Security Centre Delivery and Awarding Manual

Contents

Section 1 – Introduction

This Security Centre Delivery and Awarding Manual has been produced to provide approved centres offering the BIIAB suite of Security Industry Authority (SIA) Licence Linked Qualifications with the relevant information to understand BIIAB's systems and processes for the delivery and quality assurance of BIIAB SIA qualifications suite.

This manual should be read in conjunction with the following important documents:

1. BIIAB Qualification Specifications which provide all the necessary detail for each of the SIA Licence Linked Qualifications can be found on the BIIAB website.[1]

2. The SIA's '*Get Training*'[2] document for Awarding Organisations and Training Providers.

3. This document is written in accordance with various BIIAB Policies and Procedures including:

   a. BIIAB Fee List.
   b. BIIAB Centre Recognition Policy.
   c. BIIAB Qualification Approval Policy.
   d. BIIAB Centre Agreement.

---

[1] Security Qualifications : BIIAB
[2] SIA Get Training Publication

Section 2 – Scheduling and Processing Qualifications and Examinations

2.1 Scheduling course dates for Security Qualifications

Centres must schedule all course and examination dates on Online Registration Certification and Assessment System (ORCAS) (XAMS)

Please note:

You will only need one schedule per course.

You do not need to schedule courses for resits.
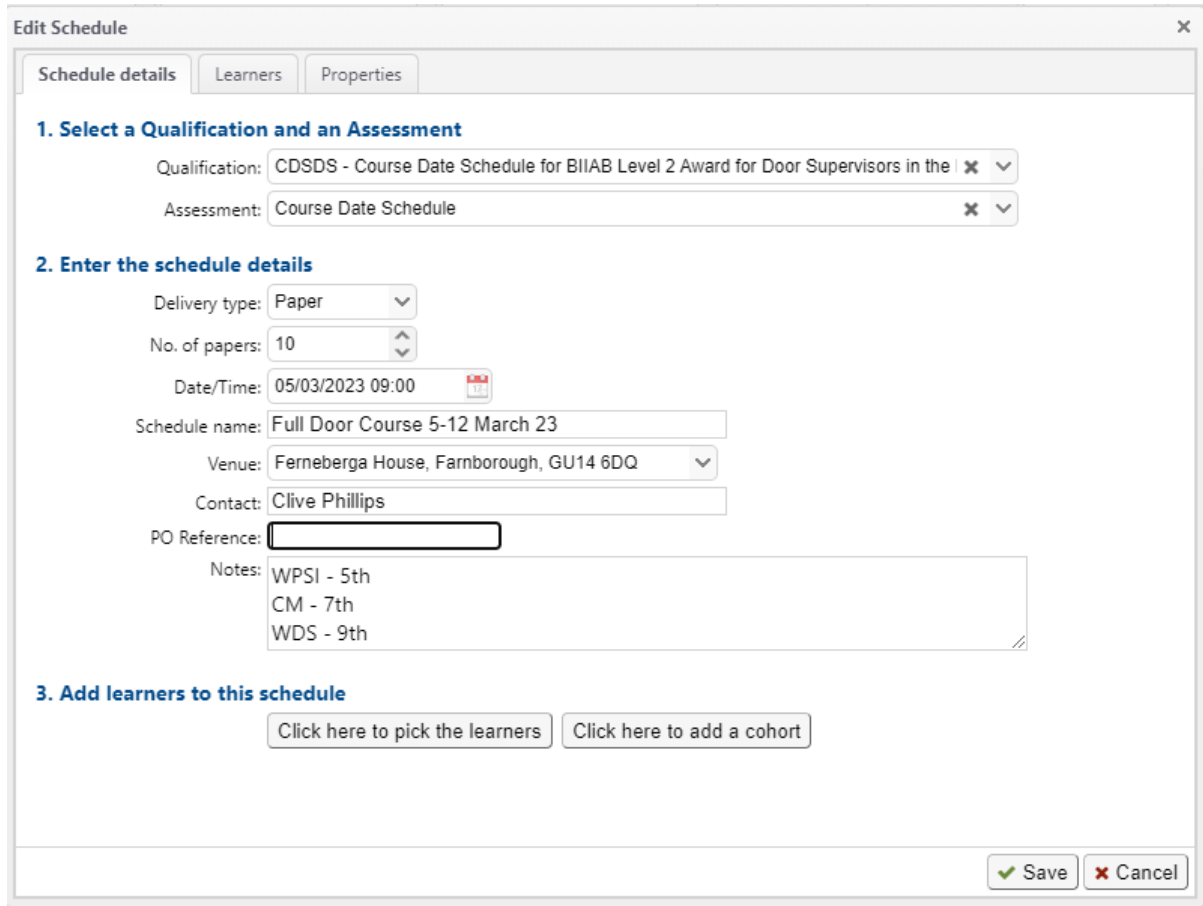
All courses must be scheduled 2 weeks prior to the start date of the course.

