



*"Building Authority in Skills
for Industry"*

IRMR

Supply Chain Management Business Activities Policies





INTRODUCTION

The Offshore Academy, Authorized Outlet partnership platform will introduce a much-needed better functioning and higher performing range of training Products & Services to the offshore oil and gas industry sector. The OAAO network will perform in a way collaborative, consultative & empowered manner across a united scope of business. Which in turn will allow each partner to self-manage and control their commercial investment and build sustainable equity value throughout the licensing agreement.

By *taking the bull by the horns*, proactively upgrading our industry training in ER/ICS to not only how other industries deliver training but higher level again. Under the “Next Generation Hybrid” naming regime, the SCM model will support modern methods of staying connected internally within the partnership and externally in how the AO installs the products & product support services to the end users.

The strengths extend beyond training, under the brand identity of “competency-capability & compliance” the IRMR will support the end user in *mapping rules to roles* for compliance.

Ensuring the *assessment of actual behaviour* is part of their capability development matrix and the *building of systematic strengths* is at the core of their competency programs.

The IRMR will not only fill industry gaps in Emergency Response at all three levels in training skills & qualifications, but it will put in place a *surplus compliant* model that will *future proof* the client’s needs.

The instalment & delivery of the IRMR training products and support services will purposely integrate into any existing ER framework the client might already have in place, including all accredited past training.

By way of becoming an *Authorized Outlet* to the Offshore Academy, you will have access to:

24 NOCN endorsed IRMR Products (Framework & Pathway) across all three tiers/levels of ER/ICS (with more under development)	4 Product Support Services & 1 Operational Support Facility Performance Package Model
TOAMS – Digital Workflow Software T360 – Training Competency Development Management Software	TVCC1 – ICS/MEM SIM Build Software (20models) TVCC2 – ICS Tier 2 Emergency Operations Centre Software
NOCN Centre Accreditation & Endorsement of NEW product options	Supply Chain Management (Network) support across all layers and every level of the LA at all times

You are part of a new era in how training providers who have invested in being “brand ambassadors” should feel more valued, appreciated and better placed to function in a more united collective, this includes being better two-way connected to both the end user and the IP owner. Additionally, we need to modernize how traditional training delivery methods can be enhanced to ensure a better product installation and bring more relevance by using methods, processes, systems, technology that is available today. By providing professional product placement with after sales service capability. Finally filling the oversight of the offshore industry vacant level 2 & level 3 ICS/ER training, assessment, certification & qualification product & services range.

You are now a Partner in “Building Authority in Skills for Industry”



INDEX

INTRODUCTION	2
ABBREVIATION LIST	4
OAAO LICENSING AGREEMENT	6
Code of Conduct & Practice for AOs	14
Management System & Checklists	17
AO Pre-Approval Checklist	21
AO Approval	38
AO Approval Checklist	42
Appendix: Framework and Criteria Reference	59
Inventory & Fact Sheets	62
NOCN IRMR-PP Comparison OPITO ER Products available in Industry	65
Product Org Chart	69
IRMR COMPETENCY MAPPING	70
Accreditation Flow at a Glance	71
CREDENTIAL EVALUATION CERTIFICATE (CEC)	72
TRIDENT 360 FACT SHEET	73
TVCC - TIER 1 FACT SHEET	75
TVCC - TIER 2 FACT SHEET	77
Sample Product Certificate	93
IRMR FAQs	94
Commercial Framework	97



ABBREVIATION LIST

AO (OAAO)	An Authorised Outlet: an exclusive, regionally positioned licensee holding standing within the IRMR Products & Services Hybrid Supply Chain Network to deliver IRMR-PP Delivery & Support Activities on behalf of Offshore Academy.
AOLA	The Authorised Outlet Licence Agreement: the standing granted to the AO under this Agreement, renewable annually in line with the AO's ongoing compliance record under the UMS and TOAMS.
BAP	Business Activities Policies
CADA	Capability Assurance Development Authority — UK Diploma Level 4 qualification held by the AO's instructional staff as a pre-requisite to delivery of IRMR-PP. Distinct from the AO's own product/training manager or HSE manager pre-requisites.
CEC	Credential Evaluation Certificate: the certificate awarded to a learner who has completed a course within the IRMR-PP. The certificate indicates points earned towards RPL for the next level of an IRMR qualification.
Client(s)	Any end-user of the IRMR-PP (IRMR Tier 1 Incident Response, Tier 2 Emergency Management, or Tier 3 Crisis Management) engaged by the AO on an ongoing, advisory, or relationship basis.
Code of Conduct & Practice	The Code of Conduct & Practice for Authorised Outlets, forming part of the AO-BAP referenced at Section A.3.
ER	Emergency Response. Levels 1, 2 & 3
Fixinc/OGI	A development collaborator and third party used to deliver some of the IRMR T3 “Strategic Management” products & services.
ICS	Incident Command Systems, a globally known structure for managing emergency response situations.
IRMR	Incident Response, Management & Recovery: the standardised, three-tier management framework used across the IRMR-PP suite.
IRMR-PP	Incident Response, Management & Recovery – Performance Package, comprising all the Products & Services (Digital & Supporting) • Tier 1 (Maintain a State of Readiness) • Tier 2 (Resilience Leadership), and • Tier 3 (Strategic Management).
IP Intellectual Property	All copyright, trademarks, trade names, patents, designs, know-how, and other proprietary rights, whether registered or unregistered, subsisting in or relating to the IRMR-PP, its associated materials.
MERSC 2.0	OA's headquarters and ICS-compliant Operational Command & Control centre in Kuala Lumpur, operating at Tier 2 & Tier 3 performance level.
NGH	Next Generation Hybrid, a modern method of delivering training including the use of digital technology, integration of training back in the workplace. A blended instalment of product with after sales services component.
NOCN / NOCN Asia	NOCN Group, the UK not-for-profit awarding organisation and Governance, Awarding & Endorsing Authority for IRMR-PP; and NOCN Asia Sdn. Bhd., its ASEAN regional office.
NOCN Product	Any IRMR product or service that has been submitted for, and granted, NOCN Endorsement, and is accordingly delivered under OA's NOCN Centre of Excellence accreditation.



Product Standard	A documented set of technical specifications, rules or characteristics designed to ensure that goods are safe, reliable, and fit for their intended purpose.
P&PSS	Products & Product Support Services. Relating to IRMR deliverables and Library.
OA	Offshore Academy (M) Sdn Bhd (Company Registration No. 202301002616), the standalone NOCN training provider and holder of NOCN Group Gold Centre of Excellence (CoE) status. OA is the sole signatory to this Agreement on the licensor side.
RPL	Recognition of Prior Learning: OA's process for assessing and formally recognising an individual's existing skills, knowledge and experience against IRMR-PP competency requirements, in lieu of requiring full re-training, as referenced at Section D.5.
Satellite Site	Any learning site linked to an AO, operating as an NOCN Centre for the delivery of IRMR-PP.
SCM - Supply Chain Management	The IRMR Products & Services Hybrid Supply Chain Network & Management described at Section A.2, spanning Owner & Development, Accreditation & Endorsement, Product & Library, Point of Sale & Distribution, and End User.
AO-BAP	The Authorised Outlet Business Activities Policies: the six-document (policy) suite governing AO standing, of which this Agreement is Document 1. Full list at Section A.3.
TOAMS	Trident Offshore Academy Management System: the AO-facing edition of Trident 360, recording instructor competency, facility capability, and compliance of methods and procedures against UMS and accreditation-body requirements.
TRIDENT 360 / TRIDENT 90	Trident 360 is the complete business workflow software for training providers (courses, sessions, bookings, records, certification, invoicing). TRIDENT 90 is a scaled-down base-access edition for smaller organisations.
TVCC1 TVCC2	Trident Virtual Command Centre: a web-based Tier 1 emergency management training simulator. TVCC2 used as a live Operational Emergency Management Tracking System.
UMS	The Unified Management System: the compliance evidence framework governing AO standing, comprising Part A (Pre-Approval Checklist) and Part B (Approval Checklist), organised across Administration; Equipment & Facilities; Resources; Training & Assessments; and Health & Safety.
WGG	Wild Geese Group Sdn Bhd, "A Capability Development Organisation" and parent entity to OA. WGG is positioned within the Supply Chain Network at the Owner & Development pillar but is not a Party to this Agreement.



OAAO LICENSING AGREEMENT

(Offshore Academy Authorised Outlet Licensing Agreement)

Between



OFFSHORE ACADEMY (M) SDN BHD
(Company Registration No. 202301002616) ("OA")

&

[PARTNER FULL LEGAL NAME] ("AO")

**GRANTING AUTHORISED OUTLET STANDING TO DELIVER INCIDENT RESPONSE,
MANAGEMENT & RECOVERY – PERFORMANCE PACKAGE PRODUCTS & SERVICES (IRMR-PP
P&S)**

Agreement No. OAM-[XXX]-LA-[DDMMYY]



Parties to the Agreement

THIS AGREEMENT is made on the date of the last signature below (“Commencement Date”) between the following parties:

[PARTNER FULL LEGAL NAME] (“AO”), whose Main Office address is at [PARTNER REGISTERED ADDRESS];
and

Offshore Academy (M) Sdn Bhd (Company Registration No. 202301002616) (“OA”), whose business address is at MERSC 2.0, Level 20, Wisma UOA 2, Jalan Pinang, 50450 Kuala Lumpur, Malaysia,

(collectively the “Parties”, and each a “Party”).

In consideration of the mutual covenants set out herein, whereby [PARTNER] acts as a licensed AO of Offshore Academy for the delivery of IRMR-PP to Clients, the Parties agree as follows.

SECTION A — DEFINITIONS & SUPPLY CHAIN POSITION

A.1 Position of the Parties within the Supply Chain Network

This Agreement operates within, and is subordinate to, the IRMR Products & Services Hybrid Supply Chain Network, which runs as follows:

1. Owner & Development — Offshore Academy (M) Sdn Bhd (OA), Developer and IP owner, accountable party, and quality assurance origin for IRMR-PP.
2. Accreditation & Endorsement — NOCN Group and NOCN Asia. Governance, awarding, and endorsing authority.
3. Product & Library — IRMR. Internationally endorsed and recognised ICS qualifications, products and product support services, supported by digital and virtual platforms.
4. Point of Sale & Distribution — the AO. Exclusive regional outlet, responsible party for quality and compliance at its point of placement.
5. End User — the Client.

For the avoidance of doubt: WGG and Fixinc/OGI sit within the Owner & Development pillar alongside OA but are not Parties to this Agreement and hold no signing authority under it. OA alone contracts with the AO and does so as the standalone NOCN-accredited entity and holder of the IRMR-PP intellectual property rights relevant to this Agreement.

A.2 Purpose & the AO-BAP

The AO Business Activities Policies (“AO-BAP”) comprises:

1. **AOLA Licensing Agreement** — this Agreement, granting the right to use OA's trademarks, logos, and proprietary systems to sell IRMR-PP Products and Services at an approved outlet;
2. **Code of Conduct & Practice** — the mandatory operating standards, ethical requirements, and obligations an AO must follow to maintain its official status;
3. **Management System & Checklist** — comprising the UMS, Pre-Approval Checklist, and the Approval Checklist, which the AO are required to adhere to in order to maintain their license;



4. Inventory & Fact Sheets — what the AO receives and must purchase upon invitation and pre-approval confirmation to be capable and competent to deliver IRMR-PP, including the Inventory Fact Sheet, Product Comparison Table, Product Organisational Chart, sample of the Credential Evaluation Certificate, TVCC Data Sheet, MERSC 2.0 Data Sheet, sample Performance Package Delivery & Schedule Proposal, and sample Certificate;

5. Commercial Framework — the pricing mechanisms and documented agreement setting the expected retail pricing bands for IRMR-PP; summarised at Section F of this Agreement, but governed in full by the standalone Commercial Framework document;

Where any operative clause of this Agreement conflicts with another AO-BAP document, the more recently reviewed document prevails as to technical and compliance detail; this Agreement prevails as to legal and commercial terms as between the Parties. OA appoints [PARTNER] as an AO to deliver IRMR-PP by invitation, and the Parties accept such appointment subject to the requirements documented across the AO-BAP, granting the AO the AOL for the term of this Agreement.

SECTION B — FOUNDATION

Foundation covers the physical, digital, administrative and technical base from which the AO operates.

[Ref: AO-BAP Doc. 5 – Inventory; AO-BAP Doc. 4 – Pre-Approval Checklist/UMS.]

B.1 Infrastructure

All essential Supply Chain Network infrastructure required of the AO is set out in this Agreement and its Annexes; oversight of infrastructure compliance is managed through the UMS and TOAMS periodic review.

B.2 Digital & Advanced Technology

OA shall provide the AO with access to the Trident platform suite (TRIDENT 360 / TRIDENT 90 / TVCC) as further detailed at Section E.1 (Delivery Methods) and Section F (Commercial Terms), managed through TOAMS, which governs digital competency tracking, learner management and simulation tools.

B.3 Equipment

The AO shall maintain facilities and equipment appropriate to IRMR-PP delivery consistent with what would be found in an industry-accredited training centre, requiring classrooms or purpose-built ECC rooms for MEM/IMT(EMT) product delivery, or on-site at the Client's asset/corporate office, including the provision by OA of any specialised digital training simulators and software packages, and network/server secure hosting access required for TOAMS.

B.4 Access to the Network

The AOLA grants the AO standing within the NOCN accreditation pathway and access to OA's proprietary IRMR-PP product library and delivery frameworks, subject to the AO maintaining the Standing and Oversight requirements set out at Sections C and D below.



SECTION C — STANDING

Standing covers the AO's authority, accountability, responsibility and recognised position as the Supply Chain Network's Point of Sale.

[Ref: AO-BAP Doc. 5 – Inventory; AO-BAP Doc. 2 – Code of Conduct & Practice; AO-BAP Doc. 6 – Approval Checklist.]

C.1 Authorised Outlet Licence Agreement

The AOL is granted for the Agreement Period set out at Section H.1, subject to the AO's ongoing compliance with the UMS, the Code of Conduct & Practice, and TOAMS within the Approval Checklist.

[Ref: AO-BAP Doc. 4 – UMS; AO-BAP Doc. 2 – Code of Conduct & Practice; AO-BAP Doc. 6 – Approval Checklist.]

Renewal of the AOL is subject to the AO maintaining high-quality performance criteria and a minimal Non-Compliance (NC) record under the Approval Checklist. Renewal is not automatic but is not withheld where compliance is upheld.

[Ref: AO-BAP Doc. 6 – Approval Checklist.]

OA shall conduct periodic quality assurance reviews (digitally or face-to-face) against the UMS, the Code of Conduct & Practice, and the Approval Checklist to confirm the AO continues to meet the requirements of the AOL.

[Ref: AO-BAP Doc. 4 – UMS; AO-BAP Doc. 2 – Code of Conduct & Practice; AO-BAP Doc. 6 – Approval Checklist.]

C.2 Brand Identity & Recognition

The only logo authorised for use on IRMR-PP products and materials is the IRMR AO triangle logo, carrying the AO's own mark, alongside the NOCN triangle logo.

