



# Course Delivery Partner: Guidance

Applying to the programme



Course  
Delivery  
Partner



## Introduction

# Guidance and information

**This guide is to be used by those organisations or individuals wishing to become an IIRSM Course Delivery Partner for one or both of IIRSM's core training courses:**

- Managing Risk – The Essentials
- Managing Health and Safety Risks – The Essentials

Only those that have an IIRSM Course Delivery Partner licence can deliver the course.

A Course Delivery Partner may deliver the course(s) in-house within their own organisation or publicly.

This guide should be read alongside the individual course guidelines for the course(s) you are interested in delivering.

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### ➔ **Course Delivery Partner: Main contact**

The Course Delivery Partner must have a main contact who is responsible for ownership of the licence and relationship with IIRSM. They will be provided with access to the course(s) community page(s) on the IIRSM website so they can view the course materials.

The main contact does not need to be a member of IIRSM, unless they are also acting

as a trainer. They will, however, need to be someone who has the experience, knowledge and authority within the organisation to oversee and manage all activities relating to the course(s) and their delivery.

IIRSM must be notified immediately if the main contact is no longer responsible for overseeing the relationship or is no longer employed by the Course Delivery Partner. The Course Delivery Partner is responsible for ensuring a suitable replacement is recruited as soon as possible.

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### ➔ **Course Delivery Partner: Trainers**

It is important that all trainers delivering the course are suitably qualified in risk management or health and safety and experienced in CPD delivery. It is also a requirement that they are, as a minimum, an Associate member of IIRSM.

All trainers must be approved by IIRSM before they can deliver **any** courses. All prospective trainers will be asked to benchmark and self-assess themselves against the IIRSM Risk Management and Leadership Competence Framework as well as providing an up-to-date CV.

They will also be expected to view the train-the-trainer materials for the course and CPD



delivery. If necessary trainers may be able or be asked to attend an IIRSM delivered instance of the course, free of charge.

Course Delivery Partners will need to add the details of their trainer(s) at the time of application. Additional trainer(s) can be added at any time during the approval period but these need to be received well in advance of any proposed courses the trainer wants to deliver. It can take IIRSM up to 3 weeks to approve a trainer.

All approved trainers will receive a certificate confirming their status and they will be given access to the course area on the IIRSM website.

### ➔ Accessing the IIRSM course community area on the IIRSM website

The main contact plus all approved trainers will be given login details for a community page on the IIRSM website. There is a page set up for both courses. If you are approved to deliver both courses you will be given access

to both pages. The web page will contain up to date copies of the:

- Course presentation
- Case studies
- Trainer guides (including train-the-trainer resources)
- Delegate workbook
- Feedback forms

Plus additional documentation such as:

- Trainer benchmarking forms
- Application forms
- Marketing guidance
- Slides and information about the benefits of IIRSM membership
- Privacy policy

### ➔ Delegate workbook and resources

The delegate workbook contains course slides, case studies, additional resources plus reading and information about IIRSM. Space is also included for delegates to make their own notes. Our expectation is all delegates will be provided with a full copy of the delegate workbook to use during the course

and to take away as reference material. You can download and print the workbooks to hand out or provide them to delegates electronically should you wish.

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## ➔ Feedback forms

IIRSM provides an evaluation form based on Guskey's 5 Critical Levels of Professional Development Evaluation and the Kirkpatrick model (Linways Technologies, 2020) to help evaluate the effectiveness of your course(s). Additional questions can be added to suit your context and needs. IIRSM reserves the right to ask for summaries of these forms for quality assurance purposes.

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## ➔ Trainer guidance

The trainer guidance provides information on how to deliver the course, learning outcomes to be covered, course slides and accompanying notes, case studies and additional resources and guidance on where slides can be amended for the purpose of meeting the needs of specific groups of delegates.

There is also train-the-trainer guidance to support the delivery of the course(s).

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## ➔ Course Delivery Partner: Licence agreement

The licence agreement must be signed by the prospective Course Delivery Partner on application. Following receipt of a completed application and payment, should the application be successful we will return a countersigned copy. You can download a copy from the IIRSM website prior to applying.

Course Delivery Partners that fail to adhere to the conditions of the licence or fail to follow set processes, may have their licence terminated or suspended until IIRSM is satisfied that corrective action has been taken.

All trainers must maintain their membership of IIRSM for the duration of the licence agreement.

Course Delivery Partner status and the licence agreement is not transferrable from one organisation to another.

On receipt of the signed licence agreement and fees, a Course Delivery Partner will be sent a welcome pack and confirmation of their status as a Course Delivery Partner for one year, as well as a dedicated logo to be used on marketing and promotional materials.

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## ➔ Course materials

The courses are designed to deliver a practical and engaging experience, using real-world case studies, short bursts of content delivery, video, and group discussions/exercises. The experience is not only an enjoyable one, but delegates will gain invaluable new knowledge and skills. They will understand the benefits, principles and processes involved in risk management and/or health and safety management and discover how, by taking an integrated approach, they can minimise threats, maximise opportunities and prepare for the unexpected. The individual course guides provide a suggested timetable for both courses.