Course date schedules are created in ORCAS (XAMS) in the same way as exam schedules.

You will need to enter information into the schedule as follows:

- Choose the appropriate course date schedule 'qualification' as per the course you are running

- Choose Course Date Schedule as the assessment (there is only one option)

- Leave Delivery type as paper

- No of papers change to the number of learners you are expecting for the course

- Date/Time needs to be the first day of the course starting

- Schedule name must be the type of course – full door /top up / CCTV etc. and the start and end dates

- Venue – choose the venue the course will be held at

- In the notes section it is essential you list the units and the date they will be delivered

Your schedule should look like this:

When all the information is completed click save and the process is complete.

2.3 Submission of Learner details

Learners are registered onto a BIIAB Licence Linked Qualification at the point the Candidate Information Details Form (CID Form) is processed into the system. This creates the candidate registration which generates the registration fee invoice.

Accurately completed CID Forms along with relevant examination and assessment documentation must be returned within **TWO WORKING DAYS** of the last assessment must be sent by using a secure traceable method such as special delivery or courier.

2.4 Accessing Paper Examinations

2.4a How to Schedule an Examination

1. Sign into the Online Registration Certification and Assessment System (ORCAS/XAMS) via http://orcas.biiab.org/
2. Click "Schedule" at the top of the page (circled in red)
3. If you work at a centre which has multiple sites, select your site in the centre/site field.
4. Click the "Create" button (circled in blue)
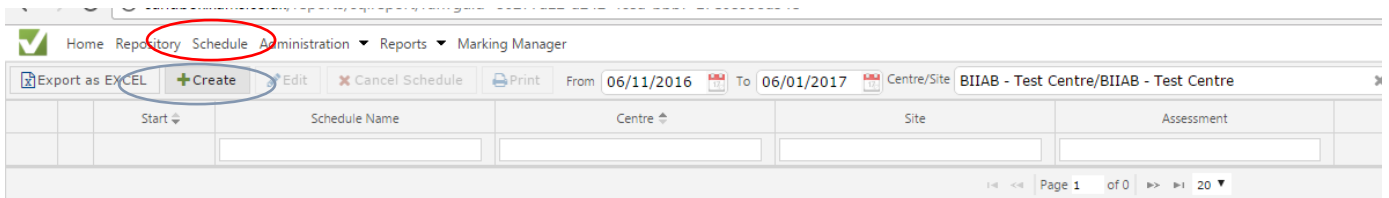
5. A **POP-UP** box will appear as below, please fill the following information
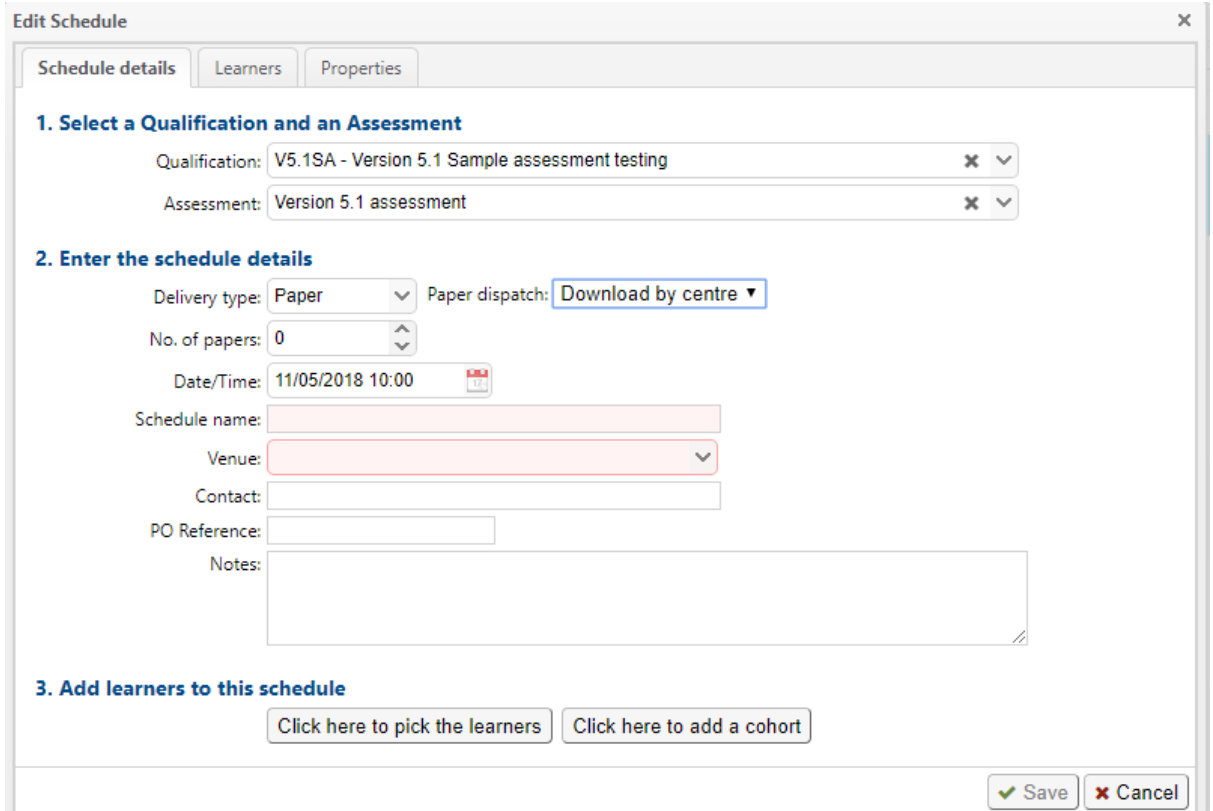
a. Select the Qualification the learners will be registered onto from the drop-down list
b. Select the Assessment you are booking for the learner

6. You will now see the window below, please complete the following details

