On behalf of the IQ team, I am delighted to take this opportunity to provide an overview of the services and expertise provided by IQ Group companies to individuals and organisations engaged in the provision of security, the reduction of risk and corporate resilience services.

Since inception, a key focus for IQ has been to develop a class leading understanding of risk and resilience. Today, we are the only UK organisation that is approved by both UK qualification regulators and the Security Industry Authority to certificate security qualifications, and the United Kingdom Accreditation Service (UKAS) for ISO and British standards related to security, risk and business continuity. IQ enjoys close relationships with a wide range of sector bodies and is the natural choice of high performing security companies, risk and security departments of large corporates and quality educators.

IQ stands alone by comparison to other awarding organisations in relation to the depth of its understanding of and involvement in the security and risk sector and profession. When compared to other UKAS approved certification bodies, our footprint is quite distinct in security, risk and corporate resilience.

Raymond Clarke
Chief Executive, IQ Group
The IQ Group offers a unique range of assessment, audit and certification services to the security industry. We provide:

- **Assessment and certification for individuals** to international, national and organisational standards. The IQ group arguably has the largest range of security and risk-specific qualifications, ranging from national qualifications to specialised, bespoke qualifications.

- **Audit and certification for organisations** to ISO, national and industry standards. The IQ group has a unique focus amongst certification bodies on those standards that contribute to corporate resilience.

- **Access to quality assured learning resource materials** including e-learning, training for auditors and assessors, access to subject delivery experts, CPD events with the Institute of Administrative Management and others.

- **Quality assured consultancy** in subjects such as business excellence, sustainability, corporate social responsibility, resilience and standards integration. We can also supply a list of approved third party consultants for organisational development against British and ISO standards.

- **Access to the UK’s oldest administrative professional management institute** in the Institute for Administrative Management.
Our credentials

Our certification of people is undertaken by Industry Qualifications Ltd - a regulated awarding organisation in the UK with approval from Ofqual (England), SQA (Scotland), DfES (Wales) and CCEA (Northern Ireland) and also from the Security Industry Authority. Our certification of organisations is undertaken by IQ Verify Ltd, which is accredited by the United Kingdom Accreditation Services (UKAS) to:

- ISO17021: Conformity assessment - Requirements for bodies providing audit and certification of management systems.
- ISO17065: Conformity assessment - Requirements for bodies certifying products, processes and services.

No other organisation operating in the security industry can offer this range of accreditation.

Sector expertise

The involvement of the IQ Group in the risk management and security sector is built on firm understanding and previous experience.

Our staff include those that have led national initiatives for standards and qualifications development for the UK and international security industry for many years, including chairing or participating in British Standards committees.

The IQ Group has developed a deep understanding on the issues of corporate risk, corporate resilience and security provision, and it is this that sets it apart from its competitors in the sector.

Our partner organisations include:

- International Professional Security Association
- Association of British Investigators
- Institute of Professional Investigators
- British Automatic Fire and Sprinkler Association
There are a number of ways in which the IQ Group approaches its business, which makes it uniquely different.

**Breadth:** IQ Group is the first and only certification body with a focus on risk management and security that is able to provide an integrated approach to the certification of people and organisations.

**Understanding:** The understanding and experience of our staff in the risk and security arena, combined with the business and operational focus of our consultancy activity and knowledge of sector standards, helps us to provide products and services informed by practical experience.

**Quality:** The added value provided by a certification body lies in the integrity of its assessment process and the trust that employers and end users place in the brand. The IQ approach to quality assurance is robust and, as a consequence, our customers tend to be those with a genuine commitment to standards.

**Innovation:** We continuously explore how to do things better. Whether it is our use of technology to support customers or our ability to combine external verification activity. IQ drives improvement through innovation.

**Partnership:** IQ works to develop relationships with trade and professional bodies, key influencers and employers. Our customers benefit from the advice that we can provide on security, risk and educational development as a contribution to their own strategic planning.

**Service:** Our people understand the security industry and our customers are assured an informed and friendly response. This is underpinned with money back service guarantees, which provide a real and visible commitment to the promises that we make.

**Sharing success:** Our mutual model for customers of IQ qualifications in the UK, and those participating in the IQ Resources network allows IQ to share surpluses. IQ Group provides the quality alternative to those that are serious about risk and security.
In the security industry, organisations offering IQ qualifications regularly top the polls in relation to industry awards. Training organisations with a reputation for quality, and those working at the highest levels in the industry, choose IQ as their qualifications partner.

In the investigations business, the majority of the largest companies have chosen IQ Verify for organisational certification.

Our customers

Timm Smith – Ronin South Africa:
It seems that [in IQ] Ronin has found a fit - both organisations strive to go the extra mile in the pursuit of excellence and ensure that their clients receive only the best service experience one could hope for.

Will Follett, Regional Workforce Development Manager, Middle East, Stirling Group:
Industry Qualifications have provided us with a range of accrediting solutions for delivery in a host of hostile locations and in foreign languages. Their methodical quality assurance approach twinned with their understanding of the challenges of delivering in hostile environments, makes them our trusted Awarding Organisation and one we utilise again and again.

Total Security Services UK:
We use IQ as our own awarding organisation. However, when we do get applications from those seeking employment holding an IQ certificate, we know that they have been trained to a higher level.
G4S Investigation Solutions (UK) Ltd, t/a The Cotswold Group:
The administration and organisation both before, during and after were excellent, and the audit itself was carried out with a good knowledge of the industry, professionalism and the utmost integrity. We hope this is the start of a long standing business relationship with IQ Verify.

Mike Bluestone CSyP, Chartered Security Professional, and Director of Corps Consult:
The understanding that IQ has developed on organisational standards in risk and corporate resilience, combined with its involvement with assessing and qualifying people, provides a uniquely informed certification body for the risk and security sector.

Ken Livingstone – Group Training Director, Perpetuity Training Academy and ARC Training International:
We are delighted to be working with IQ, gaining accreditation for a number of specialised Security Management courses. With IQ we have found the accreditation and verification processes to be straightforward due to the excellent advice, assistance and support that is always available. We look forward to further developing our partnership with IQ as we continue to build our sector-leading portfolio of qualifications and courses.

Robertson & Co Ltd:
We were seeking a forward looking and high quality certification body partner and having previously worked with Industry Qualifications in gaining qualifications for our investigatory team, the move to IQ Verify was both obvious and seamless. The audit experience was very positive and we will be working with IQ Verify on a range of ISO standards as we strengthen the external accreditation of our business.