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QUESTKONSULT SYNERGY SERVICES LTD.

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*Promoting Best Practice*

**QUESTKONSULT**  
**2017 SAFETY/SECURITY**  
**OPEN COURSE DOSSIER, COURSE DESCRIPTION & FEES**

**Security Service, Consultancy & Training Providers**

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## QUESTKONSULT TRAINING-PROGRAMME LISTING

Action Guide for Local Government's Control & Prevention of Crime and Disorder  
Action Guide for Result Oriented Mystery Shopping Exercise  
Action Guide for Strategic Physical & Environmental Security Management Audit  
Advanced Facility Security Management  
Air & Marine Cargo Security Solutions  
Antiterrorism Individual Awareness & Personal Protection Guide  
Anti-Terrorism Security Driving Course  
Armed Robbery Prevention & Awareness Training

Basic Close-Protection Training  
Building Police Integrity in Consonance With Democratic Standards  
Business Protection Against Online Fraud

Church Safety, Security, Emergencies & Disaster Preparedness  
Competencies for Joint Intelligence in Military Operations  
Competencies for Safeguarding the Health, Safety, Environment & Security of the Oil & Gas Personnel  
Competencies for Securing Offshore Rigs  
Competencies for Security and Personal Safety in Schools  
Comprehensive Antiterrorism Personal Protection Measures  
Conducting a Value-Driven Security Audit of Organisations' IT Infrastructure  
Counter Terrorism Security Framework for the Hospitality Industry

Detecting & Preventing Fraud in Financial Institutions  
Duties and Responsibilities of the Modern Security Operative

Effective Access Control & Security of Business Premises  
Effective Data Protection & Management in Institutions of Higher Learning  
Effective Risk Management in the Oil & Gas Industry  
Effective Terminal & Container Cargo Security  
Electrical Safety Alertness Training  
Enterprise Risk Management Essentials  
Essentials for Surviving the Ordeal of Hostage-Taking



Essentials of Community Safety & Security Sector Governance  
Essentials of Good Security Professional Conduct  
Executive Protection Motorcade Operations Training  
Expatriate and Aid Workers Kidnap Prevention & Incident Management

Facility Security Essentials  
Fraud Prevention and Detection Techniques  
Fraud Prevention Essentials  
Fundamentals of School Safety & Security

General Patrol Tactics and Techniques  
General Safety Essentials for Oil & Gas Workforce

High Security-Driver Training

Information Protection Framework for the Health Care Industry  
Intelligence Gathering & Information Dissemination Strategy for Diverse Endeavours  
Internet-Banking Security Awareness and Management Training  
IT Security Risk Assessment & Audit Benchmarks

Managing Contract Risks for Improved Bottom Line Performance  
Managing the Vulnerability of the Supply Chain Process  
Managing Threats to School Safety  
Mandatory HSE Training for Onshore Oil Operations Personnel  
Mastering Crime Prevention through Environmental Design (CPTED)  
Mastering Safety in Warehouse Operations  
Mastering the Art of Successful Mystery Shopping  
Mastering the Fundamentals of Personal Protection  
Microfinance Fraud Prevention, Detection & Management  
Minimising the Risk of Kidnapping & Limiting Its Consequences  
Moving Air & Marine Cargo Safely & Securely in the Supply Chain

Note Taking, Reports and Evidence Essentials for the Security Personnel

Online Banking Fraud Prevention Competencies



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Physical Security & Enterprise Resource Protection Competencies  
Privacy & Data Security in Business Operations  
Proactive Executive Protection Training

Retail Store Security Management

Security Essentials for Bank Employees  
Strategic Bank Security Competencies  
Strategic Crime Prevention for Churches  
Strategic Crime-Prevention Essentials  
Strategic Fire-Prevention Planning  
Strategic Framework for Local-Government Administration of Community Safety & Security  
Strategic Guide for Managing the Risk of Maritime Kidnapping & Piracy in the Gulf Of Guinea  
Strategic Guide for Securing Modern Day-Care Centres  
Strategic Guide for Effective Access Control and Alarm Systems  
Strategic Guide for Effective Emergency Management in Schools  
Strategic Local Government Safety and Security Training  
Strategic Management of Fraud in Financial Institutions  
Strategic NGO/Church Operations and Security Training  
Strategic Roadmap to Building the Executive-Protection Specialist  
Strategic Security Management System for Delivering High-Performance Oil & Gas Operations  
Strategic Supply-Chain Security & Protection  
Strategic Workplace & Personnel Security  
Strategies for Safer & More Effective Schools  
Supply Chain Risk Management  
Supply Chain Threat Awareness & Management  
Supply-Chain Security Essentials

Tactical NGO & Church Risk Management Training  
Technical Guide for Productive Mystery Shopping of Financial Services  
Techniques for Effective Security Audit  
Tools for Effective Disaster Management

Value-Driven Security Awareness Training for Organisations' Strategic Workforce  
Vehicular and Pedestrian Traffic Control Competencies

Warehouse Physical Control & Security Essentials  
Warehouse Safety Competencies  
Wide-Range Fire & Electrical Safety Competencies



## TRAINING PORTFOLIOS & PROGRAMMES

### **ANTI-TERRORISM, CRIME PREVENTION & PROTECTIVE SECURITY**

#### **Mastering Crime Prevention Through Environmental Design (CPTED)**

It is not in doubt that a properly designed and planned environment can aid in the reduction of crime and the apprehension of it. What this portends is the existence of a relationship between social behavior and the environment, which clearly indicates also that there is a relationship between the physical environment and crime. CPTED is reputed as a potent toolkit for effective prevention of crime.