a. **Delivery Type** – For Paper based assessments, select "Paper," this will create the *Paper dispatch* field, here please select if you would like to download the papers for printing.

b. **No. of Papers –** Please enter the number of candidates who will be taking the examination, if an exact amount is not known, please make sure you over-order rather than under-order papers. You will only be charged for the number of candidates that sit the examination.

c. **Date/Time –** Please enter the date and time the examination will be taking place, when you have clicked a date and time, please select the "ok" at the bottom of the calendar.

d. **Schedule name –** Please enter a schedule name which will be recognisable for you and your centre, as this will be how you are able to identify the schedule.

e. **Venue –** Please select the venue at which the exam is taking place, this is a compulsory field, and if the venue is not available, you will need to email CustomerSupport@BIIAB.co.uk to ask them to add the venue for you. Please provide a not to scale drawing of the venue, exam layout, video/images of the venue in addition to the full address.

f. **Contact –** Please enter the name and contact details of who should be contacted regarding any queries with this examination.

g. **PO Reference** – this will need to be completed if your centre uses mandatory purchase orders, or if you need each exam invoiced under a separate PO number.

h. **Note –** This is a free text field where you are able to note any important details about the examination.

i. **Add learners to schedule** – This feature can be used when scheduling a resit, please see 2.4b below for further details.

7. You now need to click "Save" which will create the examination schedule.

2.4b Scheduling a Resit Examination

When scheduling an examination for a candidate who is resitting an examination, it is important you follow the below instructions. Failure to do so could cause incorrect charges to be generated.

1) Please follow the above instructions under "**How to Schedule an Examination**" up to point 6h "**Add learners to this schedule**". However, please note you do not need to include the number of papers needed for resits within the "No. of papers" field.