Wherever the OA or WGG logo is reproduced by the AO in any capacity, the applicable company motto — “Building Authority in Skills for Industry” for OA, or “A Capability Development Organisation” for WGG — must be placed directly beneath it. No exceptions.

The AO shall not make any misleading or false statement regarding its AOL status, nor imply accreditation, endorsement, or ownership beyond what is expressly granted under this Agreement.

C.3 Bill of Guarantees

Guarantees applicable to the AO's standing, including continuity of access, quality assurance recourse, and dispute pathways, are installed at each stage of the Supply Chain Network and are set out in full in the Code of Conduct & Practice; this Agreement does not narrow or restate them.

SECTION D — OVERSIGHT

Oversight covers the products, services and support the AO delivers to Clients, and OA/NOCN's End-to-End decision authority over them.

[Ref: AO-BAP Doc. 5 – Inventory; AO-BAP Doc. 2 – Code of Conduct & Practice; AO-BAP Doc. 3 – Commercial Framework.]



D.1 Products

Included in the investment purchase the AO has access to the full IRMR-PP product suite across Tier 1, 2 and 3. Any and all new product build and endorsements for release will be made available on an opt-in basis for a one-off fee as notified by OA.

[Ref: AO-BAP Doc. 3 – Commercial Framework.]

D.2 Operational ER Support Services – MERSC2.0

OA provides Emergency Command Centre and back-up ECC support services, and assessment, appraisal and verification services, as detailed in the Commercial Framework and the Code of Conduct & Practice.

[Ref: AO-BAP Doc. 2 – Code of Conduct & Practice; AO-BAP Doc. 3 – Commercial Framework.]

D.3 Instalment & Ongoing Compliance Management

OA provides onboarding and site/offsite audit support, and ongoing operational and technical advisory support, in accordance with the UMS Pre-Approval and Approval Checklists.

[Ref: AO-BAP Doc. 4 – UMS; AO-BAP Doc. 6 – Approval Checklist.]

D.4 Networking & Marketing

Mutual Respect is the key to collaboration, OA requests that if anything is not clear that a questions & answer process is used to ensure both parties remain connected, unity and focused on the success of the relationship.

The AO may use its own existing marketing methods, templates and systems, provided the IRMR AO triangle logo and NOCN triangle logo (with company motto, per Section C.3) are used, and all original content and syllabus details remain unchanged. Requested changes are submitted to OA for approval.

OA reserves the right to publicly reference and list the AO as a recognised deliverer of IRMR-PP, including using the AO's name, logo, and location in OA marketing and communications.

Breach of this clause may result in temporary suspension of marketing rights or, in serious cases, grounds for termination under Section H.4.

D.5 Competency Development

A Competency Development Pathway is shared with the AO and is expected to be followed, or evidence submitted for outright endorsement to deliver, under OA's RPL process. All trainers delivering IRMR-PP must hold CADA qualification (or equivalent, such other qualification as OA may require), with sufficient practical industry knowledge and training experience relevant to the products delivered. OA shall assess and confirm the AO's CADA-qualified instructional staff prior to authorising delivery and shall facilitate subsequent training & development to ensure compliance, in accordance with the audits under the Approval Checklist.

[Ref: AO-BAP Doc. 6 – Approval Checklist.]



SECTION E — DELIVERY METHODS

Courses under this Agreement may be delivered by one or more of the following methods, depending on course nature, compliance, AO capability and competency, and Client need. OA has verified the AO according to the UMS Pre-Approval Checklist to meet the requirements of IRMR-PP course delivery.

From meeting the initial requirements in the UMS Pre-Approval Checklist, OA shall advise the AO on the most appropriate and cost-effective method for the continued arrangements for IRMR-PP course delivery using the below methods.

Online Delivery — fully digital, instructor-led virtual classrooms.

Face-to-Face Delivery — at OA's MERSC 2.0 facilities, the AO's facilities, on-site at the Client asset, or at a suitable Client corporate office.

Blended Delivery — on-location instructors with OA instructors participating remotely.

Indirect Delivery — permitted only once OA has assessed and confirmed the AO has trained, competent staff who have completed Tier 1–3 mandatory courses and TRIDENT 360 training.

[Ref: AO-BAP Doc. 4 – UMS.]

SECTION F — COMMERCIAL BREAKDOWN & PRICING

Commercial terms are set out in the Commercial Framework, a separate document. OA reserves the right to adjust commercial terms according to market conditions; AO will be notified of any adjustment in writing.

[Ref: AO-BAP Doc. 3 – Commercial Framework.]

F.1 Payment Terms Relating to NOCN Endorsed Certificate Issuance

Unless stated otherwise, all payments are to be made to OA on issuance of the NOCN endorsed Product certificate to the AO.

[Ref: AO-BAP Doc. 3 – Commercial Framework.]

SECTION G — RELATIONSHIP MANAGEMENT & QUALITY ASSURANCE

OA shall designate a Relationship Manager as the primary point of guidance and liaison between OA and the AO and may substitute the Relationship Manager. At such point, OA will inform the AO on their new Relationship Manager via email.

The Relationship Manager's function is advisory and facilitative: compliance with IRMR standards, record keeping and learner data management, consistency of training delivery, and day-to-day operational matters.

The AO shall cooperate with the Relationship Manager in good faith and facilitate reasonable access to delivery activities and records, without obligation to follow guidance that would place it in breach of applicable law.

The AO shall facilitate the Assessor's access to relevant training activities, learner records, and delivery environments as reasonably required, with assessment activities conducted in accordance with TOAMS requirements and OA's internal assessment standards.

[Ref: AO-BAP Doc. 6 – Approval Checklist.]



SECTION H — TERM, AMENDMENT, RENEWAL & TERMINATION

H.1 Agreement Period

This Agreement commences on the Commencement Date for a period of four (4) years and is renewed conditional to the AOL meeting the annual renewal terms at Section C.2.

[Ref: AO-BAP Doc. 6 – Approval Checklist.]

H.2 Intellectual Property

Pre-existing Intellectual Property remains owned by the Party that created it. New Packages, Products and Services created by a Party during the term remain that Party's property upon expiry or termination of this Agreement. Each Party consents to the use of the other's logo, solely to promote and market IRMR Packages, Products and Services, or to create and distribute Credential Evaluation Certificates to learners.

[Ref: AO-BAP Doc. 2 – Code of Conduct & Practice.]

H.3 Amendments

Amendments must be in writing, signed, stamped, and dated by both Parties, and do not affect the Commencement Date.

H.4 Termination

This Agreement terminates if:

- either Party serves sixty (60) days' written notice to the other;
- either Party elects not to extend this Agreement beyond expiration;
- if the AO fails to address gaps found during audits of its facilities within the stipulated timeframe;
- either Party suffers insolvency or other serious loss severely impacting business continuity, or the quality and expectations of this Agreement; or
- either Party wishes to terminate by mutual consent, or for material breach of any term of this Agreement — in which case AO shall pay for all work done and outstanding payments due to OA up to the date of termination.

Should the AO terminate this Agreement, the license to deliver all IRMR-PP Products & Services is revoked, along with the designation as an AO.

The IP relating to the IRMR PP, Products & Services will always remain with the OA, no rights will exist to deliver any of the IRMR P&S after termination is activated.

At such point, should [PARTY] wish to reinstate its license to deliver IRMR-PP Products & Services, it shall undergo reapplication to become an AO, and is subject to all licensing and approval requirements.

Signatures

IN WITNESS WHEREOF the Parties hereto have set their respective hands the day and year first above written:



1. [PARTNER] (Company Registration No. _____) SIGNED	Name: Position: Date:
2. By Offshore Academy (M) Sdn Bhd (Company Registration No. 202301002616) SIGNED	Name: Position: Date:



Document Title Code of Conduct & Practice for AOs

Product Codes	IRMR-PP
Product Type	NOCN Endorsed Products & Services
Managing	Trident Offshore Academy Management System
Policy Content	Conduct & Practice of AOs RPL & CEC Protection of Intellectual Property
Policy	Policy 1

Abbreviations

PIP	Protection of Intellectual Property
SCM	Supply Chain Management

Who is this Code of Conduct & Practice for?

The Code of Conduct & Practice is for AOs who are either designated as a training provider for the delivery of IRMR-PP's Products and Services, or a client implementing the full IRMR-PP Product and Services within their organisation. AO must follow the Code of Conduct & Practice when delivering IRMR Products and Services.

How can an AO uphold the Code of Conduct & Practice when delivering an IRMR-PP?

1. AOs are Prepared to Deliver IRMR-PP

To meet the Product and Service delivery & ongoing management of quality requirements / objective of the Incident Response Management and Recovery Performance Packages (IRMR-PP), AOs are to maintain the necessary facilities for learners undertaking IRMR Tier 1 / 2 / 3 Training as outlined in the Unified Management System – NOCN Endorsed Products and Services.



2. AOs uphold and maintain the highest level of quality compliance at every stage of the business, ensuring Brand Identity & Brand Placement in Industry remains firm for all IRMR-PP.

Due to the nature of IRMR-PP and its delivery, AOs are to remain compliant to OA's quality assurance and standards. An AO shall uphold and maintain the highest level of quality compliance practices at every stage of its business. In doing so the AO shall ensure that the use of any IRMR-PP branding and identity remain relevant to industry practices when providing its industry sector with IRMR-PP and shall at all times meet the requirements of the IRMR Principles.

3. AOs maintain Fully Qualified & Accepted IRMR Instructional Staff

AOs are to maintain fully qualified staff to deliver the IRMR Product and Services at their Centres to their clients.

4. Capability, Competency, and Compliance

AOs must demonstrate Capability, Competency, and Compliance to manage and maintain the delivery of:

- IRMR Tier 1 Incident Response: Maintain a State of Readiness,
- IRMR Tier 2 Emergency Management: Resilience Leadership,
- IRMR Tier 3 Crisis Management: Strategic Management.

In order for AOs to maintain Capability, Competency and Compliance, they shall:

- Develop individual competency roles in delivering emergency response, incident management and recovery products & services. Achieved through the AO's comprehensive understanding in the IRMR-PP product and services materials; continuous professional development achieved by role-player-based training delivery with their staff's involvement in regular scenario-based exercises and drills; and diligent organisational practice of the IRMR-Principles in assessments and/or performance feedback when conducting evaluative reporting against the any of IRMR products and services.
- Compliant to own AO's emergency plans, procedures, systems and structures within their organisation, and delivery of IRMR-PP aligned to client's specific documents. The AO must ensure that emergency response plan is reviewed prior to the delivery of IRMR-PP products and services. In the instance that the AO is responsible to close gaps as part of any IRMR-PP, they shall ensure that all identified gaps are addressed according to the requirements set within the standards and supporting documents.
- The organisation shall strengthen its own capability by regularly testing its own ability to activate emergency command, and when required confirm its ability to



contact the following: emergency advisory / external agency coordination, crisis communication support, Impact mitigation and recovery support.

5. RPL and Credential Evaluation Certificate (CEC) Approval

Any Products and Services within the IRMR-PP that involve Recognition of Prior Learning (RPL) must have that RPL approved by OA. AOs do not hold approving authority for RPL or issue CEC.

Any RPL or CEC decision issued outside of OA's approval is not valid and carries no industry recognition.

6. Protection of Intellectual Property within the Supply Chain

All Products and Services delivered under the IRMR-PP, including course materials, assessment tools, and supporting documentation, remain the intellectual property of OA.

AOs are prohibited from:

- Sharing IRMR-PP materials with other centres, whether AOs or otherwise, without written authorisation from OA;
- Reproducing, copying, or transferring any IRMR-PP materials to third parties outside the delivery relationship agreed with OA;
- Using IRMR-PP materials, in whole or in part, to develop or support any competing or unaffiliated product or service.

Any of the above constitutes a violation of this Code of Conduct & Practice and will be treated as an IP breach, subject to the compliance and enforcement provisions of the AO Licensing Agreement.

Any act or violation that results in reputational damage or commercial loss resulting from plagiarism, unauthorized distribution or sharing will be pursued to the full extent of the law.



Document Title **Management System & Checklists**

Product Codes	IRMR-PP
Product Type	NOCN Endorsed Products & Services
Managing	Trident Offshore Academy Management System
Policy Content	Unified Management System Pre-Approval Checklist Approval Checklist Framework & Criteria Reference
Policy	Policy 2

Abbreviations

UMS	Unified Management System
MS	Management System
QCO	AO Quality Compliance Officer
AOAP	AO Dedicated IRMR Products and Services Accountable Person
ORM	IRMR Outlet Relationship Manager
TST	TOAMS Service Technician
C	Compliant
NC	Non-Compliant
OBS	Observation



Who is this Unified Management System for?

The Unified Management System (UMS) is for AOs who are either designated as a training provider for the delivery of IRMR-PP Products and Services, or a client implementing the full IRMR-PP Product and Services within their organisation.

How will the UMS be used?

The UMS will be used by the AO to interface with TOAMs and sets out within the documents that support the usage of TOAMS. The AO must demonstrate having these items in place to achieve compliance with the UMS.

What does this Unified Management System cover?

This document covers OAAO with formal requirements and operational guidelines needed to effectively deploy the IRMR-PP Suite of Products and Services. It serves as a practical tool to verify that all administrative, instructional, and strategic frameworks are fully aligned. In addition, this checklist also provides the baseline capability, competency, and compliance to implement and maintain the AO designation.

The objectives of the UMS are to verify AO's capacity to:

- a) Understand, apply and deliver the three integrated levels of products and services designed to support capability across operational, tactical and strategic levels of response and its management.
- b) Understand, apply and support applicable delivery, governance, and quality assurance controls to ensure consistent, high-quality application of IRMR-PP across industries.
- c) Maintain personnel capability, technical accreditations and recognised qualifications required to support Tier 1, Tier 2, and Tier 3 capability, including emergency preparedness, incident management, crisis management, command centre operations, training, exercise delivery, assessment, audit and technical advisory services.

How can an OAAO demonstrate the suite of interface documents that support the usage of TOAMS is implemented and maintained?

The OAAO can demonstrate the suite of interface documents that support the usage of TOAMS is implemented and maintained by meeting UMS section requirements within:

Section 1 – Administration,

Section 2 – Equipment and Facilities,

Section 3 – Resources,

Section 4 – Training and Assessments,

Section 5 – Health & Safety,

and providing evidence to meet each individual requirement within UMS.



What authorisation does an AO have?

An AO is authorised to:

- a) Provide interim/short-term IRMR-PP support to close immediate readiness gaps or temporary assurance.
- b) Provide Full IRMR-PP deployment packages that deliver end-to-end implementation of the IRMR framework, including plans, procedures, ICS alignment, training, exercises, readiness reviews, reporting, technology integration and operational support.
- c) Provide Master Service packages for ongoing service arrangements after deployment. Providing continued support, assurance, exercises, advisory, incident support and improvement activities.

An AO holds authority and autonomy to act on behalf of OA within its approved role to deliver a), b) and c) to its own clients. This authority has been granted to the AO after it has been reviewed against the UMS and TOAMS as described within this document. OA retains oversight through audit and quality assurance under the UMS/TOAMS; OA grants the autonomy to AOs with adherence to quality control practices that meet the standards/requirements as set out in the UMS/TOAMS to deliver IRMR-PP.