The course materials are delivered via the IIRSM Course Area on the IIRSM website as detailed above.

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## ➔ Tailoring course materials

IIRSM recognises that CPD should be tailored to the contexts and needs of delegates. However, IIRSM places the following conditions on tailoring the standard course materials:

1. Course Delivery Partners will have the ability to add up to five slides to the course(s).
2. Course Delivery Partners can remove up to five slides.

Any changes to the slides must be checked and agreed by IIRSM prior to the course(s) being run.

**However, any changes made must not impact on the overall course learning outcomes.**

The group exercises may need to be adapted by the trainer to the needs of the delegates attending.

Other permitted changes are allowed depending on whether you are delivering the course(s) in-house or publicly.

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## ➔ Course Delivery Partner: Changes allowed for in-house courses

Course Delivery Partners are permitted to make the following changes:

- Adding company/industry specific statistics, policies, photos, videos and case studies.
- Extending the course to cover any specific in-house company materials or group exercises and activities.
- Replacing group exercises, examples and case studies with others more suited to the group.
- Including points of facts to reflect recent changes and new developments in risk

management e.g., changes in legislation, updated standards and codes.

**However, any changes must meet the course learning outcomes.**

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## ➔ Course Delivery Partner: Changes allowed for public courses

Course Delivery Partners can make the following changes:

- Replace group exercises, examples and case studies more suited to a delegate group, however, they must meet the course learning outcomes.
- Include points of facts to reflect recent changes and new developments in risk management e.g., changes in legislation, updated standards and codes. Especially where required to make the course specific to local markets.

### **Changes not permitted for public courses**

- Course branding must be retained, and the Course Delivery Partner can only use their dedicated logo.
- Any material changes other than those set out above are not permissible.

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## ➔ Permanent changes

There may be occasions where a Course Delivery Partner wants to make more permanent changes to a course, especially to meet local needs. These changes will need to be outlined and provided to IIRSM prior to any changes being made to the original course material. In these cases, a fee is payable by the Course Delivery Partner to IIRSM for the review and approval of changes. You will need to contact us on [approval@iirsm.org](mailto:approval@iirsm.org) to discuss in the first instance.

# Promoting courses and IIRSM membership

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## ➔ Course Delivery Partner logo

If your application is successful a Course Delivery Partner logo will be included in your welcome pack. This confirms the period you're licenced to deliver the Managing Risk – The Essentials or Managing Health and Safety Risks – The Essentials course(s).

You have permission to use the logo on all promotional materials such as brochures and webpages for your approved course only. It cannot be used on promotional materials for other non-IIRSM courses you may deliver.

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## ➔ IIRSM website: Promoting your courses

Your organisation, logo and course dates will be added to the IIRSM website during the period of approval. It is your responsibility to get course dates to us as quickly as you can. Your entry will also include a link to your website so delegates can book courses.

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## ➔ IIRSM membership for your course delegates

Non-members who attend the Managing Risk – The Essentials or Managing Health and Safety Risks – The Essentials course(s) are eligible for a 15% discount on their first year's membership of IIRSM.

This is a benefit you can promote in your

marketing materials.

There are additional materials available should you wish to include some information about IIRSM in your marketing. These can be found on the dedicated course community page on the IIRSM website.

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## ➔ Course administration

The following summarises the course administration process, from the point a Course Delivery Partner is ready to start delivering courses.

### Step 1 – Course notification

The Course Delivery Partner must inform IIRSM by email to [approval@iirsm.org](mailto:approval@iirsm.org) once course



dates are known, together with a URL to the relevant information/booking page on their website. This will avoid any delays in IIRSM promoting the courses.

### Step 2 – Joining instructions

All booked delegates should be sent clear joining instructions, together with any pre-course work.

### Step 3 – Course delegates

The Course Delivery Partner or trainer must send all delegate details (name, email, company, role) to [approval@iirsm.org](mailto:approval@iirsm.org) within 14-days of the course date. The Course Delivery Partner must also confirm who attended the course.

### Step 4 - Issuing certificates

Course Delivery Partners can use the IIRSM certificate template to produce either a digital or physical certificate for each delegate. A certificate must be distributed to every delegate who completes the course.

Each certificate should be uniquely referenced and assigned to a specific delegate. It is important that the wording on the certificate is not changed and does not infer any level of competence on behalf of the delegate.

No other certificates are permitted to be sent to delegates for the course under the terms of the Licence Agreement.

You are not permitted to use the IIRSM Course Delivery Partner logo for any other course(s).

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## 🔗 Course Delivery Partner: Quality assurance

The Course Delivery Partner main contact must 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 ask delegates for feedback on courses. See below.
- A process to continuously review trainers, delivery facilities and the learning experience to ensure they satisfy delegates' needs and meet IIRSM standards and those expected from industry peers.

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## 🔗 Course Delivery Partner: Delegate feedback

Course Delivery Partners must collect feedback from all delegates. It is important we receive feedback as it enables IIRSM to review delivery and to gain delegate input for potential future improvements to the course.