Fee: N150, 000

#### **Strategic Crime-Prevention Essentials**

While vigilance is an essential requirement for the effective and efficient performance of the duties of the Security Operatives, surveillance is the heart-beat of all intelligence and counter intelligence operations. These efforts are contributory to controlling behavior internally and externally within the ambit of crime prevention - the anticipation and recognition of crime risk, and the initiation of action to remove it.

Fee: N150, 000

#### **Counter Terrorism Security Framework for Hotels & Restaurants**

All those who own, operate, manage or work in hotels and restaurants need a Protective Security Framework to be able to reduce the risk of terrorist attacks and limit the damage an attack might cause. This becomes exigent against the backdrop of the fact that in the worst case scenario, staff and customers could be killed or injured, and the premises destroyed or damaged in a 'no warning', multiple and co-ordinated terrorist attack.

Fee: N250, 000

#### **Antiterrorism Individual Awareness & Personal Protection Guide**

In clear terms, Terrorists can strike anytime and anywhere. A Strategic Antiterrorism Guide is simply the defensive measures used to reduce the vulnerability of individuals, information and facilities to terrorist acts. It is an awareness information guide to help reduce an individual's risk of becoming a terrorist target.

Fee: N150, 000



### **Comprehensive Antiterrorism Personal Protection Measures**

Basic Antiterrorism Themes are four: (1) Anticipate - Anticipate threats, make choices that reduce risk (2) Be vigilant - Remain alert, note changing conditions and suspicious activities (3) Don't be a target - Be anonymous, control access, be unpredictable and (4) Respond and Report - Respond appropriately, report suspicious or threatening activities. Being sensitised with all four begins with their acquisition as knowledge, and then, application over time. Comprehensive Antiterrorism Personal Protection Measures are a must-need counter-terrorism toolkit for a safer people and a safer environment!

Fee: N250, 000

### **CARGO MANAGEMENT & SECURITY**

#### **Effective Terminal & Container Cargo Security**

Terminal & Container Cargo Security entails taking all measures necessary to constantly maintain the highest security standards at the levels of the organization, at-shore facilities, and onboard vessels. In the desirable broad-based initiative to fully integrate security with business processes, attention is focused on engendering adequate facility security in terms of asset protection, access control, cargo handling/control amongst other security initiatives targeted at effective terminal and container cargo security.

Fee: N250, 000

#### **Air & Marine Cargo Security Solutions**

It is no longer in doubt that Air and Marine Cargo Security has become one of the major global security concerns given the recognised vulnerabilities that make Air and Marine cargo possibly the easiest target for terrorists. It is therefore important for the Industry to brace up for the effective security of air and marine cargo transport in both national & international routes.

Fee: N250, 000

#### **Moving Air & Marine Cargo Safely & Securely in the Supply Chain**

It is worthy of note that the safety & security of air and marine cargo in the supply chain is the responsibility of all stakeholders, especially in the light of the fact that cargo supply chain is a combined set of interconnected parties, locations, procedures, and information exchanges that enables cargo to move from its origin to its destination.

Fee: N250, 000



## **EXECUTIVE (VIP/DIGNITARY) PROTECTION TRAINING**

### **Basic Close-Protection Training**

Bodyguards or Close Protection Officers protect people from harm and unwanted attention. They are in the business of protecting celebrities and stars, political leaders, business men and captains of industry, etc. in relation with the peculiar risks faced by these clients. To do this onerous task effectively and efficiently over time, they are in no small measure required to pay close attention to detail, assess risks and use their initiative amongst other strategic needs.

Fee: N250, 000

### **Strategic Roadmap to Building the Executive-Protection Specialist**

Protecting a VIP is indeed a very different discipline from securing a facility. There are numerous ways for an attacker to get to a VIP - through family members, friends, and associates for instance, unlike a building with a single gate. The Executive Protection Officer (EPO) is saddled with the responsibility of providing protective services in tandem with the peculiar needs of VIPs.

Fee: N250, 000

### **Mastering the Fundamentals of Personal Protection**

To be able to perform dignitary and executive protection tasks, the Protector must be educated, trained and experienced in the art - to merit being entrusted with the lives of other people. It therefore becomes necessary for the Personal Protection Officer or Operative to master the tested and proven personal protection dynamics.

Fee: N250,000

### **Proactive Executive Protection Training**

To be proactive in security undertakings is simply to design and implement a security programme that seeks to anticipate and avoid danger. Providers of Executive Protection can only operate more optimally when they understand the risks facing their clients, prepare to reduce or avoid those risks, and have the ability to react properly as they maintain a comfort level suitable for the protection of the protectee.

Fee: N250, 000



### **Executive Protection Motorcade Operations Training**

To properly move a VIP client from one location to another by means of a motorcade, VIP Protectors themselves need to be properly trained in motorcade operations or tactics. No wonder a motorcade is designed not only for the protection of the client, but also to ensure the smoothness of his or her travels.

Fee: N250,000

### **FIRE & ELECTRICAL SAFETY**

#### **Electrical Safety Alertness Training**

Abraham Lincoln once said that 'It is the duty of every man to protect himself and those associated with him from accidents, which may result in injury or death.' Electrical safety begins with appropriate awareness. Being responsive to electrical safety results from raising awareness to potential electrical hazards, instructions on how to recognise electrical hazards, and providing ways to eliminate, remove, and prevent electrical hazards in the workplace.