How are AOs reviewed against the UMS on TOAMS?

AOs are reviewed against the UMS and its clearly defined systematic performance indicators at each stage of business function. The review of an AO's management system comes in two stages.

Part A: The Pre-Approval Checklist

Part B: The Approval Checklist

The UMS provides the Pre-Approval Checklist required to become an AO. AOs are to maintain strict compliance with the UMS as part of OA's quality assurance for its IRMR-PP intellectual property.

TOAMS, sitting under and within the UMS, provides the approval checklist that an AO must adhere to, in order to retain its designation as an AO delivering IRMR-PP Products & Services. The Approval Checklist is an annual audit of the AO's management system. OA's quality assurer shall complete the Approval Checklist alongside the AO's quality controller. The quality controller shall provide the quality assurer information to meet each of the requirements as stated within the Approval Checklist. The Approval Checklist is provided separately to this document and is performed on an annual basis. AOs are to implement changes within their centres for any gaps / non-compliances to the requirements set out in the Approval Checklist as part of an AO's approval and continuous improvement process.

When the centre / client has provided sufficient evidence to meet the AO requirement, the reviewer Tick (☐) the Compliant / Capable / Competent column when evidenced. When the centre / client has **NOT** provided sufficient evidence to meet the AO requirement, the quality assurer / quality controller shall document any gaps, partial compliance, or corrective actions in the Remarks column. (As detailed in Table 1).



Table 1: AO Compliance Categories

☐ Compliant / Capable / Competent	☐ To be Verified	☐ Gap / Non-Compliant
Leave cell blank if fully met; Tick (☐) when verified	Remarks or leave cell blank and remember.	Remarks: note gap, partial compliance, or corrective action

AO Pre-Approval Checklist

The review shall complete the centre / client information:

Organisation / Centre:		Review Date:	
Audit / Review Date:		Reviewed by:	
Overall Status:			

Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
Section 1 – Administration				
This section confirms that the OAAO is properly established to run, register, and certify IRMR-PP courses, and that it remains approved by NOCN and TOAMS. It examines matters such as NOCN approval, sufficient trained staff, clear roles, current policies, insurance, and a named person in overall charge. Staff are expected to keep records accurate and on time, and each person must understand their responsibilities. UMS evidence must demonstrate documentation is correct, current, and supported by evidence. <i>A separate checklist will be created for items 1.1–1.11 to maintain the AO designation. Items in the Evidence/Action Required column are examples of acceptable items that meet the requirements.</i>				
1.1	The centre / client holds a valid NOCN centre approval to deliver NOCN endorsed qualifications, or the following relevant industry accreditations: • OPITO • IWCF • API • BTEC • TEEX • NFPA • IOGP514	The centre / client's NOCN Centre Approval Letter	☐	
1.2	The centre / client maintains an appropriate and effective management system to support and facilitate the delivery of IRMR-PP products and services and ensure compliance. Including a designated Head of Organisation and Quality Assurance Contact with documented roles and responsibilities, organisational charts, and regular management meetings.	The centre / client's Quality Management System / Integrated Management System. The centre / client's staff job descriptions. The centre / client's organisational chart. MOM of management meetings.	☐	



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
1.3	The centre / client maintains a suitable workforce in place to allow accurate and timely administration of IRMR-PP provision, including induction, registration, progression and certification. The Centre monitors administrative functions to ensure timely completion.	The centre / client's staff job descriptions. The centre / client's organisational chart. MOM from administrative meetings.	☐	
1.4	All staff members are sufficiently inducted and trained on the Centre's quality management system that adhere to NOCN's policies, procedures and systems before involvement in administration or delivery of IRMR-PP Suite of products and services.	The centre / client's staff onboarding procedure.	☐	
1.5	Roles and responsibilities are understood by all staff involved in the provision of IRMR-PP Suite of products and services.	Centre's staff job descriptions. Centre's organisational chart.	☐	
1.6	The centre / client maintains a full suite of up-to-date, centre / client-specific policies and procedures in place covering: HSE and HSE Self Assurance, Access to Fair Assessment; Complaints; Conflicts of Interest; Contingency Plan; Data Protection; Documentation Retention and Secure Storage; Enquiries and Appeals; Equal Opportunities; Examination and Invigilation (where applicable); Health and Safety; Learner Identification; Malpractice and Maladministration; Reasonable Adjustment and Special Consideration; Recognition of Prior Learning. Reviewed at least annually	The centre / client's Quality Management System / Integrated Management System.	☐	
1.7	The centre / client's policies and procedures are supported by management and effectively shared and understood by all delivery and administrative staff. Evidence of staff training on policies and monitoring of compliance.	Training records of internal delivery of policies and procedures training to staff.	☐	



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
1.8	The centre / client maintains appropriate insurances in place to protect recipients of IRMR-PP products and services, staff and visitors as required by law and specific sector/qualification requirements.	Employer's Liability Insurance. Public Liability, Professional Indemnity and Cyber Liability Insurance considered as appropriate.	☐	
1.9	The centre / client's management of Conflicts of interest are documented and managed appropriately. A process is in place for collection, reporting and annual review of interests. All identified conflicts are reported with proposed controls, and a log is maintained.	Conflicts of interest are documentation.	☐	
1.10	The centre / client maintains a designated first aider onsite during the delivery of IRMR-PP products and services.	Designated first-aid certificate.	☐	
1.11	The centre / client maintains duty holder who is responsible for maintaining the capability, competency and compliance for IRMR-PP products and services.	Nomination letter or duty holder confirmation	☐	
Section 2 – Equipment and Facilities				



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
This section confirms that the OAAO has the plans and command arrangements needed to respond to an emergency across all three tiers. It covers response plans, how an incident is activated, how people communicate, and how a situation escalates from site level to Tier 2 and Tier 3. The OAAO must keep these plans current and demonstrate that they work through regular drills. UMS evidence must demonstrate emergency arrangements must be tested, up to date, and appropriate to the situation. A separate checklist will be created for items 2.1–2.3 to maintain the AO designation. Items in the Evidence/Action Required column are examples of acceptable items that meet the requirements.				
2.1	The centre / client maintains arrangements appropriate to the organisation, asset, project, contractor interface and operating location concerned, with alignment to applicable legal requirements, regulatory obligations, contractual responsibilities, company procedures and recognised emergency management practices.	The centre's documentation demonstrating regularly tested emergency response procedures.	☐	
2.2	The centre / client maintains arrangements for defined and verified activation/mobilisation; command, control and decision-making; communication and information management; escalation between Tiers 1, 2 and 3; tactical support to site-level response; interface with operators, contractors, corporate functions and external parties; role responsibilities and competency; facilities, systems and records; drills, exercises and assurance.	The centre's maintained documents describing its incident command system eg, • clear activation protocols, • competency records, • 3-tier escalation triggers, • regular drill logs that demonstrate communication and coordination across all internal and external response parties.	☐	
2.3	The centre / client maintains records of site-level Emergency Response Plans remain the primary documents for immediate operational response as part of maintaining a state of readiness, EMT arrangements are positioned as Tier 2 business-level coordination and tactical support, CMT arrangements are positioned as Tier 3.	Centre's maintained documents/ records detailing site-level Emergency Response Plans eg, • primary operational response documents for immediate readiness, • Emergency Management Teams documentation for Tier 2 tactical business support, • Crisis Management Teams documentation for Tier 3 (BIA, BCP).	☐	



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
Section 3 – Resources				
This section confirms that the OAAO has the right people, equipment, and systems ready for realistic emergency scenarios. It covers matching resources to likely incidents, maintaining working facilities and communications, defining clear command roles, and reviewing arrangements whenever a significant change occurs. The OAAO must plan resources around genuine scenarios and continue to test that they work. UMS evidence must demonstrate on resources suitability, that maintains a 'state of readiness' which is tested, and reviewed as needed. <i>A separate checklist will be created for items 3.1–3.5 to maintain the AO designation.</i> <i>Items in the Evidence/Action Required column are examples of acceptable items that meet the requirements.</i>				



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
3.1	The centre / client IRMR resources are maintained based on the organisation's credible emergency scenarios, foreseeable escalation routes, operational interfaces and potential impacts, and identifies the arrangements required to support site-level response, coordinate resources, manage information, maintain command and control, and escalate to Tiers 2 & 3.	Examples include, but are not limited to: - A formal document mapping specific risk scenarios (e.g., major spill, blowout, structural failure) directly to the required personnel, equipment, and response times. - Visual diagrams showing the exact triggers (e.g., volume of spill, number of injuries) that dictate when a response moves from site-level to Tier 2 support, and finally to Tier 3. Only If Applicable, written agreements defining how the centre will deploy logistics, aviation, or medical resources to support the site-level team. - Shared communication protocols that clarify command boundaries between the centre and third-party contractors during a major incident. - Records of scheduled tests for satellite phones, radio networks, and secure crisis lines between the centre, the site, and corporate headquarters. - Documented checklists used by the Tier 2 leader to formally mobilize the Tier 3 Crisis Management Team (CMT).	□	



3.2	The centre / client IRMR resources are appropriate for responding to emergency scenarios requiring IMT/EMT/CMT activation; activation criteria; authority and responsibilities of the Incident Commander and role holders; Tier 1/2/3 interfaces; facilities, systems and communication arrangements; internal/external resources; records, logs, reports and decision evidence; competency, training and exercise requirements; assurance, review and improvement process.	Examples include, but are not limited to: • Tier 1 / 2 / 3 facilities documentation on: ○ systems and communication arrangements; ○ internal/external resources; ○ records, logs, reports; ○ competency, training and exercise requirements; ○ assurance, review and improvement process. • Written checklists defining the specific thresholds, criteria, and triggers that require a formal call-out of the Incident Management, Emergency Management, or Crisis Management teams. • Signed documents explicitly granting the Incident Commander (IC) and key role holders the legal and financial authority to make response decisions. • Detailed job aids, "battle boxes" for each command and general staff role (e.g., Operations, Logistics, Finance, Planning) outlining precise responsibilities during an activation. • Visual communication flowcharts and data pathways showing exactly how site-level operations (Tier 1), tactical support (Tier 2), and corporate executives (Tier 3) pass information up and down. • Training records of internal delivery of policies and procedures training to staff. • Periodic inspection checklists verifying that physical or virtual	
-----	--	---	--



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
		command rooms, backup power generators, and AV equipment are fully functional. - Logs proving a record of testing dedicated crisis communication systems, including satellite links, encrypted radio channels, and mass-notification software. - Annual internal review and improvement process MOM.		
3.3	The centre / client has support capacity to maintain documented procedures, role checklists, activation arrangements, communication protocols, briefing forms, emergency management records and post-exercise review arrangements.	Evidence and documentation that supports the centre's maintenance of procedures, eg: - role checklists - activation arrangements - communication protocols - briefing forms - emergency management records - post-exercise review arrangements.		



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
3.4	The centre / client procedure identifies resources under three categories: site resources (under site direction); organisational resources (coordinated through the EMT, e.g. operations, HSE, technical, logistics, legal, finance, procurement, communications, HR, document control); and external resources (government agencies, regulators, emergency services, rescue coordination centres, aviation/marine support, medical providers, oil spill response organisations, specialist contractors, mutual aid providers).	- Documented compliance, and how the arrangement is verified through: - training - exercise - activation - review or assurance activity - presented in a manner that is clear, auditable and role-based for Asset-specific plans detailing resources strictly under the local On-Scene Commander's control (e.g., onsite fire teams, lifeboats, first-aid bunks, oil spill kits). - Organisational chart defining specialized tactical desks aligned. - Signed Service Level Agreements (SLAs) and Memorandums of Understanding (MoUs) with external bodies like Oil Spill Response Organizations (OSROs), commercial salvage operators, and private medical providers. - Up-to-date directories containing direct, 24/7 emergency lines for regulators (e.g., local environmental authorities, coast guards), national Rescue Coordination Centres (RCCs), and municipal emergency services. - After-Action Reports (AARs) from integrated drills proving that communication and resource sharing with external contractors or government agencies were tested and validated.		



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
3.5	The centre / client procedures are reviewed when there is a material change to the organisation, asset, project, operating location, contractor interface, emergency scenario, communication arrangement, facility, system, legal requirement or external response dependency.	Documented internal review and improvement process MOM.		
Section 4 –Training and Assessments				
This section confirms that learners from the OAAO are properly assessed, supported, and certified to NOCN standards. It covers assessing learners at the start, delivering training, marking work fairly, handling exemptions and any adjustments learners require, and keeping proper records. OAAO's Assessors mark the work, quality assurers verify it, and the centre maintains the records. UMS evidence must demonstrate assessments are fair and consistent, and recorded. <i>A separate checklist will be created for items 4.1–4.8 to maintain the AO designation.</i> <i>Items in the Evidence/Action Required column are examples of acceptable items that meet the requirements.</i>				



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
4.1	The centre / client performs routine initial assessment carried out appropriately at the beginning of each course to confirm correct level/mode of product, check entry requirements, identify support needs, consideration of RPL, and removal barriers to entry.	- Signed and dated registration verification forms confirming the learner holds the required foundational certifications (e.g., verifying valid basic safety certificates before allowing entry into an advanced Incident Command or offshore operations course). - TOAMS system records from the learner's profile identifying the correct product level and delivery mode. - Documented instructional modifications made to accommodate identified needs without compromising assessment standards (e.g., providing translated glossaries for technical terms, adjusting simulator setups, or allowing extra time for written theory assessments). - A formalized corporate or centre-level procedure explaining how learners can apply to have their past field experience or equivalent certifications recognised (RPL). - Completed files containing verified evidence of a learner's past performance such as historical logbooks, training certificates from other recognized institutions, or signed employer competency verifications.	□	



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
4.2	Training, at the centre / client IRMR-PP delivery site meets qualification requirements including Guided Learning Hours (GLH) and Total Qualification Time (TQT). Distance learning and self-study arrangements are documented, monitored and compliant with qualification-specific requirements. Where GLH/TQT not met, QA/QC is provided written rationale is available.	- Master lesson plans demonstrating that the scheduled contact hours, practical sessions, and assessments meet the regulated GLH and TQT requirements. - Signed physical attendance sheets or digital badge-swipe logs from the training site verifying that each learner completed the exact number of classroom or simulator hours required. - Audit trails to prove learners spent the necessary hours reviewing mandatory self-study modules. - Signed Quality Assurance (QA) documents detailing the exact justification for any deviation from standard hours (e.g., a highly experienced cohort qualifying for an accelerated track via documented Recognition of Prior Learning).	☐	



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
4.3	The centre / client's Assessors use valid, reliable and inclusive assessment methods appropriate to the course being delivered. Assessment is conducted in English (or approved language). Assessment methodologies are ethical and pre-verified. Safeguarding and confidentiality considered for evidence involving vulnerable groups.	- Documented approvals from an Internal Quality Assurer (IQA) or an external examiner proving that all exam papers, simulator rubrics, and practical scenarios were reviewed and validated before being used on learners. - Records of regular meetings where different assessors grade the same sample piece of work to ensure they are marking consistently and reliably across the board. - A log of modified assessment methods tailored to specific learner needs without lowering the competency bar (e.g., allowing an oral assessment instead of a written exam for a candidate with severe dyslexia). - Signed ethical agreements from all assessment staff declaring conflicts of interest (e.g., not grading a direct subordinate or a family member) and committing to anti-bias practices.	☐	