2) It is at this point you will need to add any candidate who are resitting the examination to the schedule. As learners have already taken an examination through ORCAS, they will already have a registration number, and we will need to match these records to ensure it is processed as a resit. To do this, please follow the below instructions –
   a. Click "Click here to Pick learners" as in image below.

   b. You will then see a list of all learners who are registered onto that qualification for your centre, who have not yet passed the examination.
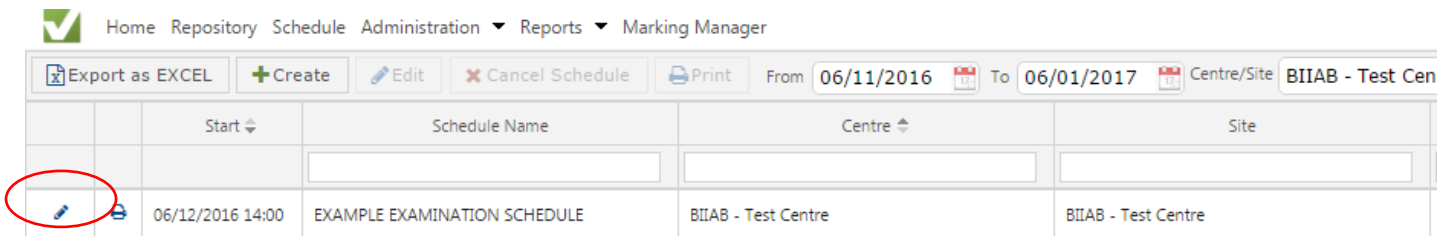
c. To select the learner, firstly find their name by searching by either first, last or learner ID if you know this. When you have found your learner, please tick the box to the left of their name and select "save" in the bottom right-hand corner (you can add multiple learners as once).

d. The schedule will then tell you how many candidates you have selected, please now save.

2.4c Amending a Schedule

If you have created a schedule but now need to amend something, for example a venue or the number of papers needed for the exam, you can do so by clicking the pencil symbol circled below.
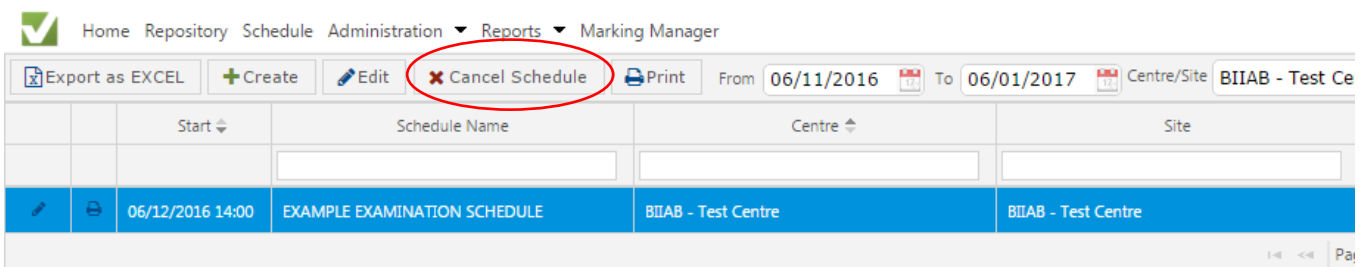
This will re-open the scheduling window and you will be able to make changes to the exam up until the Schedule start date and time has begun.

Please Note: After the exam schedule has begun you will not be able to make any changes to the schedule.

2.4d Cancelling a Schedule

If for any reason you need to cancel a schedule, you can do so by first selecting the schedule, then clicking the "X Cancel Schedule" button as circled below -

When the pop-up window opens, please "confirm" you would like to cancel the schedule.

Please Note: If you cancel a schedule and have already printed examination papers, you will need to securely destroy these examination papers as they will only work with that particular schedule.

2.4e Printing and Preparing for an Exam

When the schedule has been created, if you marked the examination to be downloaded by yourself at the centre you will need to print the papers as below.