Fee: N250, 000

#### **Strategic Fire-Prevention Planning**

It is generally acknowledged that "caution is the oldest child of wisdom" as Victor Hugo advocates. When you plan, you are simply looking before you leap. If fire must be prevented, it must be planned. Welcome to the essentials!

Fee: N150, 000

#### **Wide-Range Fire & Electrical Safety Competencies**

BELL of the United States of America once noted that "No job is so important and no service so urgent that it cannot take time to perform the work safely." An enablement of the necessary competencies needed to achieve fire and electrical safety condition, especially at the enterprise level is at the root of industrial safety.

Fee: N250, 000





## **FRAUD PREVENTION, DETECTION & MANAGEMENT**

### **Fraud Prevention Essentials**

It is always vital for institutions to be updated about the current fraud cases in their industry and the tools available to assist them in detecting such fraud cases. There are steps needed to be taken to ensure they have proper fraud prevention processes and systems in place within their organisations.

Fee: N250, 000

### **Fraud Prevention and Detection Techniques**

There is an urgent need to go beyond the basics of fraud awareness to learning to use data analytics to incorporate fraud detection techniques into audits and continuous monitoring programme while gaining tools and techniques for fraud prevention.

Fee: N250, 000

### **Detecting & Preventing Fraud in Financial Institutions**

Fraud in financial institutions has evolved from being committed by casual fraudsters to organized crime and fraud rings - that use sophisticated methods to take over the control of accounts. The problem is sharply pronounced in the financial sector where the compromises are more sophisticated than in other industries. Rise to your responsibility - detect and prevent fraud!

Fee: N250, 000

### **Strategic Management of Fraud in Financial Institutions**

Financial institutions have always been a target for criminals. But in this age of technological advancements and increases in organised criminal activity, financial institutions are finding it difficult to stay ahead of the fraudsters. There is therefore a strong need for the identification of common fraud schemes particular to financial institutions and strategies for dealing with them effectively and efficiently.

Fee: N250, 000



### **Business Protection Against Online Fraud**

To the extent that new telecommunication technologies offer countless opportunities for businesses, they also offer cyber criminals many new ways to victimise them, scam them and their customers and hurt their reputation. Businesses of all sizes should be aware of the common scams perpetrated online, and learn defenses/protections against them.

Fee: N250, 000

### **Microfinance Fraud Prevention, Detection & Management**

It is important to note that fraud could originate from employees of the bank and/or clients. It can happen in all stages of the loan process - loan solicitation, collection, account monitoring, and delinquency management. However, the good news is that FRAUD in microfinance can be prevented, detected and managed.

Fee: N150, 000

### **Online Banking Fraud Prevention Competencies**

Bank personnel are only enabled to educate their numerous online-banking users if they are adequately armed with Fraud Prevention Strategies and Best Practices.

Fee: N150, 000

## **INTELLIGENCE & VIGILANCE**

### **Intelligence Gathering & Information Dissemination Strategy for Diverse Endeavours**

Strategic intelligence is far-reaching in identifying and forecasting problems, as well as exploring potential opportunities and solutions. Understanding the "why" and "what" of strategic intelligence - that entails the understanding of "how" to plan and carry out a strategic assessment of issues becomes indispensable.

Fee: N150,000

### **Competencies for Joint Intelligence in Military Operations**

The role of joint intelligence in providing information and assessments towards facilitating mission accomplishment is quite strategic. Against the backdrop of the fact that the management of and integration of intelligence into military operations are inherent responsibilities of Command, it is pertinent to imbibe & maximise the strategic outcome of joint command intelligence.

Fee: N250,000



## **KIDNAPPING: AVOIDANCE, PREVENTION & INCIDENT MANAGEMENT**

### **Minimising the Risk of Kidnapping & Limiting Its Consequences**

With the Nigerian House of Representatives calling for a State-of-Emergency to be declared on the Kidnapping menace in the country, a capacity building programme intended to provide intensive training on minimising the risk of kidnapping and limiting its consequences is therefore exigent. It is not in doubt that kidnapping has assumed dangerous dimensions in Nigeria as more often than not, cases of high profile victims of kidnapping occupy the front burners in the media. The list of potential victims of kidnapping in our environment is quite lengthy - politicians, journalists, expatriates, statesmen, monarchs, clergies, teachers and lecturers, children at home and school, company executives, celebrities, etc. The time to deal with this monstrous malady, called kidnapping, is now!

Fee: N250, 000

### **Strategic Guide for Managing the Risk of Maritime Kidnapping & Piracy in the Gulf Of Guinea**

The Gulf of Guinea is currently regarded to be the most dangerous region for seafarers. No wonder that the contemporary nature of piracy in the region has over time developed from maritime robbery to being defined by high levels of violence and organisation. A number of cases have further revealed that kidnapers have selected hostages from among the crew, preferring non-African to African hostages. It is high time individual seafarers, governments, companies across all business sectors - shipping, oil and gas, mining, agriculture, manufacturing, transport, banking amongst others got committed to acquiring the right capacity to effectively and efficiently manage the risk of maritime kidnapping & piracy in the Gulf of Guinea.

Fee: N250, 000

### **Expatriate and Aid Workers Kidnap Prevention & Incident Management**

It is a known fact that expatriates working overseas are frequent targets of kidnap, particularly as globalisation takes business to different parts of the world. Kidnapping risks for expatriates have become serious in the African continent as countries such as Nigeria, Kenya, Mali and Niger amongst others, have experience significant risk in that regard. Enterprises, national and multinational, need not be oblivious of the huge threat posed by Kidnap-for-ransom to their operations and employees, especially the expatriates. These enterprises need to put mechanisms in place not only to safeguard against such risks, but also to effectively and efficiently manage incidents should they occur. Here lies the core essence of this programme.