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
4.4	The centre / client ensures RPL and claims for exemption are considered, recorded and used appropriately. RPL is treated as a recognised assessment method, subject to QA/QC sampling, and clearly documented in learner assessment records.	- Completed evaluation sheets where the assessor has explicitly documented how the learner's past performance satisfies each mandatory competency criteria of the current product level. - Learner files showing that the assessor actively verified the evidence (e.g., through a technical interview log, a challenge test, or third-party employer verification letters) and formally signed off on the credit. - Documented audit schedules showing that the centre's quality control manager explicitly includes completed RPL portfolios in their routine review cycles.	☐	
4.5	The centre / client provides Reasonable Adjustments and Special Considerations are considered, applied and recorded appropriately. Adjustments requiring NOCN approval are applied for in advance using the correct form. No adjustments are performed without NOCN approval where required.	- A centralised, live internal spreadsheet tracking all learner requests, the type of adjustment applied (e.g., coloured overlays, separate room, rest breaks), the qualification code, and the final outcome/approval status. - Written logs signed by exam invigilators or simulator assessors confirming that approved adjustments were successfully implemented during the test without altering the validity or giving an unfair advantage.	☐	
4.6	The centre / client's assessment decisions are supported by valid, authentic, current, sufficient and reliable evidence. Assessors provide signed written declarations confirming authenticity and assessment decision, co-signed by the learner.	Centre's Assessment Procedure.	☐	



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
4.7	The centre / client assessment records and evidence are auditable and stored and retained in line with NOCN requirements on TOAMS. Learner data and unit achievement records retained for at least 7 years from certification date. Assessment plans, decisions and IQA records retained for a minimum of 3 years. Records stored securely with controlled access.	Centre's Assessment Records.	☐	
4.8	Planned programmes of delivery are in place and have been agreed by learners. Individual learning and assessment plans are created for each learner with target dates for qualification completion.	Product and Service deliverables for recognised standards and technical specifications.	☐	
4.9	Learner progress whilst on programme is tracked and regularly reviewed to ensure timely completion. Tracking records are auditable. Withdrawal reasons are documented and records updated on TOAMS. Learners who do not meet requirements are provided further training before reassessment.	Learner progression and evaluation records.	☐	

Section 5 – Health & Safety

This section confirms that OAAO's venues, sites, and personnel are safe and legally compliant for delivering IRMR-PP activities. It covers safety certificates, risk-assessing every venue before use, ensuring sites are suitable and accessible, and having the right people, along with backups, ready for their roles. The OAAO must keep safety documentation current and risk-assess venues before anyone uses them. UMS evidence must demonstrate documentation the OAAO is safe, with their checked venues may be used, and personnel must be prepared for their roles.

A separate checklist will be created for items 5.1–5.3 to maintain the AO designation.

Items in the Evidence/Action Required column are examples of acceptable items that meet the requirements.



5.1	The centre / client maintains physical resources to support activation, assessment and training are adequate and comply with health and safety legislation. All venues are risk-assessed before use.	- Up-to-date documentation displaying local regulatory compliance, wherever possible, providing: - Fire Safety Certificates - Building Occupancy Permits - Electrical safety certifications. - A signed policy statement confirming the facility complies with national safety laws (such as OSHA or equivalent local regulations), alongside displayed emergency evacuation maps and designated first-aider rosters. Where possible, centre to provide additional documentation, including: - Safety walk logs tracking the condition of walkways, emergency lighting, exit signage, and first aid kits across the training site or command rooms. - Completed, signed, and dated risk assessment sheets for every training room, external site, or simulation venue before it is occupied by a new cohort. - Clear evidence within the assessments showing how specific hazards were controlled (e.g., securing loose cabling in a computer lab, setting up specific barriers around high-	□	
-----	---	--	---	--



Ref	Requirement	Evidence / Action Required	✓	Remarks / Gap Notes
		heat areas, or ensuring proper ventilation in a crowded command centre simulation).		
5.2	The centre / client ensures that IRMR-PP delivery sites are appropriate and have been identified. Risk assessments confirm appropriate facilities including learner welfare and disability access. Only approved, safe venues are used.	Maintenance & inspection records of physical or virtual command infrastructure (e.g., communication arrays, backup generators, visual displays, incident tracking software) is fully functional and adequately sized for the maximum capacity of the team.	☐	
5.3	Personnel assigned to IRMR roles are identified, available and familiar with their responsibilities before being relied upon during an emergency, with alternate personnel identified for key roles where absence, fatigue, travel or other foreseeable conditions may affect availability.	Duty roster.	☐	



AO Approval

Policy

Policy 3

Who is this checklist for?

The AO Approval Checklist is part of OA's Compliance Assurance and Quality Management System, designed to ensure that OA and its AOs are aligned across all business activities and mutual interests. AO status is extended by invitation only and is not open to unsolicited application.

This checklist applies to AOs undergoing their first formal Site Audit following successful completion of the Unified Management System (UMS), and to AOs already within the network who are subject to a scheduled quality assurance review.

What does this checklist cover?

This checklist sets out the full requirements for AO approval across all relevant operational domains. It is structured across five core operational domains aligned with recognised international industry training centre approval standards, with OA's quality assurance requirements incorporated throughout. Two additional sections address learner administration, quality assurance and post-approval obligations. Together, these requirements constitute the Site Audit standard for OA quality assurance. These domains are:

Section 1 – Administration,

Section 2 – Equipment and Facilities,

Section 3 – Resources,

Section 4 – Training and Assessments,

Section 5 – Health & Safety,

Section 6 – Learner Administration and Quality Assurance

Section 7 – Post Approval Obligations

The checklist covers:

- Established requirements: what must be demonstrably in place and operational at the time of the audit.
- Ongoing obligations: what must be maintained throughout the approval period.
- All facility types applicable to the products being delivered: classroom, pool and aquatic, fireground, and simulation and digital.
- All OA-approved product types and services.

What authorisation does an approved AO have?

Upon formal notification of approval by OA following successful completion of this audit, an AO is authorised to:

- Marketing and promoting OA-approved Products and Services to prospective clients.
- Preparing quotations and managing course bookings on behalf of OA.
- Delivering OA-approved Products and Services (training courses and course support services).
- Presenting course outcomes to clients, including pass, fail or assessment determinations.
- Managing course-related issues raised by clients and resolving disputes in the first instance.



- Maintaining all records relating to delivery, learner performance and client communications.
- Issuing invoices and managing billing in accordance with the signed AO Agreement.
- The AO manages the total relationship with its clients independently. OA is to be involved only in matters that concern the content, syllabus or operational management of the Products and Services delivered.

Authorisation is product-specific. AOs are only approved to deliver those products for which approval has been explicitly granted following assessment against the relevant product specification(s).

Scope

This checklist covers all quality assurance requirements applicable to OA AOs delivering OA-approved Products and Services. It also confirms the interface between the AO's management system and TOAMS, through which OA manages AO records, evidence submissions and ongoing quality assurance activity. Within Section 2 (Equipment and Facilities), sub-sections are provided for each facility type; AOs should complete only those relevant to the Products and Services they are approved to deliver. An appendix at the end of this document maps each checklist item to its corresponding framework criterion for reference.

Responsible Individuals

Role	Responsibility
AO Quality Compliance Officer (QCO)	Responsible for the AO's compliance with all OA quality requirements. Acts as the primary operational contact for all quality assurance and compliance matters relating to the Site Audit and ongoing monitoring.
AO Dedicated IRMR Products and Services Accountable Person (AOAP)	The nominated senior individual within the AO who is personally accountable for the full IRMR Products and Services portfolio. Responsible for delivery capability, commercial integrity, client relationships and overall product quality across all IRMR programmes delivered on behalf of OA.
IRMR Outlet Relationship Manager (ORM)	Responsible for the full management relationship between OA and the AO, covering administration, finance, training, approval processes, conflict and dispute resolution, compliance monitoring, accreditation management and NOCN interface. Conducts the Site Audit and completes this checklist.
TOAMS Service Technician (TST)	Responsible for supporting all digital, connectivity and system management requirements for TOAMS across OA and all AOs. The primary point of contact for technical issues relating to the TOAMS platform.

How are AOs reviewed?

The OA Compliance Manager shall complete this checklist using information and evidence provided by the AO for each requirement listed. Evidence is submitted and managed through TOAMS; the AO is expected to have active access to the system and to use it as the primary platform for all submissions, records and communications with OA. For each requirement, the AO records the specific evidence being provided in the Evidence column. The OA Compliance Manager records findings and corrective actions in the Remarks column, using the outcome categories defined in Table 1 (Compliance Categories).

Instructions for Use

This checklist is used to conduct a Site Audit of an OA AO. It applies at two points in the AO lifecycle: as the first formal audit following successful completion of the Unified Management System (UMS), and as the basis for scheduled quality assurance



reviews of existing AOs. The UMS establishes the baseline eligibility of an organisation to hold the AO designation; this Site Audit verifies full operational readiness and ongoing compliance against OA's quality standards.

For the Auditor

The auditor is expected to conduct the assessment objectively, impartially and strictly on the basis of evidence provided. The following applies throughout the visit:

- All findings must be based on documentary or physical evidence. Verbal assurances alone are not sufficient to satisfy any requirement.
- Findings must be recorded in real time during the visit and communicated clearly at each daily close.
- The auditor must not coach the AO on how to satisfy a requirement during the audit itself. Guidance on requirements is provided by OA prior to the visit.
- Where a requirement is only partially evidenced, it should be recorded as 'To be Verified' with specific notes on what remains outstanding.
- The auditor must distinguish clearly between a Non-Conformance and an Observation, as defined below.

For the AO

The AO is expected to cooperate fully and transparently throughout the visit. The following applies:

- All documentation referenced in the Site Audit Checklist should be collated and readily accessible from the start of Day 1.
- The AO must not withhold, alter or prepare documentation specifically for the audit that is not reflective of normal operations.
- All nominated representatives must be available for the duration of the visit.
- Any documentation that cannot be provided on the day must be flagged to the auditor at the earliest opportunity, with a confirmed date for submission.
- The AO may seek clarification on any requirement during the visit. Disagreement with a finding should be raised through the formal appeal process after the visit, not during it.

Outcomes

The Site Audit produces one of three outcomes for each requirement reviewed:

- **COMPLIANT** — The requirement is fully met and the evidence provided meets requirements.
- **NON-COMPLIANCE (NC)** — The requirement has not been met. Evidence is absent, insufficient or demonstrates that the requirement is not being followed in practice. Non-Compliances must be addressed and evidence of resolution submitted within the timescale agreed at the formal audit close.
- **OBSERVATION** — An issue has been identified that does not fully meet requirements, but does not yet constitute a Non-Compliance. Observations are to be monitored and managed to prevent escalation. Evidence of resolution should be submitted through TOAMS or reviewed at the next scheduled visit.

Rectification Timescales

All Non-Compliances and Observations raised during the Site Audit must be addressed and evidence of resolution submitted through TOAMS within the following timescales, measured from the date of the formal audit close:



Finding Type	Timescale for Resolution	Submission
Non-Compliance (NC)	Addressed within the timescale agreed at the formal audit close. No universal fixed calendar deadline — the timescale is set by the ORM at the time of the audit close based on the nature and severity of the NC.	Evidence submitted through TOAMS. OA written confirmation of close-out required before the audit outcome is resolved.
Observation	Addressed before the next scheduled monitoring visit.	Evidence submitted through TOAMS or reviewed in person at the next visit.

Where an AO is unable to meet a rectification timescale due to circumstances outside its control, a written extension request must be submitted through TOAMS before the deadline expires. OA will review and confirm whether an extension is granted.

Approval Outcomes

Following completion of the Site Audit and close-out of any corrective actions, OA will issue one of the following outcomes:

- **Compliant: All requirements are met and no Non-Compliances have been raised. Any Observations must be addressed within agreed timescales.**
- **Compliant with Actions: One or more Non-Compliances have been raised. The AO may operate subject to timely resolution and OA acceptance of all outstanding actions.**
- **Non-Compliant / Suspended: Non-Compliances have been raised that prevent a determination of compliance. For organisations undergoing their first Site Audit, approval will not be granted. For existing AOs, the designation is suspended until all Non-Compliances are fully resolved, accepted by OA and a further review confirms resolution.**
- **Deferred: Significant outstanding items prevent a determination from being reached. A further visit or evidence submission will be required before an outcome can be confirmed.**

Table 1 below defines the three compliance categories used throughout this checklist.

Table 1: Compliance Categories

Compliant	Non-Compliance (NC)	Observation
Requirement fully met; evidence meets the standard.	Requirement not met. Must be addressed and evidence of resolution submitted within the timescale agreed at audit close.	Does not fully meet the standard but does not yet constitute a Non-Compliance. To be monitored and managed; reviewed at next scheduled visit.



AO Approval Checklist

Organisation / Centre:		Audit Date:	
Products in Scope:		OA Compliance Manager:	
Overall Status:		Review Type:	

Section 1: Management Systems

Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
1.1	The organisation has a documented policy, signed off at senior management level, that expresses its commitment to safe and quality programme delivery. The policy is shared with all staff and learners, and there is evidence that it is actively followed.	Signed quality or training policy. Evidence of communication to staff (e.g. acknowledgement records or training logs).		
1.2	A Management Review procedure is in place, with reviews carried out at least annually. The procedure sets out who is involved, what topics are covered at each review, and how outcomes are recorded and communicated. Records confirm that reviews are taking place and that resulting actions are followed through.	Management Review procedure. Most recent Management Review minutes, with distribution records.		
1.3	The organisation has a documented complaints process that covers each stage from initial receipt through to resolution. Learners are made aware of how to raise a complaint, responsibilities at each stage are clearly assigned, and records show that complaints are handled and concluded within reasonable timescales.	Complaints procedure. Complaints log or register with sample resolved complaints.		



Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
1.4	A procedure is in place governing how programme-related documents and records are managed. This covers how documents are version-controlled, how records are securely stored and backed up, and how long different categories of record are kept. Retention periods are explicitly stated.	Document and Record Control procedure. Sample of version-controlled documents.		
1.5	The organisation has a documented administration process that manages the learner journey from initial booking through to the issue of certificates. This includes confirming learner identity, verifying that entry requirements are met, recording emergency contact details, and ensuring certificates are issued correctly to learners and any sponsoring parties.	Administration procedure. Sample joining instructions. Sample learner registration and certification records.		
1.6	Where programmes are delivered across more than one location, or conducted remotely, a procedure is in place that addresses how delivery is coordinated, how risks at each location are managed, how administration and records are maintained across sites, and how remote delivery is controlled.	Multi-site and on-location training procedure. Sample communication or coordination records.		
1.7	A procedure is in place that ensures individual learner needs are identified and accommodated before and during delivery. This covers language and literacy considerations, disability-related adjustments, and cultural or religious requirements. The procedure also sets out how outcomes are managed when a learner does not achieve the required standard, and how learners can formally challenge an assessment decision.	Learner Assessment Requirements procedure.		



Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
1.8	The organisation maintains a current chart that shows all roles involved in programme delivery, who is responsible for what, and how reporting lines are structured. This includes delivery staff, assessors, quality assurance roles and relevant support functions.	Current organisation chart.		
1.9	Pre-course information is prepared and issued to learners ahead of each programme, covering what to expect, any health or physical requirements, and the course aims. Entry requirements are confirmed before learners begin, and successful learners are registered with the awarding body on completion.	Joining instructions template. Pre-requisite verification records. Sample learner registrations (Quartz web).		
1.10	The organisation carries out internal audits of its operations at least annually, covering all relevant quality and compliance requirements. Audits are supported by a plan, carried out by appropriately trained personnel who are independent of the area being reviewed, and outcomes are recorded. Where gaps are found, corrective action is taken and evidenced.	Internal Audit procedure. Current audit plan. Most recent completed internal audit report with findings and corrective action evidence.		
1.11	The AO maintains active access to TOAMS and uses it as the primary platform for interfacing with OA. This includes submitting evidence, maintaining records, accessing forms and processes, registering learners and managing all ongoing quality assurance activity with OA. Relevant personnel are trained on TOAMS and capable of operating it independently.	Confirmation of TOAMS system access (login credentials issued). Evidence of TOAMS onboarding or training for relevant staff. Sample of records or submissions made through TOAMS.		



Section 2: Equipment and Facilities

Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
2.1	All facilities used for delivery are available and in working order, and are appropriate for the nature of the training being conducted. An up-to-date inventory of all training facilities is maintained.	Resources inventory. Site inspection during assessment visit.		
2.2	Training locations provide appropriate welfare provisions for learners, including accessible restrooms and changing facilities, drinking water, food provision where applicable, and a working environment with suitable lighting, temperature and ventilation.	Site inspection during assessment visit.		
2.3	A site layout is available showing the location of emergency equipment, exits, first aid facilities and defibrillators. This information is communicated to learners at the start of their time on site.	Floor plan or site layout document.		
2.4	Evacuation routes and assembly points are clearly signposted throughout the training location. Staff and learners are familiar with emergency procedures, which are documented and accessible.	Site inspection. Emergency procedures document.		
2.5	Training buildings and locations meet the requirements of applicable national and local regulations covering fire safety, building structure and occupancy.	Relevant statutory compliance certificates or inspection records.		
2.6	Appropriate insurances are in place for all training activities conducted at the facility, including as a minimum Employer's Liability and Public Liability insurance. Professional Indemnity and Cyber Liability insurance are obtained as appropriate to the nature of the activities delivered.	Current insurance certificates.		



Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
2.7	Classroom capacity is appropriate for the group sizes required by the programmes being delivered, providing sufficient space for both instructional and participatory learning activities.	Classroom capacity confirmed against product specification. Site inspection.		
2.8	Training rooms are equipped with functional audio-visual equipment appropriate for delivery, including at minimum an adequate display system with audio capability, and a writing surface for instructional use.	Site inspection during assessment visit.		
2.9	Reliable internet access is available at all delivery locations, with sufficient bandwidth to support any digital or simulation-based elements of the programme. A contingency arrangement is in place to ensure delivery can continue if connectivity is disrupted.	Connectivity test during assessment visit. Contingency plan document.		
2.10	Learner records, assessment materials and other sensitive documents can be securely stored at the training location, with access appropriately controlled.	Site inspection.		
2.11	The pool meets the dimensional requirements for each programme being delivered, and water temperature is maintained within the range required for practical sessions throughout delivery.	Pool dimensions confirmed against product specification. Temperature monitoring records.		
2.12	A lifeguard holding a current, recognised qualification is present throughout all water-based practical sessions.	Lifeguard qualification certificates. Session attendance or deployment records.		
2.13	Separate changing facilities with showers are provided for male and female participants, located near the pool. The pool area is secured from unauthorised access while training is in progress.	Site inspection.		



Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
2.14	Appropriate rescue equipment is available poolside and maintained in working order, including at minimum throw lines, reaching poles and a rescue board. A first aid station with a defibrillator and oxygen delivery equipment is positioned at the pool, with current maintenance records.	Site inspection. AED and oxygen maintenance and re-certification records.		
2.15	All equipment required for aquatic programme delivery is available, in operational condition and regularly serviced; maintenance records are current. Where helicopter underwater escape equipment is used, third-party certification is up to date.	Equipment inventory. Maintenance and inspection records. Third-party certification where applicable.		
2.16	Pool water is tested and maintained to the standard required by relevant health regulations, with test records available. A medical emergency response plan covering aquatic training scenarios is in place, with defined response protocols and confirmed arrangements for escalated medical response.	Pool water quality test records. Aquatic MERP document. Evidence of Tier 3 facility identification within required response time.		
2.17	Current risk assessments covering all aquatic training activities are maintained, and their key points are communicated to staff and learners before each practical session.	Pool risk assessments.		
2.18	Fireground structures are of the type and standard required for the programmes being delivered, with current structural inspection records confirming their suitability.	Site inspection. Structural inspection records.		
2.19	Firefighting equipment appropriate to the training scenarios is available, operational and maintained. Foam concentrate and water supply are confirmed to be at the quality, concentration and pressure required for delivery.	Equipment inventory. Maintenance and inspection records. Supply confirmation records.		



Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
2.20	Sufficient PPE meeting programme requirements is available for all learners and staff involved in fire training at the same time. PPE is regularly inspected, replaced as required, and records are maintained.	PPE inventory. Inspection and replacement records.		
2.21	A medical response capability with appropriate equipment is on site during all fire training practical activities. A medical emergency response plan specific to fireground scenarios is in place, covering relevant injury types and confirmed response timelines to appropriate medical facilities.	Medical equipment inventory at fireground. Fireground MERP. Evidence of Tier 3 facility within required response time.		
2.22	Current risk assessments cover all fire training activities and are communicated through a structured pre-activity safety briefing. A procedure for managing firefighting run-off and foam waste is in place and records confirm it is being followed.	Fireground risk assessments. Environmental procedure. Disposal records.		
2.23	Decontamination facilities are provided for learners and staff following fire training. Fireground facilities are regularly maintained and inspection records are current.	Site inspection. Maintenance and inspection records.		
2.24	Simulation software is the version required for the programmes being delivered, running on hardware that meets the technical requirements at the number of simultaneous users needed. Hardware maintenance records are current.	Software version and license confirmation. Hardware specification records. Maintenance records.		
2.25	Network connectivity has been tested at the required user load and is stable. A contingency plan addresses connectivity failure. The simulation environment is configured to reflect the scenarios specified by the programme.	Network test records. Contingency plan. Site inspection or demonstration during assessment visit.		



Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
2.26	Technical support for simulation delivery is accessible throughout training sessions. Where a third party provides the simulation environment, a formal agreement sets out responsibilities, quality standards and compliance expectations.	Support arrangement documentation. Third-party simulation agreement where applicable.		
2.27	An up-to-date equipment inventory is maintained for all items required for approved programmes, including condition and next service dates. Equipment is checked before each delivery and records of each check are retained.	Resources inventory. Pre-course equipment procedure. Sample completed equipment check sheets.		
2.28	Where equipment requires independent inspection, testing or certification, this is current and records are available.	Third-party certification records.		
2.29	A maintenance and inspection plan is in place for all facilities and equipment, taking into account legal requirements, industry standards and manufacturer guidance. Inspection intervals are tracked and records confirm that all planned maintenance activities are being carried out.	M&I plan. Maintenance and inspection records log.		
2.30	A structured system is used to schedule, manage and record all maintenance and inspection activities across facilities and equipment. Where an item cannot be maintained to its original specification, a formal assessment of the associated risk is completed by a suitably competent person, with records available.	MMS documentation. FMEA records where applicable.		



Section 3: Staff Resources

Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
3.1	The organisation has a documented approach to staff training and competence development that covers how people are assessed as capable when they take on a role, and how their ongoing competence is confirmed over time. This applies to all roles involved in delivery, including instructors, assessors, quality assurance staff, support and maintenance personnel. Records demonstrate that the process is being followed.	Staff Training procedure. Evidence of initial competence confirmation for all delivery staff. Ongoing competence confirmation records.		
3.2	A current staff competence record is maintained covering all roles required for programme delivery. It shows who is available in each role, what qualifications they hold, their current competence status, and when their next competence review falls due.	Competence Matrix document.		
3.3	Qualification certificates and competence evidence are available for all delivery staff and match the information recorded in the competence register. Both initial and ongoing competence records are held. Assessors have the qualifications and relevant occupational background required for the programmes they assess; those carrying out quality assurance of assessments have appropriate subject knowledge.	Staff qualification certificates. Initial confirmation of competence records. Ongoing confirmation records. IV/IQA qualification certificates.		
3.4	All delivery staff maintain active professional development records demonstrating continued development and currency in their subject area. CPD logs are available and current.	CPD logs for all delivery staff.		
3.5	Where contracted or external delivery staff are engaged, written agreements are in place setting out responsibilities and quality expectations. Competence records for contracted staff are held and included in the organisation's competence register.	Sub-contractor agreements. Sub-contractor competence records.		



Section 4: Training and Assessment

Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
4.1	A quality assurance procedure is in place to ensure that assessment decisions are consistent and impartial across all assessors. The procedure defines how assessments are sampled and reviewed, and includes a process for bringing assessors and quality assurers together to align on standards. Records demonstrate that this process is operating in practice.	IV/IQA procedure. Completed sampling records. Standardisation meeting minutes and records.		
4.2	For each programme delivered, a procedure sets out how learner achievement is measured across all required elements, covering both knowledge and practical performance. Evidence confirms that these procedures are applied consistently throughout delivery.	Training and Assessment or Appraisal procedures per product. Evidence of adherence (e.g. completed session records).		
4.3	Assessment materials are current, version-controlled and aligned with all programme requirements. The organisation can demonstrate how it ensures learners consistently achieve the required outcomes. Training is delivered in a way that is engaging and appropriate to the learner group, and staffing levels for each session meet programme requirements.	Completed assessment checklists for each approved product. Sample evidence of outcome achievement. Confirmation of staff ratios applied.		
4.4	Each programme has a timetable that reflects the required content, structure and timing, including appropriate rest periods. The timetable is realistic for the group size and accurately represents how the programme is delivered in practice.	Timetable per approved product.		



Section 5: Health and Safety

Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
5.1	The organisation has a procedure for reporting, investigating and learning from accidents, incidents and near-misses. The procedure ensures findings are communicated internally, root causes are identified, and lessons are acted upon. Where a significant incident results in lost time, OA is notified within 48 hours. Records confirm the procedure is being followed.	Accident/Incident procedure. Accident and incident log.		
5.2	The organisation can demonstrate that a first medical response can be initiated promptly regardless of where on site a casualty may be. All staff have completed first aid awareness training on a regular refresh cycle, with records confirming currency. Annual training plans for all staff with medical emergency responsibilities are maintained.	Initial Medical Response procedure. Tier 0 training records for all staff. Annual MERP training matrices.		
5.3	Designated first aiders holding current qualifications from a recognised organisation are in place. Practical skills are maintained through regular training sessions with records available. Where higher-level medical response capability is required, the relevant personnel hold current qualifications in advanced life support and trauma management, undergo annual protocol review by a supervising clinician, and have access to medical oversight during training.	DFA qualification certificates. Tier 1 skills maintenance records. Where applicable: Tier 2 MERP professional qualification certificates, annual protocol audit records, supervising doctor arrangement confirmation.		
5.4	Medical emergency response drills are conducted regularly and records are kept. Each drill record documents the scenario tested, response times, who was involved, equipment used, communications tested, the sequence of events and what was learned from the exercise.	MERP drill records with all required elements evidenced.		



Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
5.5	The organisation has health, safety and emergency response procedures that cover how training is conducted safely, how learner wellbeing is maintained, and how environmental and emergency situations are managed. These procedures are accessible to all staff and evidence confirms they are followed.	HSE Management System or equivalent. Environmental procedures. Emergency response procedures. Evidence of adherence.		
5.6	A Medical Emergency Response Plan is in place, setting out a structured escalation of medical response from initial first aid through to hospital-level care. The plan is reviewed and formally approved annually. The organisation has identified and confirmed access to appropriate hospital facilities within acceptable travel time. Where this cannot be achieved, equivalent response capability using qualified personnel, transport and equipment is confirmed.	MERP document with Tier response structure. Annual review and approval evidence. Tier 3 facility identification evidence (e.g. hospital agreement letter). Tier 2 provision confirmation where applicable.		
5.7	A risk assessment process is in place covering how hazards are identified, evaluated and controlled. Current risk assessments exist for all programme-related activities, covering the training itself, emergency response arrangements and learner welfare.	Risk Assessment procedure. Completed risk assessments for all relevant training activities.		
5.8	The organisation has a documented process for assessing whether learners are medically fit to participate, aligned to the health requirements of the programmes delivered and any applicable legislation. The process includes clear steps for managing cases where a concern about fitness is identified. Completed screening information is reviewed before training begins, stored securely and accessible in the event of a medical emergency.	Medical Screening procedure including escalation process. Sample completed medical screening forms. Secure storage confirmation.		



Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
5.9	A formal safety briefing is given to participants before all practical sessions. Briefings cover what the activity involves, the associated risks, where emergency equipment is located, and how training can be stopped if needed. A record is kept of who attended each briefing.	Safety Briefing procedure. Sample completed safety briefing acknowledgement forms.		
5.10	All medical equipment required by the emergency response plan is present, maintained in line with manufacturer guidance, and inspection records are current. Consumables including defibrillator pads are within their expiry dates. The location of all emergency equipment is shown on a site plan and communicated to learners.	Medical equipment inventory. AED maintenance and pad replacement records. Oxygen bottle re-certification records. First aid kit inspection records. Site layout or floor plan.		



Section 6: Learner Administration and Quality Assurance

Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
6.1	Appropriate insurances are in place to protect learners, staff and visitors, as required by applicable legislation. As a minimum, Employer's Liability and Public Liability insurance are held. Professional Indemnity and Cyber Liability insurance are obtained as appropriate to the nature of the activities delivered.	Current insurance certificates.		
6.2	A Conflicts of Interest policy is in place with an annual staff declaration process. All identified conflicts are documented with proposed controls, and a log is maintained.	Conflicts of Interest policy. Annual staff declaration records. Conflicts log.		
6.3	A Malpractice and Maladministration policy and procedure are in place, covering detection, reporting, investigation, escalation and sanctions. The policy is communicated to all staff.	Malpractice and Maladministration policy. Staff communication records.		
6.4	At the start of each programme, learners receive an induction covering the programme structure, how they will be assessed, their rights and entitlements, how to raise concerns or appeal decisions, how their personal data is handled, and the policies that apply to them.	Learner induction checklist or records.		
6.5	Learners are informed of data use and data-sharing arrangements with the relevant awarding body. A signed learner data declaration or data-sharing agreement is retained.	Data sharing consent forms or signed declaration records.		
6.6	Equality and diversity data is collected from learners and used to inform quality improvement. An Equal Opportunities policy is in place and communicated to staff.	Equal Opportunities policy. Equality data collection form or records. Evidence of how data has been used.		



Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
6.7	An IQA Sampling Plan following the CAMERA method is documented and continuously updated, covering all Assessors, learners, qualifications and assessment methods delivered. CAMERA: Courses and qualifications, Assessors, Methods, Evidence, Records, Assessment decisions.	IQA Sampling Plan document.		
6.8	Pre-verification of all assessment tasks and strategies by the IQA is conducted before use in delivery; pre-verification records are retained.	Pre-verification records or IQA sign-off documentation on assessment materials.		
6.9	Observation of assessor and tutor practice is planned, documented with a checklist, and findings along with developmental actions are communicated in writing to the member of staff observed.	IQA observation records. Written developmental feedback records to assessors.		
6.10	Formal learner and employer feedback is collected after each programme; findings are reviewed and used to drive quality improvement. Records of how feedback has been actioned are maintained.	Learner feedback forms. Records of feedback review and resulting actions.		
6.11	A query resolution system is in place for delivery staff, with a clear escalation path, defined response timescales and records of all queries and actions taken.	Query log or resolution records.		
6.12	A Recognition of Prior Learning (RPL) procedure is in place documenting how RPL is considered, recorded, evidenced and applied as a standard assessment method. RPL decisions are documented and retained.	RPL procedure. Sample RPL records where applicable.		
6.13	A Reasonable Adjustments and Special Considerations (RA/SC) process is in place, documenting how individual adjustments are considered, applied for and recorded, and how applications are submitted to the relevant awarding body where required.	RA/SC policy or procedure. Sample RA/SC application or approval records where applicable.		



Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
6.14	Examination venues are appropriate for the conduct of external assessments and have been risk-assessed. Risk assessment records are current.	Venue risk assessment record.		
6.15	External assessments are invigilated by named and trained invigilators who meet the requirements of the relevant awarding body. Invigilation records are maintained for each assessment event.	Invigilator training records. Invigilation records per assessment event.		
6.16	Security arrangements for externally set assessments are in place; examination materials are stored and handled securely from receipt through to return or secure disposal. Learner identity is verified and recorded before each external assessment commences.	Security arrangement documentation. Learner ID check records per assessment event.		
6.17	Examination or assessment bookings are submitted accurately and within the timescales required by the relevant awarding body. Any amendments are notified promptly. Booking records are auditable.	Examination booking records and confirmation records.		



Section 7: Post-Approval Obligations

The following requirements apply to all approved AOs and will be assessed at ongoing monitoring visits by OA.

Ref	Requirement	Evidence Required	Evidence	Remarks / Gap Notes
7.1	The organisation completes a self-assessment of its compliance with all applicable approval requirements when requested by OA, submitted by the specified deadline. The self-assessment is an accurate reflection of actual on-site circumstances and not a theoretical account.	Completed ISA form. Submission confirmation.		
7.2	An annual internal audit of all applicable approval criteria is conducted. Audit findings are recorded and all corrective actions are closed within agreed timescales with evidence provided.	Annual internal audit report. Corrective action log with close-out evidence.		
7.3	An annual Management Review is conducted covering all required agenda items. Minutes are distributed to relevant attendees and retained.	Annual Management Review minutes.		
7.4	Any significant changes to key delivery personnel are notified to OA in a timely manner, and Quartz web updated accordingly.	Change notification records.		
7.5	Any proposed changes to facilities, equipment, delivery scope or the management system that may affect the AO's approval status are notified to OA before the changes take effect.	Change notification correspondence.		
7.6	Ongoing site visits and quality assurance reviews by OA are accommodated when scheduled. All documentation related to the approved products is maintained in English and made available for review.	Evidence of site visit readiness. Documentation available in English on request.		
7.7	Corrective actions arising from site visits, external quality assurance visits or internal audits are addressed within agreed timescales. Evidence of close-out is provided to OA.	Corrective action responses and close-out evidence.		
7.8	Active access to Quartz web is maintained. All learner registrations and certification claims are processed within required timescales.	System access confirmation. Registration and certification records.		



Appendix: Framework and Criteria Reference

The following table maps each checklist item to its corresponding criterion within the OA-NOCN-AO Operations and Business Framework.

Prefixes:

- NOCN: The NOCN Quality Assurance Manual
- OA: The Offshore Academy UMS

Item	OA-NOCN-AO Operations and Business Framework Reference
Section 1 — Management Systems	
1.1	NOCN A.1 Effective Management Systems; A.6 Policies and Procedures
1.2	NOCN D.10 Regular IQA Reviews and QI Measures ; A.1
1.3	NOCN A.6 Policies; D.8 Query Resolution System
1.4	NOCN A.6 Policies; C.7 Assessment Records Auditable
1.5	NOCN A.2 Admin Workforce; A.10 Learner Induction; A.12 Registration
1.6	NOCN A.4 SLAs with Partner Organisations; B.6 Delivery Sites Identified
1.7	NOCN C.1 Initial Learner Assessment; C.5 Reasonable Adjustments
1.8	NOCN A.5 Roles and Responsibilities
1.9	NOCN A.10 Learner Induction; A.12 Registration; A.14 Certification Claims
1.10	NOCN D.1 IQA Strategy; D.10 Regular Reviews and QIP
Section 2 — Equipment and Facilities	
2.1	NOCN B.5 Physical Resources Adequate
2.2	NOCN B.5 Physical Resources Adequate
2.3	NOCN A.6 H&S Policy
2.4	NOCN A.6 H&S Policy
2.5	NOCN B.5 Physical Resources Adequate
2.6	NOCN A.8 Appropriate Insurances
2.7	NOCN B.5 Physical Resources Adequate
2.8	NOCN B.5 Physical Resources; B.7 Delivery Tools Available
2.9	NOCN B.5 Physical Resources Adequate
2.10	NOCN B.5 Physical Resources Adequate
2.11	NOCN B.5 Physical Resources Adequate
2.12	NOCN B.5 Physical Resources Adequate
2.13	NOCN B.5 Physical Resources Adequate
2.14	NOCN B.5 Physical Resources Adequate
2.15	NOCN B.5 Physical Resources Adequate



Item	OA-NOCN-AO Operations and Business Framework Reference
2.16	OA
2.17	OA
2.18	NOCN B.5 Physical Resources Adequate
2.19	NOCN B.5 Physical Resources Adequate
2.20	NOCN B.5 Physical Resources Adequate
2.21	OA
2.22	OA
2.23	OA
2.24	NOCN B.5 Physical Resources; B.7 Delivery Tools
2.25	NOCN B.5 Physical Resources Adequate
2.26	NOCN A.4 SLAs with Partners
2.27	NOCN B.5 Physical Resources Adequate
2.28	NOCN B.5 Physical Resources Adequate
2.29	OA
2.30	OA
Section 3 — Staff Resources	
3.1	NOCN A.3 Staff Inducted and Trained; B.1 Qualified Workforce; B.3 CPD
3.2	NOCN B.1 Qualified Workforce; B.2 CVs and Certificates Available
3.3	NOCN B.1 Qualified Workforce; B.2 CVs and Certificates
3.4	NOCN B.3 CPD Maintained and Auditable
3.5	NOCN B.1 Qualified Workforce; B.2 CVs and Certificates
Section 4 — Training and Assessment	
4.1	NOCN D.1 IQA Strategy; D.2 IQA Sampling Plan; D.6 Standardisation
4.2	NOCN C.2 Training Meets Requirements; C.3 Valid Assessment Methods
4.3	NOCN C.6 Evidence-Based Decisions ; C.7 Auditable Records ; C.9 Progress Tracked
4.4	NOCN C.8 Planned Programmes of Delivery ; C.2 GLH/TQT Requirements
Section 5 — Health and Safety	
5.1	NOCN A.6 H&S Policy
5.2	OA
5.3	OA
5.4	OA
5.5	NOCN A.6 H&S Policy; B.5 Physical Resources



Item	OA-NOCN-AO Operations and Business Framework Reference
5.6	OA
5.7	OA
5.8	OA
5.9	OA
5.10	OA
Section 6 — Learner Administration and Quality Assurance	
6.1	NOCN A.8 Appropriate Insurances
6.2	NOCN A.9 Conflicts of Interest
6.3	NOCN A.6 Malpractice and Maladministration Policy
6.4	NOCN A.10 Learner Induction
6.5	NOCN A.11 Learner Data Sharing
6.6	NOCN A.13 Equality and Diversity Data
6.7	NOCN D.2 IQA Sampling Plan — CAMERA Method
6.8	NOCN D.3 Pre-Verification of Assessment Tasks
6.9	NOCN D.5 Observation of Assessment Practice
6.10	NOCN D.7 Learner and Employer Feedback
6.11	NOCN D.8 Query Resolution System
6.12	NOCN C.4 Recognition of Prior Learning
6.13	NOCN C.5 Reasonable Adjustments and Special Considerations
6.14	NOCN E.1 Venue Risk Assessment
6.15	NOCN E.2 Invigilators
6.16	NOCN E.3 Exam Security; E.4 Learner ID
6.17	NOCN E.6 Quartz web Booking Accuracy
Section 7 — Post-Approval Obligations	
7.1	OA
7.2	NOCN D.10 Regular IQA Reviews
7.3	NOCN D.10 Quality Improvement Plan
7.4	NOCN B.4 Personnel Changes Notified
7.5	NOCN All applicable criteria
7.6	NOCN All applicable criteria
7.7	NOCN D.10 QIP and Corrective Actions
7.8	NOCN A.14 Certification Claims



Document Title Inventory & Fact Sheets

Product Codes IRMR-PP

Product Type NOCN Endorsed Products & Services

Managing Trident Offshore Academy Management System

Policy Content Inventory
Product Comparison Table
Product Organisation Chart
Credential Evaluation Certificate
Fact Sheet – Trident 360
Fact Sheet – TVCC 1
Fact Sheet – MERSC 2.0
Sample – Proposal & Schedule
Sample – Product Certificate
IRMR FAQ

Policy **Policy 4**

INVENTORY FACT SHEET

OFFSHORE ACADEMY – AUTHORISED OUTLET

SUPPLY CHAIN MANAGEMENT – TURNKEY SOLUTION

CHECKS – BALANCES – INVENTORY



WHAT IS IN THE NAME: AUTHORISED OUTLET?

Products | License | Access | Authority & Independence | Ongoing Workflow Service Support | Identified Brand & Product Placement
Equity | Exclusivity | Connectivity | Commitment to Quality | Commitment & Guarantees | Collaborative & Mutual Engagement At All
Times | Success & Challenges are Shared Values | Realistic Financial Matrix

These, and more, are only achievable when partnering with the owners of the content, the developers of the process, and the accountable person during times of concern or failure.

WHAT	WHY	WHEN	WHERE	WHO	HOW
ICS	Filling the Gaps Industry Needs Relevant Adaption & Inclusion	Now	Your Exclusive & Authorized Outlet	NOCN, UK	Authorized Outlets Unified Management Supply Chain Network Partnerships

WHY THIS EXISTS

Nowhere across the global offshore oil and gas sector is there a commonly used, regulated Tier 2 or Tier 3 Emergency Response / Incident Command System (ICS) provider. After more than twenty years working both offshore in the industry, and from many offshore training facilities around the world, it became very apparent that things needed to be improved, built and capable to utilize the technology available today to meet the rapidly changing industry needs. This “built for purpose” performance package, has been carefully, and with intent designed to carry on with the parts of training that are effective, remodel the parts that need to be changed to be relevant, “future fit” and generationally familiar. The IRMR T2 “Resilience Leadership” level products & services has been created to connect seamlessly back into the industry's global Tier 1 onsite ER provider, OPITO. The IRMR Performance Package is built to a higher qualification standard, industry-transferable, framework & pathway. Training is only effective if it is part of a “jointly owned identity” the same can be said for Compliance & Capability. This is what makes the Performance Package so superior to the others, the connection between Competency, Compliance & Capability is fenceless.

WHO QUALIFIES

- Already holds an existing international or industry-recognised approval for training services in a similar field
- Operates a functioning, auditable quality management system
- Already delivers similar training to industry operators
- Holds ongoing contracts to deliver products or services to industry
- Holds relevant government and regulatory awards for performance and quality achievement in industry
- Employs qualified and certified personnel able to perform front-line installation, delivery and administrative management once IRMR is available at their facility/centre

FOUNDATION

The physical, digital, administrative and technical base an AO operates from — across all contributing, collaborating and invested companies & partners.

STANDING

The AO operates as a Point of Sale (POS) within the supply chain, with clear lines of authority, accountability, responsibility and liability at its point of placement.

GROWTH-SUPPORT-CHANGE & OVERSIGHT

An End-to-End, Top-to-Bottom approach to resolve, repair, recover and redirect at each stage of the supply chain, across all levels of the business model. Decision authority sits with two units: NOCN (endorsing) and Offshore Academy (Products & Services IP Owner).

SUPPLY CHAIN NETWORK

COMPONENT	PILLAR	WHAT'S INCLUDED
Infrastructure	Foundation	All essential supply chain network infrastructure is factored into the AO Partnership Licencing Agreement; any oversight is managed accordingly and installed.
Digital & Advanced Technology	Foundation	Trident platform suite access (TRIDENT 360 / TRIDENT90 / TVCC), managed through TOAMS, which governs digital competency tracking, learner management and simulation tools.
Equipment	Foundation	Requirements are not outside of what would be found in most industry-accredited training centres: classroom or converted-classroom (ECC) delivery, or on-site at the client. Specialised equipment consists of digital training simulators and software packages (provisioned by OA) and network/server hosting access.
Access To	Foundation	Standing within the NOCN accreditation network and pathway; access to the OA proprietary product library and delivery frameworks.
Joint Accreditation & Approval	Standing	Standing under OA's NOCN accreditation as Products & Services IP Owner; shared quality assurance framework and audit pathway. This standing sits with OA and does not extend to individual AO locations.
License to Operate (Renewable)	Standing	Renewal of the AO Licence (AOL) is subject to ongoing management of high-quality performance criteria and minimal Non-Compliance (NC) records. Renewal is not automatic but is not designed to be withheld where compliance is upheld.
Brand Identity & Recognition	Standing	The only logo authorised for use on IRMR-PP products is the IRMR AO triangle logo, carrying the individual AO's own mark, alongside the NOCN triangle logo.
Bill of Guarantees	Standing	Installed at each stage of the supply chain business framework.
Products	Oversight	Full IRMR-PP product suite across Tier 1, 2 and 3 severity levels, with automatic access and a one-off fee to 'add to cart' for new releases.
Operational ER Support Services	Oversight	Emergency Command Centre and back-up ECC support services; assessment, appraisal and verification services.
PSS, Product Support Services	Oversight	Onboarding and site audit support; ongoing operational and technical advisory support.
Networking & Marketing Opportunities	Oversight	AO may use existing marketing methods, templates and systems, provided the IRMR AO triangle logo and NOCN triangle logo are used, and all original content and syllabus details remain unchanged. Requested changes go to OA for approval.
Competency Development Instalments for Employees	Oversight	A clear Competency Development Pathway is shared and expected to be followed, or evidence submitted for outright endorsement to deliver, under OA's RPL process.

