The Emergency Planning Society, The Media Centre, Culverhouse Cross, Cardiff CF5 6XJ. Email membership@the-eps.org



Appendix B - Assessors' Endorsement Forms

FORM F Materials & Methods

| | |
|---------------------------|--|
| EPS REF: | |
| COURSE TITLE: | |
| TRAINING PROVIDER: | |
| ASSESSOR: | |
| DATE: | |

| Criteria | Examples | Pass | Comment |
|---|--|------|---------|
| Content consistent with claimed scope and depth | Checked against application form | | |
| Presentation of course materials | Legible slide prints | | |
| Use of appropriate terminology (but not jargon) | Use of terminology in current guidance and procedures, e.g. CCA guidance, British Standards | | |
| Handouts and further information available | Adequate supporting material. Reference to other sources | | |
| Method consistent with EPS Core Competences, CCA Guidance documentation and relevant British Standards. | Clear route map through best practice documents | | |
| Balance of course content | Appropriate balance of topics and rational order of topics | | |
| Breadth and depth of course content | Appropriate depth of each topic relative to course objectives and duration | | |
| Examples | Appropriate use of current /recent examples | | |
| General organisation focus | Appropriate generalisation of focus on a variety of different industrial sectors, not –for-profit and public sector (unless the course title implies a specific focus) | | |
| Reference to acknowledged experts | Citations and selection of further reading | | |
| Student evaluations | Evaluations to be supplied for the course being assessed. | | |

| | |
|--------------------------------|--|
| Decision: | |
| CPD Points Recommended: | |



FORM G Application Checklist

| | |
|---------------------------|--|
| EPS REF: | |
| COURSE TITLE: | |
| TRAINING PROVIDER: | |
| ASSESSOR: | |
| DATE: | |

| Material | Source | Included? |
|---|--|-----------|
| Course title and outline | Marketing material or course description | |
| Course timetable | To show time allocated by subject areas or learning points | |
| Course material | Slides, handouts, workbooks etc. that will be distributed to students. | |
| Course content summary | Form A with depth of course for each learning outcome. | |
| Trainer experience | Form B plus current CV for Lead Trainer and any other trainers | |
| Compliance statement | Form C Training provider approval form | |
| Schedule of courses and anticipated expected student numbers in the next 12 months. | Training brochure if available | |



Appendix C Training Endorsement Fees

Current Fee rates per course are:

| | |
|---|-----------|
| Application for training course endorsement | £750 |
| Application for an additional trainer to be added to an approved course | £250 |
| Associate membership of the EPS for students on approved courses | No charge |
| Fee for an appeal against endorsement refusal or suspension of endorsement NB: This fee will be refunded if the appeal is successful | £1000 |

VAT is payable at the current rate on all fees.