Fee: N250, 000



## **Essentials for Surviving the Ordeal of Hostage-Taking**

Men of God, NGO workers, Government functionaries, and individuals get abducted for a variety of reasons - grievances, politics, terrorism, ransom, and sometimes for a combination of these reasons. The causes of abduction notwithstanding, most hostages stand a good chance of surviving the ordeal principally on the premise of some essentials.

Fee: N150, 000

## **LOCAL GOVERNMENT SAFETY & SECURITY**

### **Strategic Local Government Safety and Security Training**

With increased awareness of the need for Effective Security Management in Nigeria, especially now that local government council areas all over the country are at risk from an increasing number of threats, public interest is growing in that direction. The need for effective and efficient security management - more than ever before, has become very necessary considering the current sophisticated and complicated security problems and challenges facing the Nigerian state today, especially at the local council level. The Local Government Councils have got a job to do!

Fee: N250, 000

### **Strategic Framework for Local-Government Administration of Community Safety & Security**

Kidnapping, communal clashes, militancy, insurgency, armed robbery, crime, drugs, and several shades of social disorder, have become daily reminders of the threats to living in safety and security in our communities. As a matter of urgency, the Local Government Councils as the third tier of Government should see community safety as a basic human right and an important aspect of the quality of life in the communities in their domain. Local Government Councils are therefore, required to mobilise local partnerships with key actors — the police, government agencies, community organisations, and residents — to develop safe, secure, and vibrant communities in metropolitan as well as rural areas. This Strategic Framework is intended for use by Local Government Chairmen, Councilors, elected officials, administrators, planners, and others who face the challenges of crime in their communities.

Fee: N250, 000



## **Essentials of Community Safety & Security Sector Governance**

Local Government Chairmen and Councillors, legislators, executive officials, civil servants, security officers, researchers, members of civil society and all those involved in the development and implementation of legislative and policy frameworks for community safety and crime prevention need a practical tool that engenders the promotion of community safety as an essential element of sustainable development.

Fee: N250, 000

## **Action Guide for Local Government's Control & Prevention of Crime and Disorder**

Finding and supporting effective and efficient ways to reduce crime and improve community safety remains a top priority to the Local government Council. Local Governments are constantly tasked to engineer solutions to some common public safety Problems such as the control of alcohol distribution and consumption, drug markets, property owners & managers' expectations in controlling activity in and around their properties, designing and managing parks, promoting safe schools, etc. In this regard, elected and appointed local government officials who are held accountable for public safety need to understand how local government can effectively control & prevent common public safety problems. It is not in doubt that a community's reputation for public safety heavily influences its appeal as a place to raise a family or do business.

Fee: N250, 000

## **MYSTERY SHOPPING/SERVICE DELIVERY AUDIT**

### **Mastering the Art of Successful Mystery Shopping**

A wide-range of companies' human capital are in dire need of Mystery Shopping or service Delivery Audit - Banks, Security Provisioning Organisations, Real Estate Institutions, Public & Private Sector Transport Organisations, Grocery Stores, Retail Stores, Shopping Centres, Eateries, Hotels, Hospitals, Restaurants, etc. Mystery shopping ventures, especially outsourced, are impartial, unbiased and tailored to become part of a company's culture. The key outcome of such programme suddenly keeps the eyes of a typical organisation in the back of its head - seeing problems that had been present all along, seeking corrections, improving performance in service delivery and organisational productivity. Peter Drucker says: "Quality in a service or product is not what you put into it. It is what the client or customer gets out of it."

Fee: N250, 000



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### **Action Guide for Result Oriented Mystery Shopping Exercise**

Mystery shopping can be a critical component of a company's "toolbox" to develop and maintain service standards. Mystery Shopping studies help focus the attention of business management on customer service improvement by providing intelligence (information) on the operations and the quality of service it is providing. Mystery shopping is a tool that involves sending consumers to places of business, government agencies, or other service providers to simulate a typical customer inquiry.

Fee: N250, 000

### **Technical Guide for Productive Mystery Shopping of Financial Services**

Whether the economy is depressed or buoyant, upwardly-mobile policy makers would always integrate consumer research methodologies to monitor the market and gather insights, with a view to informing desirable policy-making. One effective consumer research method is mystery shopping, which measures the actual behavior of individual sales staff in a true sales environment. Mystery shopping has been used to objectively measure whether employees follow the visions of a company's quality service standards; it then creates a feedback loop that allows companies to train their employees to consistently deliver quality services. Mystery shopping can provide insights that serve a range of consumer protection and financial inclusion interests across the financial product lifecycle.

Fee: N250, 000

## **NGO AND CHURCH SECURITY**

### **Strategic NGO/Church Operations and Security Training**

Historically, Churches and NGOs have functioned throughout the world enjoying a feeling of impartial neutral acceptance, but quite recently, they have found themselves targets for theft, armed robbery, hostages for ransom and even murder, and terrorism. The new order then becomes an absolute embrace of enduring Safety and Security measures and practices for the good of all.

Fee: N150,000

### **Church Safety, Security, Emergencies & Disaster Preparedness**

Churches are exception when it comes to emergency. Emergencies come up any time. To the extent that accidents cannot be anticipated, they can be prevented. Churches are required to be prepared at any point in time to respond to situations requiring prompt actions.