1. Locate your schedule in the list by searching under the Schedule Name (this is what you choose to name the schedule while booking)
2.
3. To print the exam papers, nominal roll and candidate answer sheets click the print symbol circled in the image below.
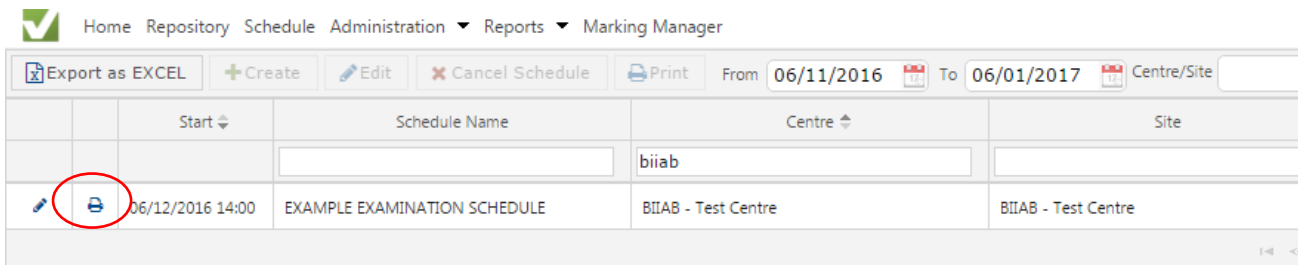
4. Select to first print the nominal roll and click "print"
5.
    a. This will open a new window. In the top right hand corner of the new page, click the printer symbol, select the correct printer, ensure your printer settings are set to print landscape and print. You can now close the additional window.

    b. Now select to print Answer Sheets from the drop-down box and click "print." This will attempt to download the file as a PDF Document, when using Google chrome, open the file and print (ensure pop-ups are unblocked). When using internet explorer, select "open" from the yellow bar at the bottom of the page and print. Examination papers are designed to be printed double sided and portrait, however if the printer you are using does not print double sided, **please do not staple** the front and back page of the multiple-choice answer sheet together, as this will result in a delay in processing your examination. Please note that if you have pre-registered your learners, or if you have a resit learner, the learner's information will be pre-printed on the answer sheet.

    c. Now select to print the Question papers from the drop-down box and click "print." This will attempt to download the file as a PDF Document, when using Google chrome, open the file and print (ensure pop-ups are

unblocked). When using Microsoft Edge, select "open" from the yellow bar at the bottom of the page and print. Examination papers are designed to be printed double sided and portrait and can be stapled.
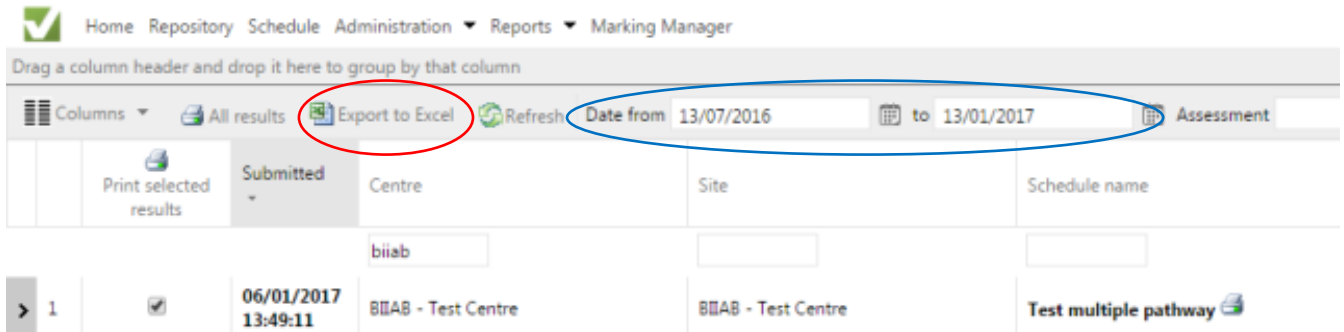
6. Once printed, place the question papers into an exam paper bag. The nominal roll and the candidate answer sheets can remain outside the exam paper bag. The exam paper bag must remain in a secure location until it is opened at the beginning of the examination. This is a requirement of BIIAB Examination Procedures, if you require any further information regarding this; it can be found within this manual under invigilation.

