



**IBSSA EQA Policy on Training Centre  
Representative Structure and IQA Policies &  
Procedures**



## **IBSSA EQA Policy on Training Centre Representative Structure and IQA Policies & Procedures**

### **1. Purpose**

The International Bodyguard and Security Services Association (IBSSA) is committed to maintaining and ensuring the highest standards of professional education and training across its accredited training centers. This External Quality Assurance (EQA) policy outlines the framework for our training center representative structure, the Internal Quality Assurance (IQA) policies and procedures, and the mechanisms for monitoring training delivery to achieve best-in-class standards. The policy is also aligned with the European Foundation for Quality Management (EFQM) excellence model, ensuring a standardized approach to training practices across all IBSSA centers worldwide.

### **2. Training Centre Representative Structure**

#### **2.1 Roles and Responsibilities**

Each IBSSA-accredited training center will have a designated Training Centre Representative (TCR) who is responsible for ensuring that the center adheres to IBSSA's training standards and guidelines. The TCR's primary role includes:

- Compliance: Ensuring that the training center complies with all IBSSA training protocols, EQA standards, and legal regulations.
- Communication: Acting as the liaison between the training center and IBSSA's central EQA team.
- Quality Control: Monitoring the implementation of standardized training programs, instructor qualifications, and learning outcomes.
- Reporting: Submitting regular reports on training activities, assessments, and outcomes to IBSSA's central office for review.

#### **2.2 Training Centre Management Team**

Each TCR will work with a local management team, which includes:

- Lead Trainer(s): Responsible for the direct oversight of all training programs.
- IQA Officer: Ensures internal quality control, audits, and assessment standardization.
- Administrative Staff: Manages record-keeping, student evaluations, and compliance documentation.



### **3. Internal Quality Assurance (IQA) Policies and Procedures**

#### **3.1 IQA Structure**

The Internal Quality Assurance (IQA) system is a critical component of ensuring consistent delivery of training across all IBSSA-accredited centers. The IQA process will be led by the IQA Officer, supported by the TCR and Lead Trainer(s). The primary goals of the IQA system are to:

- Maintain a high level of consistency and quality across all training programs.
- Ensure that assessments and evaluations are fair, accurate, and standardized.
- Monitor the development and performance of trainers and assessors.

#### **3.2 IQA Procedures**

The following procedures must be followed at each IBSSA training center:

##### **1. Trainer and Assessor Qualification**

- All trainers and assessors must meet the minimum qualification standards as set by IBSSA.
  - Continuous professional development (CPD) must be ensured for all staff to maintain and enhance their skills.

##### **2. Assessment Standardization**

- Assessments must be standardized across all training centers to ensure consistent outcomes.
- Assessment methods will include both formative and summative evaluations, practical assessments, and written examinations.

##### **3. Internal Auditing**

- Regular internal audits will be conducted by the IQA Officer to review training materials, assessment practices, and learner outcomes.
- Audit results must be documented and reported to IBSSA's central EQA team for further evaluation.

##### **4. Learner Feedback**

- Learner feedback must be collected regularly to assess the quality of training delivery and to identify areas for improvement.
- Feedback will be analysed as part of the continuous improvement process.



## 5. Performance Review

- Quarterly performance reviews of trainers and assessors will be conducted to ensure they meet IBSSA's standards.
- Action plans for development must be implemented when necessary.

### 3.3 IQA Monitoring and Evaluation

The IQA process will be continuously monitored through:

- Regular meetings between the IQA Officer, TCR, and Lead Trainer(s).
- Analysis of learner success rates, progression, and satisfaction data.
- Bi-annual external reviews by IBSSA's EQA team to validate the effectiveness of the IQA process.

## 4. Monitoring and Continuous Improvement

### 4.1 EQA Audits and Inspections

IBSSA will conduct bi-annual EQA audits at each accredited training center. These audits will include:

- A thorough review of training materials, assessments, and learner feedback.
- Observations of live training sessions to ensure that IBSSA's standards are being met.
- Evaluation of the IQA processes to ensure they are effectively implemented and aligned with IBSSA's overall quality assurance framework.

Audit results will be shared with the training center's management, and any non-compliance issues will require an immediate action plan. Failure to comply with IBSSA's standards may result in suspension or revocation of accreditation.

### 4.2 Trainer Development and Evaluation

Trainers will undergo continuous professional development (CPD) through:

- Annual workshops organized by IBSSA on new training methodologies and industry developments.
- Peer observations and feedback sessions aimed at improving teaching strategies.
- Periodic assessments by IBSSA's EQA team to ensure trainers are delivering high-quality, standardized instruction.

### 4.3 Learner Outcomes and Satisfaction

Learner outcomes are a key indicator of training quality and must be monitored consistently. This includes:

- Tracking learner success rates, completion rates, and post-training employment or certification achievements.
- Conducting regular learner satisfaction surveys to gather feedback on the training experience.



- Using this data to drive improvements in both training content and delivery methods.

## **5. EFQM Excellence and Standardized Practices**

IBSSA adopts the European Foundation for Quality Management (EFQM) excellence model as a guide to implementing best-in-class practices across its training centers. The EFQM framework emphasizes:

- Leadership: Ensuring clear leadership within training centers to drive quality and accountability.
- Strategy: Aligning training programs with IBSSA's strategic objectives, focusing on global security challenges and professional development.
- People: Investing in trainer and staff development to ensure a highly skilled workforce.
- Processes: Standardizing processes to guarantee consistency, fairness, and quality across all training centers.
- Customer Results: Focusing on learner satisfaction and success as a measure of overall performance.
- Continuous Improvement: Embedding a culture of continuous improvement, using data-driven insights to enhance training practices and outcomes.

## **6. Conclusion**

IBSSA is committed to providing world-class training and professional development through its accredited training centers. By implementing a robust EQA and IQA structure, adhering to standardised training practices, and fostering a continuous improvement culture aligned with the EFQM model, IBSSA ensures that its members and learners receive the highest quality education and are fully equipped to excel in the security and executive protection industries.