Fee: N150,000



### **Tactical NGO & Church Risk Management Training**

To the extent that security management concerns everyone working within the offices of the NGO or the Church, all staff are required to participate in the process of security preparedness, planning, reporting and following the laid-down security guidelines.

Fee: N150,000

### **Strategic Crime Prevention for Churches**

Being prepared for the "worst" can go "a long way" in preventing negative incidents occurring in the church. Church Safety Teams are over time responsible for patrolling church facilities and grounds during church services and events, and for deterring inappropriate behavior, reporting suspicious behavior and responding to emergencies.

Fee: N80,000

## **OIL & GAS SECURITY/SAFETY TRAINING**

### **General Safety Essentials for Oil & Gas Workforce**

Employers are required to provide their employees - new, young, experienced and inexperienced - with minimum occupational health and safety empowerments upon hire, utilisation or transfer. This entails training the workers on all matters that are necessary to ensure their health and safety at work. Workers are supposed to be adequately trained in the safe operation of equipment, including safety protective equipment, the use of safe operating procedures, including any procedures designed to minimise the workers exposure to a harmful substance.

Fee: N250, 000

### **Competencies for Safeguarding the Health, Safety, Environment & Security of the Oil & Gas Personnel**

The quest for an incident-free workplace and environmental sustainability should constitute a key feature of the core values of responsible Oil and Gas organisations. This comes to fruition if and only if such organisations live out the right attitude to health, safety, environmental and security management.

Fee: N250, 000



### **Mandatory HSE Training for Onshore Oil Operations Personnel**

Danger is inevitable in a setting where all personnel including contractors and subcontractors working in onshore oil Operations do not have a minimum and mandatory HSE training, especially against the backdrop of the fact that onshore oil operations themselves are characterised by increasing complexity. Lack of Knowledge and adequate safety training is widely accepted to be one of the basic causes of accidents.

Fee: N250, 000

### **Strategic Security Management System for Delivering High-Performance Oil & Gas Operations**

In terms of its specific relevance to Oil & Gas Security, a Security Management System provides the structure that enables the identification of potential threats to an enterprise and the effective management of the associated security risks through the establishment, implementation, operation, monitoring, review and maintenance of appropriate measures.

Fee: N250, 000

### **Effective Risk Management in the Oil & Gas Industry**

The application of risk management tools to managing the risks associated with the oil and gas industry is no doubt a sure way to highlighting the range of risk elements that could impact security management operations in the sector. All participants in the operational security management of this sector are required to have the necessary quality-check knowledge of sound risk management.

Fee: N250, 000

### **Competencies for Securing Offshore Rigs**

Offshore oil rigs, which are located in territorial waters and beyond, face numerous security threats such as terrorism, piracy, and several shades of criminality. These threats account for the investment of huge resources by government of nations and the oil companies in defending the off shore facilities and their continuous operation.

Fee: N250, 000





## **PRIVACY, DATA & INFORMATION SECURITY**

### **Privacy & Data Security in Business Operations**

In this era of global economy, ever-changing enterprise risk, cross-organization collaboration and online trade, information security has become more of a business enabler than ever thought possible. Effectively managed information security can be instrumental to helping an enterprise meet its business goals by improving efficiency while aligning business objectives with corporate plan. From an operational perspective, information security efforts achieve intended business benefits if not held out as someone else's responsibility, but rather a collaborative effort to link security programme to business goals.

Fee: N150, 000

### **Information Protection Framework for the Health Care Industry**

Today's Healthcare industry is facing complex privacy and data security challenges. The movement from paper to digital records of health information is accelerating, making it ever more important for data and information to be effectively and efficiently protected. It therefore becomes pertinent for Health Organisations to be equipped with an information protection strategy that is inclusive of Security, Privacy, and Risk Management solutions.

Fee: N150, 000

### **Effective Data Protection & Management in Institutions of Higher Learning**

The overwhelming surge of data and information in the operations of institutions of higher learning need not be over emphasised. Like big organisations running a complicated business, higher education institutions consume and generate a lot of operational information. In terms of the amorphous yet vital realm of content management, institutional content management capabilities seem pretty immature, so too do content management technologies themselves. What therefore matters most is the ability of the universities, polytechnics and other institutions of higher learning to effectively and efficiently manage this data "big bang" for improved productivity.

Fee: N150, 000



## **RISK MANAGEMENT**

### **Enterprise Risk Management Essentials**

In today's business order, Enterprise Risk Management (ERM) remains elusive as the underlying benefits will only be realised once the necessary people, process and systems are aligned within the corporate strategic plan. ERM has indeed been known to offer serious insight into the risk universe faced by the enterprise, as well as the approaches currently being taken to manage those risks.

Fee: N150, 000

### **Tools for Effective Disaster Management**

The task of effective and efficient management of disaster entails preparing for disaster before it occurs, disaster response, and supporting, and rebuilding society after natural and man-made disasters have occurred. It is a societal task that relies on holistic integration of government and non-government emergency management endeavours.

Fee: N150, 000

### **Managing Contract Risks for Improved Bottom Line Performance**

Organisations need to be informed and educated on how risk management can improve bottom line performance. In furtherance to this, it is important to note that among the business activities of organisations that most significantly contribute or erode performance are contracts. Attention should therefore be paid to contracts that are entered into to either supply or receive goods/services. More so, risks within a contract dictate in no small measure puts the behaviour of the vendor or contractor and the client on guard hence the need for effective and efficient Management of Contract Risks to improve Bottom Line Performance.