STRUCTURED & DESIGNED TO BE AN AFFORDABLE INVESTMENT INTO AN INDUSTRY NEEDS PROVISION OF PRODUCTS & SERVICES PLACEMENT AND EXISTING PRODUCT ENHANCEMENTS AVAILABLE WITH VALUE ADDED PRESENCE COMBINED WITH RECCURING HIGH RETAIL COMMERCIAL VALUE GUARANTEES

Building Authority in Skills for Industry.

admin@mersc2-0.com | +603-338 22215 | www.mersc2-0.com

NOCN IRMR-PP Comparison OPITO ER Products available in Industry

BTEC PEARSON-TEEX-PMA08-AIIMS-FEMA have also been used in placement for areas OPITO have no equivalent in industry.

*NOCN-BTEC-PMA08-TEEX provide Pathway & Framework
OPITO Framework only*

NOCN-OPITO-BTEC-TEEX-PMA08-FEMA accept RPL

BTEC-TEEX-FEMA-AIIMS-PMA08 offers some onsite learning capability

NOCN offers full range onsite learning options

NOCN-FEMA-AIIMS any industry covered

NOCN only Product Support Service & Digital Product Provider

Reference Code	Reference Name & Title	Brief Description	Target Audience	Competency & Qualification Endorsement	Equivalent Product OR Service Available
ICS/ER-T1					
AIC	Asset Incident Commander (P)	A Training & Assessment Product in Incident Command with Theory & Practical Simulation Sessions	Facility or Asset Managers (onshore or offshore)	Diploma Level 4 (multi-industry transferrable)	OPITO OIM C/E O&G Industry ONLY Cert 2
AIC IR	Asset Incident Controller Initial Response (P)	A Training & Appraisal Product in Incident Command with Theory & Practical Simulation Sessions	Facility or Asset Managers (onshore or offshore)	Diploma Level 4 (multi-industry transferrable)	OPITO MEM IR / OPITO PMIC O&G Industry ONLY Cert 2
CRO IR	Control Room Operator Initial Response (P)	A Training & Assessment Product in Incident Command with Theory & Practical Simulation Sessions	Facility or Asset Operators (onshore or offshore)	Diploma Level 4 (multi-industry transferrable)	OPITO CRO ER O&G Industry ONLY Cert 2
FESTAD	Facility Essential Services Training & Development (P)	The program is to be delivered at the client's facility and offer non-disruptive (daily operations) training and mentoring in familiar environment.	Facility responder team COMPETENCY validated/verified at work onsite	Diploma Level 4	NON-KNOWN
TRTM	Tactical Response Team Member (P)	A Training & Assessment Product is designed to identify warning signs, prevent or minimise negative impacts of an incident	Facility responder team	Certificate Level 3 (multi-industry transferrable)	OPITO OERTM O&G Industry ONLY Cert 2
TRTL	Tactical Response Team Leader (P)	A Training & Assessment Product is designed to keeping Human Factors as a Priority in Command and Control.	Facility responder team Leader (Supervisor)	Certificate Level 3 (multi-industry transferrable)	OPITO OERTL O&G Industry ONLY Cert 2
ICS 100	Introduction to ICS (P)	Introduces Incident Command System (ICS) principles adapted for industry incidents, promoting effective response and coordination.	Support team personnel during a workplace emergency	Certificate Level 3	FEMA AIIMS/TEEX
ICS 200	Basic ICS For Initial Response (P)	Enables personnel to operate efficiently during an incident, applying ICS principles to initial response management.	Support team personnel during a workplace emergency	Certificate Level 3	FEMA AIIMS/TEEX
WERA	Workplace ER Awareness (P)	Develops awareness of preparedness, initial response, basic first aid, and communications during a workplace emergency.	Support team personnel during a workplace emergency (any industry, any site)	Certificate Level 3	NON-KNOWN

Reference Code	Reference Name & Title	Brief Description	Target Audience	Competency & Qualification Endorsement	Equivalent Product OR Service Available
HOSPA	Hazard Identification, Oil Spill, Search & Rescue, Permit to Work & Authorised Gas Tester (P)	Five-module programme covering hazard identification, oil spill response, search & rescue, permit to work, and gas testing.	Safety Practitioners who work in industries where manual works are the main focus	Certificate Level 3	AS INDIVIDUAL PRODUCTS
NUIPIC	Normally Unmanned Installations Person-in-Charge (P)	Equips the NUIPIC with the knowledge and skills to lead, facilitate and coordinate activities on a Normally Unmanned Installation.	Personnel who fill the position of NUIPIC during visits to a remote facility distant from the "Mother Installation"	Certificate Level 3	OPITO NUI O&G Industry ONLY Cert 2
ICS/ER-T2					
EMT	Emergency Management Team (P)	A Training & Appraisal Product in Incident Command with Theory & Practical Tabletop Session	Middle Management	Certificate Level 3 (multi-industry transferrable)	BTEC/TEEX PMA08
EMTL	Emergency Management Team Leader (P)	A Training & Assessment Product in Incident Command with Theory & Practical Tabletop Session	Middle Management	Certificate Level 3 (multi-industry transferrable)	BTEC/TEEX PMA08
ICS 300	ICS 300 – Intermediate Incident Command System for Expanding Incidents (P)	Develops capability to manage expanding incidents through structured command, planning and resource management. Pre-requisite: ICS 100/200.	Senior Management, CMT/EMT/IMT members, Department Heads and Emergency Coordinators	Certificate Level 3	FEMA/AIIMS
EC3	Emergency Command Centre Coordinator (P)	Develops the knowledge and coordination skills to maintain an Emergency Command Centre at operational readiness, supporting the Incident Commander.	Personnel appointed as ECC Coordinator	Certificate Level 3	NON-KNOWN
NESMAD	Nominated Emergency Support Management Assurance Development (P)	Client-site training, mentoring and appraisal for IMT/EMT personnel, building ICS-based competency, command and decision-making capability.	Incident Commander, Section Chiefs, and Liaison Officer COMPETENCY verified/validated as COMPLIANCE & CAPABILITY in the workplace onsite	Diploma Level 4	NON-KNOWN
OSR	Oil Spill Awareness & Tactical Response Training (P)	Provides tactical response and coordination skills for oil spill emergencies, grounded in ICS principles, closing with a group exercise.	EMT members, On-Scene Commanders, Incident Commanders, Marine & Offshore Personnel	Certificate Level 3	TEEX/BTEC PMA08 FEMA/AIIMS
ICS/ER-T3					
REM	Registered Emergency Management Professionalisation Scheme (S)	Professional registration scheme recognising EMT leaders' capabilities via portfolio and Industry Advisory Board assessment, not a single training course.	EMT leaders across industries (Crisis Managers, Emergency Managers, Fire/Police Chiefs, Medical Responders)		OFFSHORE ACADEMY ONLY
CUSP	Crisis Understanding & Strategic Planning (P)	A Training & Appraisal Product in developing a strategic planning tool to make sense of complex issues related to crises	Top Management	Certificate Level 3 (multi-industry transferrable)	FEMA AIIMS-CASP

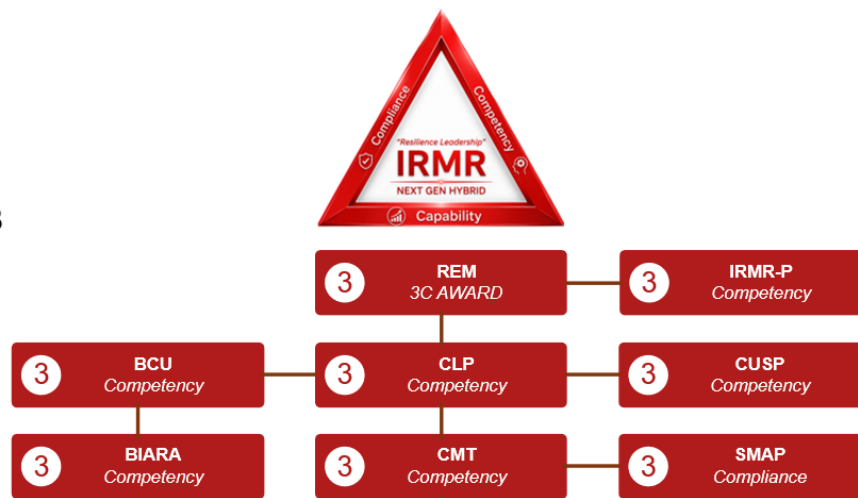
Reference Code	Reference Name & Title	Brief Description	Target Audience	Competency & Qualification Endorsement	Equivalent Product OR Service Available
CMT	Crisis Management Team Training (P)	Develops CMT members capable of strategic leadership, decision-making and coordination during high-impact incidents. Strategic/reputation-focused, distinct from the operational EMT.	Crisis Management Team members	Certificate Level 3	FEMA/PMA08 AIIMS/BTEC TEEX
BCU	Business Continuity Understanding (P)	Builds foundational understanding of business continuity principles, requirements and organisational responsibilities for senior management overseeing continuity planning.	Upper/Senior Management	Certificate Level 3	PMA08/AIIMS BTEC
CLP	Crisis Leadership Programme (P)	Develops confident crisis leaders capable of preparing for, leading through and recovering from crisis events.	CMT members and deputies, Board/Senior leadership, and functional heads (HSE, HR, Legal, Comms)	Diploma Level 4	NON-KNOWN IN INDUSTRY
BIARA	Business Impact Analysis & Risk Assessment (P)	Formal training in developing a company's Business Continuity Management System, covering BIA/RA fundamentals and process.	Nominated Business Continuity Champions per division	Certificate Level 3	NON-KNOWN IN INDUSTRY
IRMR-P	Incident Response, Management & Recovery – Principal (IRMR-P) (P)	The performance pathway's highest tier, validating leadership-driven decision-making across all three ER tiers under unified command. Performance-graded, with 2-year revalidation.	Accountable Person Working professionals appointed as the “accountable person” at the head of the company's ICS capability group	Advanced Diploma Level 5	Non-AVAILABLE
PRODUCT SUPPORT SERVICES					
T2ER2	Tier 2 Emergency Response Readiness (S)	Facility ER Audit An integrated assurance mechanism designed to assess, verify, and continually enhance the capability of an organization to manage Tier 2 emergencies.	Mid Management (Appointed by company) - Office Base		NON-KNOWN
DEC3	Designated Emergency Contact Call Centre (S)	Connects organisations with Next-of-Kin (NOK) using controlled, consistent, and Tenant-aligned communications	Industry Compliant Company Capability Assurance		NON-KNOWN
TVCC	TRIDENT Virtual Command Centre (DP)	Digital Integrated ER Operational, Response, Resource & Compliance Activities Workflow Management System Software & Dashboard.	Industry Company Capability Assurance		Available but not built by industry training providers for industry
T2L2	Tier 2 Emergency Response Facilities (Backup) (F)	NEXT GENERATION SERVICES - fully equipped Emergency Response Facilities (Fixed IMT Facilities with or without Human Capital)	Industry Compliant Company Capability Assurance		Rubicon Response Aberdeen now known as PETROFAC active can't confirm

Reference Code	Reference Name & Title	Brief Description	Target Audience	Competency & Qualification Endorsement	Equivalent Product OR Service Available
E-NESMAD	E-NESMAD (Nominated Emergency Support Management Assurance Development – Tabletop Variant) (S)	Half-day tabletop assurance service testing a client's Tier 2 team via scenario exercises, with RPL credit toward NESMAD.	Nominated/Designated Tier 2 IMT/EMT members	RPL Competency (credits toward Diploma Level 4)	NON-KNOWN
SMAP	Strategic Management Assurance Positioning (Drills & Exercises at T3 Level)			RPL Competency (credits toward Diploma Level 4)	NON-KNOWN

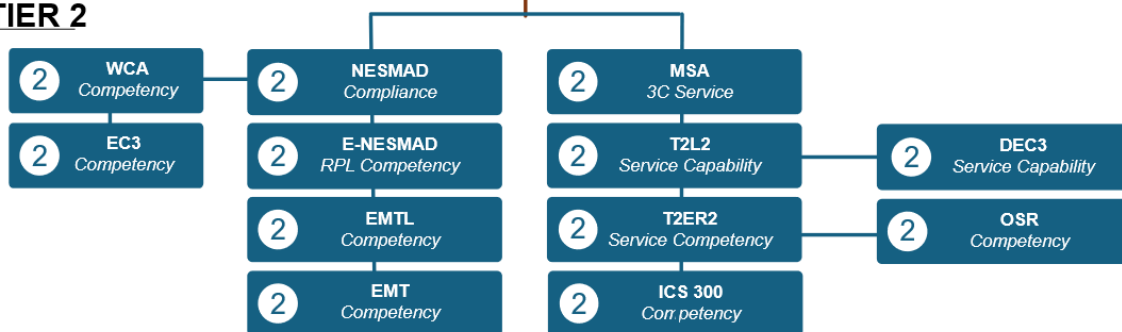
P-Product S-Product Support Service F-Facility DP-Digital Product PP-Performance Package