7. **Before beginning any examination, it is essential you have read and understood all invigilation rules, therefore please ensure you have read the guidance documents on invigilating examinations within this manual.**

   Invigilators will need to carry out all identification checks before beginning the assessment. When the identification is checked, please use the relevant identification lists to find the code, and mark this onto the nominal roll.

8. Once the examination has been completed by all candidates, all examination documentation must be sealed inside the examination returns bag, this should have BIIAB's address pre-printed. The bag must be sealed with at least one candidate still present (please ensure sufficient postage is attached to the returns package, BIIAB will invoice centres who fail to provide sufficient postage and this can lead to substantial delays in examination material reaching our offices).

9. When the examination papers are received at the BIIAB Office, they will be processed and the results will then be published under "Reports > Results" in the ORCAS system.

2.4f Viewing results

1. To view your candidate's results, you will need to log into the ORCAS system.
2. From the headings at the top select "Reports" then select "Results."
3. Learner's results will appear under this tab as soon as their examination paperwork is processed by BIIAB.
4. It is a Centres responsibility to check candidate names are appearing correctly on this screen and must notify BIIAB Customer Support of any discrepancy in the name or date of birth immediately. Please note that any amendments required because of a discrepancy may result in an administration charge. Any delay in notifying BIIAB of an error will result in an incorrect name being printed on a certificate. Should an incorrect certificate be reissued this may be subject to an additional fee
5. You can print leaners results from this page by firstly filtering the data by any of the following options - Schedule Name, Assessment type or by inserting a date range as circled in blue below.
6. Once you have filtered the data, if you then select the "Export to Excel" option circled below, it will open a report of the results into an excel document ready to be printed.
7. Alternatively, you can view an individual report for each learner's results as explained below in "viewing a learner analysis report."

![BIIAB logo]

2.4g Viewing Learner Analysis report

A learner analysis report can be created for any examination sat in ORCAS; this will be particularly useful if you have a candidate who has failed an examination. You can view a report which will show you the assessment criteria they have achieved, and the assessment criteria they have failed, allowing you to know the areas they need to work on before resitting the examination.

1. Log into ORCAS using your username and password
2. Select "Reports", then "Results"
3. On this page find the candidates result which you wish to generate a report for and tick the box on the left-hand side as circled in red below.

4. To view the report, you will need to click the printer symbol above "print selected results" circled in blue above. This will open a new window, in which you can view the report.

Section 3 Practical Assessments

3.1 Practical Assessment Documentation

Access to the following relevant SIA Practical Assessment document is available via the BIIAB website under in each of the relevant qualifications.

- Course Register
- Practical Assessment Scenarios
- Candidate and Assessor Declarations for all relevant units for each qualification Statement Writing scenarios and template

3.2 Practical Assessment Video Requirements

For the video requirements of required assessments, each learner must introduce themselves; state the date and what they are demonstrating on the recording. All video files are required to be named appropriately for EQA sampling (Learners full name, unit or assessment and the date of the assessment e.g. Joe Bloggs Searching 01/21/2022)

3.3 Practical Resits

There is no need to book the reassessment of practical assessments that have been deemed as necessary to claim or award the relevant qualification. Centres are required to retain all required assessment evidence and decisions including those where the learner has either successfully or unsuccessfully achieved the required standard to meet the needs of the relevant qualification.

3.4 Claiming Practical Assessments

Centres must ensure that Candidate and Assessor Declaration Forms are accurately completed and must be returned with the completed examination documentation by using a traceable method such as special delivery or courier. Failure to return the Candidate and Assessor Declaration Forms will lead to delay in processing examination results.

Section 4 – Learner Registration/Enrolment Guidance

4.1 Identification of Learners

Centres must allocate sufficient time prior to the commencement of each of the - examination units to ensure that the centres invigilators verify the identity for each learner prior to sitting the examination.

Prior to commencing each examination each learner must:

- Present the required identification documents in accordance with BIIAB ID Requirements for Security Qualifications to the invigilator and sign the Nominal Roll.

  Security Qualifications identification requirements can be found by accessing BIIAB ID Requirements for Security Qualifications

  As a minimum learners must provide at least 1 document from Group A and 2 Documents from Group B. Each document must be original as photocopies or scans cannot be accepted.