Fee: N250, 000

## **SCHOOL SAFETY & SECURITY**

### **Fundamentals of School Safety & Security**

In the same setting with theft, the presence of gangs, weapons, and drugs in the school create a sense of fear and vulnerability - even in those students who are not directly affected. The protection of the well-being of our children notwithstanding, safe and secure schools is important factors in learning and achievement. Within the horizon of Maslow's Hierarchy of Needs, individual needs begin at the physiological need and continue up the pyramid to self actualisation. Until children's basic needs such as the need for safety are met, they cannot begin to move up the pyramid.

Fee: N80,000



### **Managing Threats to School Safety**

A major prerequisite to making schools safer for learning and development is the ability to ward off threats to safety over time. It is therefore not in doubt that the prevalence of theft, gangsters, dangerous weapons, and drugs in the school create a sense of fear and vulnerability in the students generally. Such threats must be repelled!

Fee: N80,000

### **Strategies for Safer & More Effective Schools**

To the extent that there can be numerous opportunities to improve school safety which require financial commitments, numerous impactful improvements in school safety do not require significant expenditures of fiscal resources. There are tested and proven measures that School Safety experts have continuously charged School Administrators to adopt over time. Such measures are evidence-based practices that engender safer schools.

Fee: N250, 000

### **Strategic Guide for Effective Emergency Management in Schools**

Yes, School Emergency Planning is at the root of Safer Schools, it is however quite an unfamiliar task for many school administrators. It is pertinent to note that a comprehensive, all hazards school emergency plan is built on the four phases of emergency management: Prevention/Mitigation, Preparedness, Response and Recovery. This four-phase Emergency Management provides direction to the entire school community.

Fee: N250, 000

### **Competencies for Security and Personal Safety in Schools**

The need for a safe and secure school environment, one that ensures that those who are employed in schools, together with the school children themselves work in an environment that minimises the risk to their personal safety, need not be overemphasised. The anticipation of possible security breaches and potentially violent incidents in educational establishments is a sure step to managing the security and personal safety of all stakeholders in the school community.

Fee: N150, 000



## **Strategic Guide for Securing Modern Day-Care Centres**

It is important to note that as society changes and we become more mobile, we lose the support system of neighbours and family and must rely more heavily on out-of-the-home child care providers. The safety and security of the kids in our Day-Care Centres, be they corporate-owned or commercial or school-based, need to be placed at the front burner, especially taking cognizance of the fact that today's society is immensely characterised by worrisome dynamics of security threats and violence such as kidnapping and terrorism. Day-Care Centres therefore, need a clear policy and procedure for every security eventuality - addressing all security and protection issues that hover around them. The time is now!

Fee: N80,000

## **SECURITY DRIVER TRAINING**

### **High Security-Driver Training**

Security Driver Training programme covers everything from standard defensive and advanced driving techniques through to high-security based evasion and escape manoeuvres. It is intended for security industry personnel, professional drivers, defense force personnel and 'at risk' individuals.

Fee: N250, 000

### **Anti-Terrorism Security Driving Course**

This course is suitable for Frontline Defense Force Personnel, Police Forces, and Certified Protection Professionals (CPP).

Fee: N250,000

## **SECURITY PERSONNEL TRAINING**

### **Duties and Responsibilities of the Modern Security Operative**

It is the responsibility of Security Guards to protect people, property and information. The effectiveness and efficiency of the modern Security Officer on-the-job begins with mastering the principal duties and responsibilities involved in the Security Profession's task of protecting people, property and information.

Fee: N150,000



## **Essentials of Good Security Professional Conduct**

The Security Officer or Guard requires some personal qualities and human relations skills to remain effective in the performance of his/her duties. He/she is visible to, and interacts with, a variety of persons - customers, visitors, employees, tenants, and the general public. Guards are asked to perform a variety of complex functions professionally with discretion, diplomacy and tact.

Fee: N150, 000

## **Strategic Guide for Effective Access Control and Alarm Systems**

Security Specialists control movement of personnel and materials in, out of, or within a facility that are essential to normal operations, and prevent unauthorised access and egress. To do this effectively and efficiently, they must understand access controls and measures involving the interaction of human resources in conjunction with other supporting security elements such as electronic systems and physical barriers.

Fee: N250,000

## **Vehicular and Pedestrian Traffic Control Competencies**

As personnel who direct traffic, Security Guards should be masters of the correct manner of directing vehicular and pedestrian traffic, and the proper use of hand signals.

Fee: N150, 000

## **Note Taking, Reports and Evidence Essentials for the Security Personnel**

Quite clearly, Security Guards complete written reports of occurrences on duties performed and a comprehensive description of the entire tour of duty. They also protect evidence and appear in court as witnesses. Security specialists - Guards, Officers and Operatives - need appropriate enablement to better prepare reports, present facts in the protection of evidence and have appropriate conduct in court. After all, the main duties of the Security Guard are to observe, deter, record and report.

Fee: N150, 000

## **General Patrol Tactics and Techniques**

Patrol is the most basic security function. No matter what area of security the officer works in, he may, at some time, be asked to conduct patrols. Patrols may consist of clock rounds in a factory, foot patrol in a mall, hospital, motel or hotel or vehicle patrol in an un-incorporated community or gated community. Patrol is a necessary evil of the security officer's job.

Fee: N150,000



## **Building Police Integrity in Consonance With Democratic Standards**

Police Integrity Building Programmes (PIBPs) are usually designed to develop and maintain police services that function with the highest level of integrity, aiming to develop and sustain Police services that function in line with the democratic standards of accountability, transparency, and respect for human rights.