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## ↻ Feedback forms

Course Delivery Partners are responsible for:

- Ensuring all delegates are provided with the feedback form
- Encouraging delegates to complete the feedback form
- Collating and analysing feedback
- Forwarding feedback form results to IIRSM on request
- Keeping feedback from delegates for a period of six months after each course.

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## ↻ Suitability of facilities for face-to-face courses

It is the responsibility of the Course Delivery Partner to ensure all facilities and venues used for the delivery of face-to-face course(s) are suitable and accessible.

As a minimum, they must:

- Be of an adequate size, location and equipped appropriately for the needs of the delegates attending
- Meet the legal and safety requirements of the country the training is being delivered in.

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## ↻ Trainer to delegate ratio

We expect that Course Delivery Partners will provide courses which are interactive with lots of group work. IIRSM therefore recommends the maximum number of delegates is 18.

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## ↻ Quality assurance assessor

A Course Delivery Partner can be selected for an IIRSM representative, upon reasonable notice, to attend a course for the purpose of assessing the trainer and delivery. However, from time to time, IIRSM also has the right to attend courses without prior notice to assess the quality of training delivery.

The Course Delivery Partner also agrees to a quality assurance assessor, upon reasonable notice, to carry out a quality assurance audit, including reasonable access to records and documents relating to its relationship with IIRSM, trainers, delivery and administration of courses. This may include attending the Course Delivery Partner's premises.

IIRSM will provide a report to the Course Delivery Partner summarising any findings and feedback from the audit and the assessment of any course delivery.



# Course Delivery Partner: Submitting your application

To apply to become a Course Delivery Partner you will be required to complete the following:

- An application form. The link to which can be found on the IIRSM website.
- A signed Licence Agreement.
- Trainer Application Form for any trainers that want to deliver the training, together with their CVs and benchmarking documentation.
- A copy of your organisation's standard terms and conditions.

- A copy of your organisations refund and cancellation policy, data protection policy and complaints procedures.

Once your application has been received, we will raise an invoice for the course fee and the approval process will start once payment has been made.

We will aim to complete the approval process within 4 weeks and will keep you up to date on progress.



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## ➔ Unsuccessful applications

Should, for any reason, your application be unsuccessful you will have the opportunity to resubmit with any required changes. You will be advised as to what the changes required need to be.

If you decide not to resubmit or withdraw from the process you will receive a partial refund of 45% of the fees paid. We will need your refund request in writing within 30 days of the unsuccessful outcome being communicated to you.

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## ➔ Fees

### Application

Course application and first year's licence for Managing Risk - The Essentials course (one day course)	£1,600
Course application and first year's licence for Managing Health & Safety Risks – The Essentials (two-day course)	£2,600
Course application and first year's licence for both courses	£3,900

### Renewal

Annual renewal licence fee for Managing Risk - The Essentials course (one day course)	£750
Annual renewal licence fee for Managing Health & Safety Risk - The Essentials course (two-day course)	£1,200
Annual renewal licence fee for both courses	£1,850

For those paying in the UK VAT is applicable to all fees.

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## ➔ The T&Cs

### Course Delivery Partner: Data management

We used the information you supply in your application to assess your suitability to become a Course Delivery Partner and that of your trainers to deliver the Managing Risk – The Essentials and Managing Health and Safety Risk – The Essentials course(s). IIRSM will use

the information supplied to maintain contact with you and deliver the terms of the licence agreement.

You can view a copy of our privacy policy on the IIRSM website.

All Course Delivery Partners and their course dates will be listed on the IIRSM website, so that it is clear and transparent which organisations are approved by IIRSM.

IIRSM reserves the right to share details of your approval with third party organisations wishing to check your credentials. This includes confirming:

- If your organisation is currently approved by IIRSM to run the IIRSM course(s)
- The period you are approved to deliver the course(s)
- The names and IIRSM membership status of trainers approved to deliver the course(s).

You will also be required to provide IIRSM with the name and email addresses of delegates attending your course(s) and any other relevant information requested by IIRSM to fulfil the activities under the terms of the Licence Agreement. These details should be sent to [approval@iirsm.org](mailto:approval@iirsm.org) no later than 14 days after the course(s). This includes promoting relevant IIRSM products and services to them. Delegates will have the ability to opt out of communications.

### Course Delivery Partner: Liability

These terms set out the full extent of IIRSM's obligations and liabilities under the terms of the licence agreement. There are no conditions, warranties, representations, or other terms, expressed or implied, that are binding on IIRSM except as specifically stated in the terms of the Course Delivery Partner Licence Agreement.

Nothing set out in the agreement 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 terms of licence, or any relating materials 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
- Any indirect or consequential loss or damage of any kind however so 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 a course under the terms of the Licence Agreement. As the Course Delivery Partner, 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 willful 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 Course Delivery Partner Licence Agreement (whether such losses arise in contract, tort, negligence, breach of statutory duty or otherwise) shall not exceed a sum equal to £500.

**Please note that IIRSM reserves the right to amend and update the terms and conditions of the scheme, as outlined in this document, as required. You will be notified of any changes to the scheme.**





## Contact us

E: [approval@iirsm.org](mailto:approval@iirsm.org)

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