  SIA Identification requirements can be found by accessing Apply for an SIA licence - GOV.UK (www.gov.uk)

- The invigilator must be satisfied that the documentary evidence presented by the learner confirms their identity.

- The learner must supply one recent colour passport photograph and the invigilator must be satisfied that the photograph is a true likeness of the learner as this will be used to complete the Candidate Information Details (CID) Form.

- Invigilators should also check that the learner's signature is valid.

- Centres should remind candidates of the importance of using the same signature and passport photograph they intend to use of their SIA licence application form to prevent applications from being delayed or rejected.

Section 5 - English Language

It is essential that the security operative can communicate effectively to carry out their role. It is the centres responsibility to carry out an English Language Initial Assessment. As a minimum learners must demonstrate language skills in reading, writing, speaking and listening. Please see further details on the relevant Qualification Specification or within the SIA's <u>Get Training</u> <u>(publishing.service.gov.uk)</u>

Section 6 – Returning Documentation

The Centre must return the completed examination papers within **two working** days of the final examination using a traceable method such as special delivery or courier. All documents (e.g. response sheets, attendance registers) completed by the learner should be filed within the relevant Candidate Information Details Form

If you are unable to return the papers within **two working** days of the final examination, you must advise BIIAB in writing that there will be a delay in submitting examination papers, the reason behind the delay and the expected date of receipt.

Please return 1 examination paper with the examination documentation – all other used and un-used papers must be securely destroyed by the centre.

Failure to return relevant documentation within this timeframe and without an explanation may result in the papers being declared void and Sanctions may be applied to your Centre by the BIIAB Compliance and Regulation team. Your Centre's Approval may also be reviewed.

6.1– Returning documentation for printed exams

The documentation to be returned to BIIAB for SIA Licence Linked printed examinations are:

- Candidate Information Details Forms (CID).
  - Fully completed to include photograph, phone number, email address, postal address, registration code, candidate signature, invigilators name
- Nominal Role for each exam
- Candidate Answer Sheets for each exam
- Candidate and Assessor Declaration forms for relevant units

These are required to be returned within **two working days** with each exam and nominal role in an individual examinations return bag supplied by BIIAB.

There is no need to return Practical Assessment Records as these along with the required evidence will be requested by your allocated External Quality Assurance representative.

Section 7 – Quality Assurance

7.1 Internal Quality Assurance

Centres are required to carry out a variety of Internal Quality Assurance (IQA) activities dependent on the requirements of the relevant qualification. Centres must take a risk-based approach towards their sampling strategy.

In order to support centres, BIIAB provide templates for IQA activities which can be found using the following links;

BIIAB IQA Sampling Plan

BIIAB IQA Sampling Report Template

BIIAB-IA1-Observation-Template-21-22.docx (live.com)

7.2 External Quality Assurance

All centres will be subject to External Quality Assurance (EQA) sampling on all cohorts to ensure that training, assessment, and internal quality assurance activities are consistent in accordance with the qualification specification.

Centres are required to provide the requested evidence for EQA Activities in a timely manner as agreed with their BIIAB EQA to ensure timely awarding and certification of learners. Any delay in submitting requested evidence may affect the issuing of results.

7.3 Accessing the EQA Report

Centres will be provided with feedback from their EQA after each sample has taken place and the EQA will also document and record feedback on the EQA report. The report will then be sent to the centre so that the centre will have a clear record of the feedback, including any areas of good practice as well as any agreed actions which will include clear timeframes.

7.4 Direct Claim Status

Direct Claim Status will only be recommended and approved by BIIAB where Centres have been able to consistently demonstrate that they have a robust internal quality assurance system in place that ensures the training and assessment activities of the relevant qualification are consistent.

Section 8 Invigilation

All BIIAB assessment venues must comply with the requirements specified by the appropriate Qualifications Regulatory Authority. These requirements are outlined below.

• The seating arrangement for learners must ensure there can be no cheating or collusion between learners.

• All learners must be facing the same way (with the exception of some on-screen testing as detailed below).

• Each learner must be a minimum of 1.25 metres (centre to centre) each way from the next learner's workspace.