Fee: N250, 000

## **SECURITY TRAINING FOR BANKS & OTHER FINANCIAL INSTITUTIONS**

### **Security Essentials for Bank Employees**

In today's environment, banks and other financial institutions are too often, victims of robberies, thefts and frauds resulting in severe financial losses and physical risks. Acts of crime on its own, cause damages to organisational image and spreads panic amongst the workforce and clientele. The ability of bank employees to recognise and respond to possible breaches of security is therefore, a necessity in bank branches.

Fee: N250, 000

### **Strategic Bank Security Competencies**

The safety and security of banks is in itself a strategy for effective, efficient and optimum service delivery - that yields the banks several other benefits such as improved image and reduced employee turnover.

Fee: N250, 000

### **Armed Robbery Prevention & Awareness Training**

An impressive attention should be directed at Armed Robbery Prevention for some obvious dividends: reduce incidents of robbery; make the institutions safer places to work; enhance public and internal image; reduce employee turnover and improve productivity amongst others.

Fee: N150, 000

### **Internet-Banking Security Awareness and Management Training**

It is no longer news that fraudsters are using increasingly sophisticated and malicious techniques to thwart existing authentication controls and gain control of client accounts to transfer money. Financial institutions and Users of Online Banking have a strong need to be aware of these risks and liabilities, desirable risk mitigation techniques, and response strategies.

Fee: N150, 000



## **SUCURITY AUDIT**

### **Techniques for Effective Security Audit**

Toe the path of Effective Security Audit - continually and persistently probing, questioning, analysing, and evaluating the security of enterprise assets with a view to uncovering system and performance defects, establishing reliability, and developing cost-effective solutions to the enterprise problems.

Fee: N150, 000

### **Action Guide for Strategic Physical & Environmental Security Management Audit**

What action guide do you need for a strategic physical and environmental security management audit? You simply need proven and tested checklists for the use of security areas to protect facilities, and a focused itenery for the protection of your organisation's equipment. Welcome!

Fee: N250, 000

### **Conducting a Value-Driven Security Audit of Organizations' IT Infrastructure**

It is not in doubt that the information and communication technologies advances in our world have made available, enormous and vast amounts of information that are in no small measure threatened by significant risks to computer systems, information and to the critical operations and infrastructures they support. A security audit aims to detect and highlight any problem areas within the IT infrastructure and staff behaviours. The ultimate goal is to have your information secured and minimise the risk of losing them.

Fee: N250, 000

### **IT Security Risk Assessment & Audit Benchmarks**

Since Information Technology (IT) Security Risk Assessment and Security Audit are the major components of IT Security Management, managerial users, IT managers, system administrators, independent security consultants or auditors, and other technical and operational staff need a generic model for IT security risk assessment and security audit to facilitate an effective understanding about security risk assessment and audit - towards enhancing their ability to understand what preparations are required, which areas should be noted, and what results would be obtained.

Fee: N250, 000



## **SUPPLY CHAIN INTELLIGENCE & STORE-KEEPING/WAREHOUSING SECURITY**

### **Supply-Chain Security Essentials**

The supply chain is complex, integrated and extends beyond the enterprise to third parties. Positive changes to it are being driven by company efforts to deliver better customer value, reduce costs, increase responsiveness and resiliency. Giving effect to this cannot be devoid of conscious efforts to address the security concerns that hover around the supply chain functional network. More so, security and efficiency are mutually reinforcing, and security is not out of reach if it is practiced over time as its dynamics are continually learnt for desirable productivity. The application of policies, procedures, and technology to protect supply chain assets - product, facilities, equipment, information, and personnel - from theft, damage, terrorism and other risks is therefore a step in the right direction.

Fee: N150, 000

### **Strategic Supply-Chain Security & Protection**

Supply Chain Security offers a potent deterrence to criminal activity. It is indeed a corporate level strategy that addresses security concerns in the supply chain, giving stakeholders the opportunity to rightly see supply chain security as a strategic tool for reduction of cost and improvement of process efficiency, brand, reputation and revenue protection. Supply Chain Security builds confidence with customers, suppliers and regulators as well as a potent avenue for competitive advantage.

Fee: N250, 000

### **Supply Chain Risk Management**

Outsourcing and offshoring imply that the supply chain is geographically more diverse and hence more exposed to various risks. Recent trends toward cost reduction, lean manufacturing and just-in-time imply that in a progressive supply chain, low inventory levels are maintained. In the event of an unforeseen disaster, adherence to this type of strategy could result in a shutdown of production lines because of lack of raw material or parts inventory. Therefore, a learning expedition into the various strategies for the management of supply chain risks is worth the while for efficiency and improved productivity.

Fee: N250, 000





### **Supply Chain Threat Awareness & Management**

What threats do you look out for in the Supply Chain? What do you find and what do you do? What security responsibilities do you have dealing with the identified threats? Answers to such questions are rooted in Supply Chain Threat Awareness & Management.

Fee: N150, 000

### **Managing the Vulnerability of the Supply Chain Process**

The strategic need to avoid the loss of customer confidence and the erosion of shareholder value resulting from supply chain disruption need not be overemphasised. In furtherance to this need, the desirable best-practice management action simply entails the identification and management of risks within the supply chain, and risks external to it through a coordinated approach amongst supply chain members - to reduce supply chain vulnerability as a whole.

Fee: N150, 000

### **Warehouse Safety Competencies**

It takes only a safe and secure pool of workers to drive organisational productivity. Keeping the workforce informed and empowered with warehouse operations safety competencies is a step in the right direction.