• Seating plans should be completed for the delivery of tests and retained for External Quality Assurance (EQA) purposes.

• If on-screen testing is being used, each workstation must be isolated by a minimum space of 1.25 metres measured from the nearest outer edge of one screen to the next unless the monitors are positioned back-to-back. Under certain circumstances 1.25 metres may prove to be an insufficient distance to prevent learners seeing, intentionally or otherwise, the work of others. Privacy screens can be used. The principal objective is to ensure that no learner's work can be overseen by others.

• There must be a place for the invigilator to sit with a clear view of all the learners.

• Maximum ratio is 1 invigilator to 15 learners.

• Walls must be clear of any material that would provide help to the learners.

• Examination signage and a clock must be in clear view of all learners.

• BIIAB must be made aware of the training and assessment venues in advance. Only these can be used; there can be no substitutes, unless there has been an emergency, such as fire, in which case this must be recorded and notified to BIIAB at the first possible opportunity.

• Trainers who have delivered the training and/or practical assessments to learners must not invigilate or be in the room when the learners take their exam for that subject(s). Training centres need to consider all potential conflicts of interest and have an appropriate policy in place to support this.

• All invigilators must receive an induction to the role of invigilation and its policies and procedures. Training centres must maintain a register which must be signed by the invigilator to confirm that they have received this induction.

• All test papers must be stored securely. Ideally, this should be a lockable safe. If a safe is not available, a suitable lockable cabinet/storage unit will suffice. This unit should only be accessed by appropriate personnel and records of key holders should be kept. This cabinet/storage unit must be kept in a secure location.

• All test papers must be transported securely to and from the training centre and any satellite centre where tests are administered. The centre must have an appropriate policy to support this.

• BIIAB, the SIA and qualification regulators retain the right to make spot checks on examination days to ensure that examination conditions are being maintained.

Section 9 – Centre Support, Resources and Training

BIIAB believe that it is vital to provide support, guidance and training for Centres.

a) Centre Onboarding Drop-in sessions
b) Centre support webinars
c) Assessment Templates
d) IQA Templates
e) Handbook for Door Supervisors in the Private Security Industry: BIIAB

Section 10 - Additional Approvals

Centres wishing to gain additional SIA Licence Linked Qualifications or for Approval for Self-Study should refer to the BIIAB Security Centre Recognition Manual[3] for further information on how to apply for additional approvals.

Centres may also wish to discuss their needs with their Relationship Manager and can also contact relationshipmanagers@skillsedugroup.co.uk

10.1 – Adding Delivery, Assessment and IQA staff

Centres wishing to add staff are required to do so in a timely manner by providing:

a) List qualifications requested for approval.
b) Details of employment and competence with a CV or similar document. All delivery and assessment staff are required to have a minimum of two years frontline operational experience in the last five years. This experience must be relevant to the qualifications they are delivering.[4]
c) Details of SIA Licences(s) if relevant.
d) Copies of the minimum acceptable qualifications required to undertake the relevant training, assessing and internal quality assurance for each qualification as detailed in the BIIAB Security Centre Recognition Manual.

This information should be emailed Customersupport@biiab.co.uk

---

[3] Security-Centre-Recognition-Manual

[4] Get Training (publishing.service.gov.uk)

10.2 – Adding training venues for delivery and assessment

Prior to commencing delivery at a new venue approval for delivery is required. The following information is required as a minimum:

- Centre Name and number.
- Confirm which qualification(s) Centre wish venue to be approved for.
- Not to scale drawing of venue. Include the dimensions of.
- Provide layout of how exams will be conducted.
- Provide Images/ video footage of venue internally and externally of where training and assessment is taking place.
- Detail how the venue will manage the delivery and assessment of physical intervention if requesting Door Supervision qualification approval. Include details how security of exams/assessment will be ensured.
- Provide a relevant risk assessment. Also include risk assessment for stairs if requesting Door Supervisor qualification approval.
- Do you require to add additional training/assessment or IQA staff to support delivery at the venue.
- Consent to initial virtual tour for venue.

This information should be emailed Customersupport@biiab.co.uk

Further guidance on venue requirements ac be found in the SIA Get Training document.[5]

---

[5] Get Training (publishing.service.gov.uk)