Fee: N250,000

### **Mastering Safety in Warehouse Operations**

Improved warehouse productivity is a result of several conscious organisational commitments. One of such commitments is devoted to warehouse safety and health to prevent injuries and illnesses in the warehouse.

Fee: N150, 000

### **Warehouse Physical Control & Security Essentials**

Recognising the essential elements of physical access control in the warehouse is a strong premise for a more effective and efficient use of the warehouse.

Fee: N150, 000



### **Retail Store Security Management**

Inventory shrinkage is a serious problem throughout the retail industry. Securing inventory and equipment in the retail store effectively and efficiently is a turn-around measure that puts business on the path of profitability and improved productivity.

Fee: N150, 000

### **WORKPLACE, FACILITY & ACCESS CONTROL SECURITY**

#### **Value-Driven Security Awareness Training for Organisations' Strategic Workforce**

The aim of a security awareness effort is participation. Technology alone cannot solve a problem that is controlled by individuals. It is not in doubt that the majority of security breaches are caused by insiders, and the damage they levy on their organisations can be much more severe than anything wrought by hackers on the other side of the world.

Fee: N250, 000

#### **Effective Access Control & Security of Business Premises**

A key aspect of business security is access control. Which users have access to what resources, and which operations can they perform? Nearly all applications that deal with finance, privacy, safety, or defense include some form of access control. Access control policies are high-level requirements that specify how access is managed and who may access information under what circumstances.

Fee: N250, 000

#### **Physical Security & Enterprise Resource Protection Competencies**

The Physical (or Environmental) Security addresses the threats, vulnerabilities, and countermeasures that can be utilised to physically protect an enterprise's resources and sensitive information. These resources include people, the facility in which they work, and the data, equipment, support systems, media, and supplies they utilise.

Fee: N250,000



### **Facility Security Essentials**

In today's business setting, Facilities Managers are sometimes being compared with dedicated Security Managers, as Senior Management's Expectations from Facilities Managers are increasing. Deliberate measures are needed to physically protect facilities as organisations seek to constantly optimise their utility.

Fee: N150, 000

### **Advanced Facility Security Management**

The dividends of effective and efficient Facility Security are numerous: acquiring the key physical security considerations for selecting a facility site, identifying threats to facility (including information) security that are unique to physical security, identifying physical security monitoring components, recognising the essential elements of physical access control within the scope of facilities management, appreciating the importance of fire safety programmes to all physical security endeavours, acquiring the countermeasures used against the physical theft of instruments/devices amongst others.

Fee: N250, 000

### **Strategic Workplace & Personnel Security**

Workplace Security seeks to address security threats and vulnerabilities in the work environment on one hand, and necessary countermeasures that can be deployed to physically protect the organisation's resources - human capital, facilities and material, and sensitive information on the other.

Fee: N150, 000

## **ARMED FORCES, POLICE & RELATED TRAINING PROGRAMMES: DELIVERABLE ON REQUEST**

- Accountability Policing Competencies
- Armed Forces & Civic Responsibility in a Democratic Dispensation
- Counter-Terrorist Tactical and Operational Intelligence Support
- Democracy Policing Roles & Competencies
- Dispute and Conflict Resolution for Soldiers on Field Mission
- Effective Community Policing: The Neighbourhood Watch Model
- Effective Police-Public Relations
- Information Management for Effective & Efficient Policing



- Integrity Dynamics & Competencies for Effective Policing
- Intelligence Gathering and Information Dissemination Strategy for Field Officers of Joint Commands
- Managing the Logistics of Law Enforcement
- Physical and Mental Alertness Training for Field Officers
- Police Leadership Development and Professionalism
- Productive Police Community Relations
- Rule of Law Essentials in Policing
- Strategic Human Resources Management for Effective Policing
- Strategic Leadership Development for Productive Military Performance
- Support Counter-Terrorist Tactical and Operational Intelligence
- Unit Cohesion & Military Performance

## PRODUCTIVE TRANSITION FROM SERVICE TO CIVILIAN LIFE: ARMY RESETTLEMENT TRAINING PROGRAMMES - DELIVERABLE ON REQUEST

- Accounting in a Small Business
- Commercial Financial Awareness
- Competencies for Transiting from Service to Business
- Dealing with Personal Debts & Regaining Control of One's Financial Situation
- Effective Money Management For Ex-Service Men
- Effective Social Reintegration of Ex-combatants into Civilian Life
- Effective Treatment of Combat Stress & Life Recovery After Military Service
- Essentials of Smooth Transitioning from a Military Family to a Civilian (Veteran) Family
- Essentials of Successful Transition from Service to Civilian
- Facilities Management
- Financial Management & Accounting
- General Management
- Getting Ready for Military-Civilian Transition (MCT)
- Handling the Uncertainties & Anxieties of Transition to Civilian Life
- Health & Safety Management
- How Government Works, etc.
- Improving & Sustaining the Mental Health of Serving and Ex-Service Military Personnel
- Making Career Project Managers of Service Leavers



- Managing Personal Finances
- Managing Veterans Employment Challenges & Transition Into Civilian Careers
- Marketing & Selling Skills
- Property Maintenance
- Socio-Economic Reintegration of Ex-Combatants
- Strategic Guide to Leaving Military Service and Living at Ease
- Strategic Help Guide for Military Service Leavers
- Strategic Optimization of Military Officers' Training & Competencies for Business Success
- Structured Approach to Finding the Right Job After Service
- Translating Military Skills to Successful Civilian Work and Career
- Transport & Logistics Management
- Understanding the Transition Process for Service Personnel Returning to Civilian Life