Product Org Chart

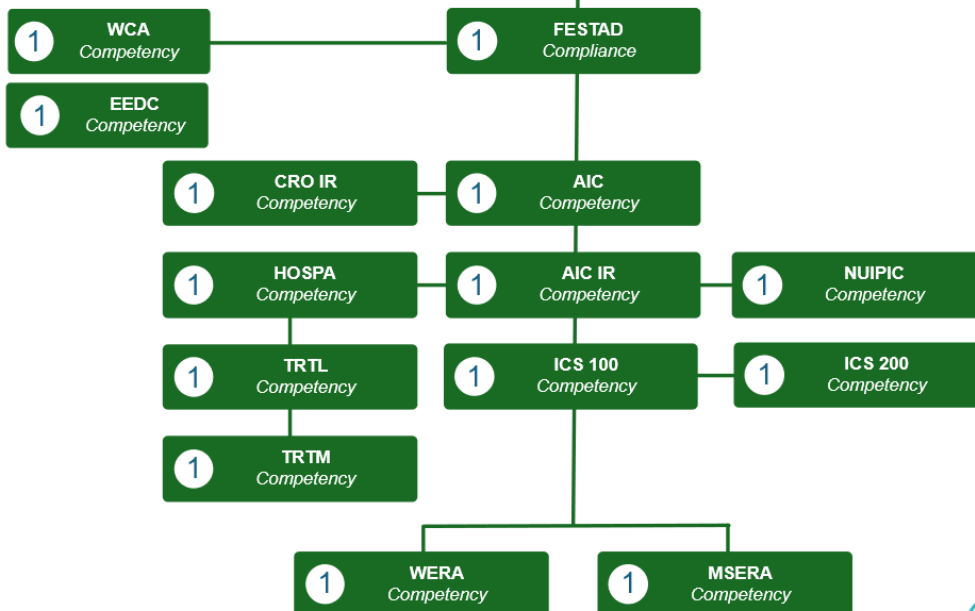
TIER 3



TIER 2



TIER 1



IRMR COMPETENCY MAPPING

INCIDENT RESPONSE MANAGEMENT & RECOVERY

Recognition of Prior Learning (RPL) · Credit Transfer

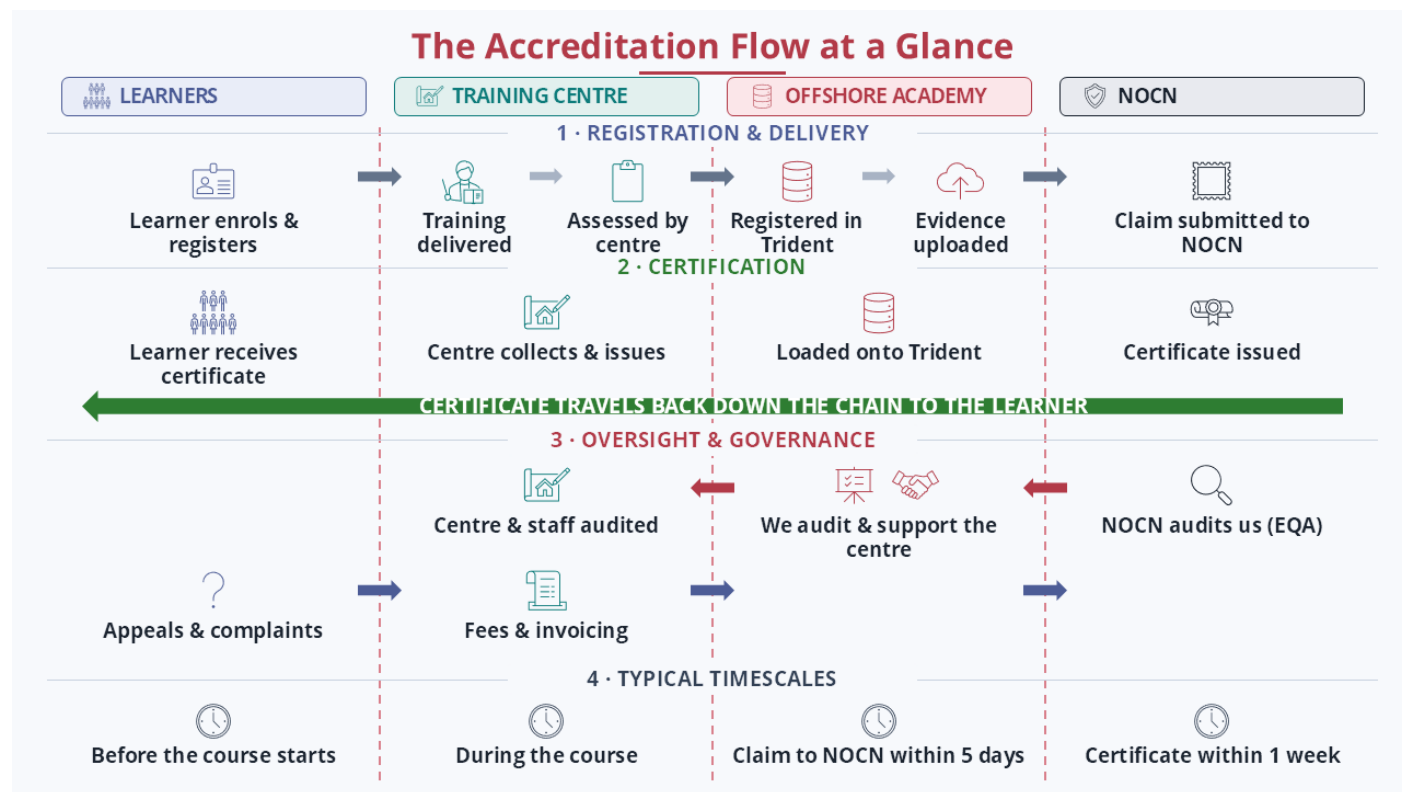
- WHERE YOU ARE & WHERE YOU GO NEXT -

TIER	QUALIFICATION LEVEL	OPITO CERTIFICATIONS (RPL ACCEPTED)	NOCN IRMR QUALIFICATION	CREDIT POINTS TOWARDS NEXT LEVEL
T1	- OPITO Industry Certificate - NOCN Certificate L3 in IRMR <i>Foundation — Onsite Individual Specialised Role Competency</i>	Examples: ▶ OPITO OIM CE ▶ OPITO CRO ER ▶ OPITO MEMIR	Examples: ▶ NOCN AIC (Cert 3) ▶ NOCN CRO IR (Cert 3) ▶ NOCN AIC IR (Cert 3) ▶ FESTAD (Dip L4) (Certificate of Completion + CEC issued)	20 – 100 credits towards NOCN L4 Diploma in IRMR
T2	- NO OPITO OFFERINGS - NOCN Diploma L4 in IRMR <i>Practitioner — Corporate Team & Function Competency & Management</i>	NO OPITO OFFERINGS	Examples: ▶ NOCN EMT/EMTL (Cert 3) ▶ NOCN RRT/NOK (Cert 3) (Certificate of Completion + CEC issued)	20 – 120 credits towards NOCN L5 Advanced Diploma in IRMR
T3	- NO OPITO OFFERINGS - NOCN Advanced Diploma L5 <i>Strategic — Organisational & Command Competency</i>	NO OPITO OFFERINGS	Examples: ▶ NOCN CMT (Cert 3) ▶ NOCN BCP (Cert 3) ▶ NOCN CUSP (Cert 3) (Certificate of Completion + CEC issued)	20 – 180 credits towards NOCN Bachelor L6 in IRMR
T3	- NOCN Bachelor L6 in IRMR - Master's L7 in IRMR	NO OPITO OFFERINGS	Level 6 Bachelor or Level 7 Master's Award in Incident Response, Management & Recovery	Pathway Complete L6 Bachelor or L7 Master's — highest level of IRMR qualification

The CEC is issued on the day of certificate issuance to every learner attending any OPITO or NOCN IRMR programme delivered by WGG/OA Partner. It is managed through TRIDENT 360 and forms the foundation of every learner's journey on the IRMR Qualification Framework.



Accreditation Flow at a Glance



OFFSHORE ACADEMY CREDENTIAL EVALUATION CERTIFICATE (CEC)



CREDENTIAL EVALUATION CERTIFICATE

IRMR Qualification Alignment Framework |
Capability Development Organisation

This certifies that

LEARNER

has attended and successfully completed:

COURSE / PROGRAMME ATTENDED	Emergency Management Team
AWARDING BODY	NOCN
DATE OF COMPLETION	DD / MM / YYYY
CENTRE - AO SITE	MERSC2.0 - Malaysia
TIER LEVEL	T2
NOCN IRMR QUALIFICATION LEVEL	NOCN Certificate Level III in EMT

**CREDIT TRANSFER — MERIT POINTS
AWARDED**

20 POINTS

credited towards your NOCN IRMR Qualification
Framework

IRMR Advanced Diploma Level 5

YOUR NEXT STEP ON THE IRMR FRAMEWORK



Scan to verify this certificate

WHAT IS A CREDENTIAL EVALUATION CERTIFICATE?

The CEC is issued alongside your industry
certification — OPITO or NOCN — on the day of
certificate issuance.

It formally maps your course attendance onto the
IRMR NOCN Qualification Framework, showing
where you stand and what you need to advance.

HOW DOES RPL WORK?

- ▶ Past OPITO certifications, other certifications and
experience are formally recognised as prior learning
- ▶ Credit points are calculated based on course level and
relevance
- ▶ Credit Transfer is logged in TRIDENT 360 against your
learner record
- ▶ Points accumulate — you never start from zero when you
progress
- ▶ Applicable to all T1, T2 & T3 products

COMPETENCY MAPPING TERMS

Competency Mapping	Aligning your skills to the IRMR framework
Credential Evaluation	Formal review of your existing certifications
Credit Transfer	Converting past learning into qualification credit

Authorised by Principal Director

Capability Development Organisation

NOCN Centre of Excellence | OPITO Accredited | Since 2004

TRIDENT 360 FACT SHEET

BUSINESS WORKFLOW SOFTWARE - TRAINING PROVIDERS
BOOKINGS - COMPETENCY - PEOPLE - ASSETS - FINANCE



WHAT IS TRIDENT 360?

Training Management | Competency Tracking | Manpower & HR | Task Allocation | Resource & Asset Control | Client Management | Administration & Reporting | Finance & Invoicing | One Platform | Secure & Scalable | Subscription or Perpetual Licence | Endorsed by NOCN

Trident 360 is the upgraded release of the Trident business workflow platform, built specifically for training providers rather than adapted from generic business software. The core functionality centres already rely on remains unchanged; what has changed is the speed, the interface and the reliability of everything around it.

WHAT	WHY	WHEN	WHERE	WHO	HOW
Business Workflow Software	Fragmented Administration Manual Tracking No Single View of the Business	Now	Your Centre One Platform, All Clients	Endorsed by NOCN	Subscription or Perpetual Licence Free Demo on Request

WHY THIS EXISTS

Running a training company means juggling multiple tasks at once - booking sessions, handling invoices, tracking learner and staff information, maintaining certification records and answering to accreditation bodies. In most centres those tasks live in separate spreadsheets, calendars and accounting packages that do not speak to each other, and the cost of that separation is paid twice: once in administrative time, and again in the visibility lost between systems. Trident 360 consolidates the complete workflow into a single platform, enabling centres to focus on what matters most - delivering high-quality training. The 360 release keeps the tools centres already trust and rebuilds the layer around them: optimised performance for faster task processing, a more streamlined and user-friendly interface, and the same reliable functionality now running better. Because the core functionality is unchanged, centres continue managing schedules, resources and administrative tasks with minimal disruption - there is no retraining cost and no migration gap. Where bookings, competency, people, assets and finance sit on shared records, reporting stops being a monthly exercise in reconciliation and becomes a live view of the business.

WHO IT IS FOR

- Accredited training centres delivering both internal and external courses
- Providers managing multiple client organisations that need to be kept separate but administered together
- Centres carrying NOCN or equivalent accreditation, with the audit and record-keeping obligations that follow
- Organisations tracking role-based or industry-based competency requirements and certification currency
- Operators responsible for training equipment inspection, maintenance scheduling and inventory
- Businesses that need quotation, invoicing, debtor and aging visibility alongside their training records

PLATFORM	CAPABILITY	ASSURANCE & SUPPORT
The technical and data base the centre operates from. One secure, scalable system holding bookings, learners, staff, assets and finance on shared records, replacing disconnected spreadsheets and standalone packages.	Eight functional modules covering the full training-business cycle - from first enquiry and quotation, through delivery, competency and certification, to invoice and settlement.	Endorsed by NOCN. Available on subscription or perpetual licence, with a free demonstration, onboarding and ongoing technical support provided by Offshore Academy.

TRIDENT 360 CAPABILITY		
COMPONENT	PILLAR	WHAT'S INCLUDED
Training Management	Capability	Course bookings and management of both internal and external courses. Easy-to-use online booking forms allow clients to book training sessions at their convenience, reducing administration time and avoiding scheduling conflicts.
Training & Competency Management System	Capability	Define and manage the competencies required for specific roles or industries, track learner progress against those role profiles, and monitor certification status and currency.
Manpower & Staff Management	Capability	Personnel records, competency, qualifications and training history, HR administration and leave management. Manage staff information and assignments to improve internal communication and coordination.
Task Allocation, Tracking & Management	Capability	Allocate tasks across the team and monitor task progress, completion and overdue items.
Resource & Asset Management	Capability	Equipment inspections, maintenance scheduling and inventory control.
Client Management	Capability	Manage multiple client organisations under one platform, each with its own records, bookings and reporting.
Administration, Correspondence & Reporting	Capability	Maintain detailed records for training, attendance and certification. Comprehensive reporting tracks everything from session bookings to financial performance, giving full visibility into business operations.
Finance Management	Capability	Quotations, customisable invoicing templates, debtors and aging reports. Create professional, customised quotations quickly, and issue invoices with tailored templates to support timely payment and accurate financial records for every session.
Speed & Performance	Platform	Optimised performance for faster task processing across all modules.
Interface	Platform	A more streamlined and user-friendly interface. Core functionality is unchanged, so existing users transition without retraining and daily operations continue with minimal disruption.
Security & Scalability	Platform	Secure and reliable, and designed to grow with the business - whether the centre is just starting out or managing a larger team.
Endorsement & Licensing	Assurance & Support	Endorsed by NOCN. Available as a subscription or a perpetual licence; price on request.
Demonstration & Onboarding	Assurance & Support	A free demonstration is available on request, so the platform can be seen in action before commitment. Product brochure and implementation support provided.

ONE PLATFORM FOR BOOKINGS, COMPETENCY, PEOPLE, ASSETS AND FINANCE - BUILT SPECIFICALLY FOR TRAINING PROVIDERS, ENDORSED BY NOCN, AND AVAILABLE ON SUBSCRIPTION OR PERPETUAL LICENCE

Building Authority in Skills for Industry.

admin@mersc2-0.com | +603-338 22215 | www.mersc2-0.com

TVCC - TIER 1 FACT SHEET

TRIDENT VIRTUAL COMMAND CENTRE - ON-ASSET EMERGENCY MANAGEMENT TRAIN LIKE IT IS REAL - RESPOND LIKE A PRO



WHAT IS TVCC TIER 1?

Asset-Specific Simulation | Fully Populated ECC | Role-Specific Action Boards | Digital Information Boards | Live Process & Alarm Dashboards | Audio & Video Effects | Web-Based, No Downloads | 200+ Models Delivered | Private Cloud Hosting | NOCN, OPITO & BTEC Accepted | Any Asset, Any Industry

Tier 1 is the response that happens on the asset itself. TVCC Tier 1 trains the teams who lead that response, and it places them inside a credible, fully populated Emergency Command Centre modelled on their own installation - not on a generic asset type.

WHAT	WHY	WHEN	WHERE	WHO	HOW
Tier 1 Emergency Management Training Simulator	Generic Simulators Travel Cost & Logistics On-Asset Response Readiness	Now	On-Site, In-Centre or Remote Web-Based	NOCN Accepted	Cloud-Hosted Simulation Built to Your Asset Free Demo on Request

WHY THIS EXISTS

Emergency response training has long been constrained by two things: simulators that replicate an asset type rather than the learner's actual installation, and the cost and logistics of moving teams to an international training centre. TVCC removes both. The Trident Virtual Command Centre creates a credible and realistic ECC team environment, delivered completely online with no need for downloads, in which all team members use digital information boards - muster, key events and the rest - within a creative and fully immersive environment supported by audio and video special effects. Simulators are configured to real asset layouts, Emergency Response Plans and command structures; over 200 models have been built and delivered to date, covering offshore production installations, drilling units, FPSOs and FLNGs, LNG terminals, refineries, petrochemical plants, power generation facilities, industrial complexes, ports and national-level command centres. Participants access high-fidelity training over a secure internet connection while retaining the realism traditionally associated with on-premise systems. TVCC is proudly Malaysian made - designed, developed and operated in-house by Wild Geese Group - and meets all industry and other global accreditation standards, including NOCN, OPITO and BTEC.

WHO IT IS FOR

- Offshore Installation Managers, deputies and on-asset emergency command teams
- Control Room Operators carrying emergency response duties
- Plant managers and incident commanders at onshore facilities
- Training centres delivering Incident Command System products
- Operators requiring simulation built to their own asset rather than a generic asset type
- Organisations seeking to reduce travel cost and logistics without reducing training fidelity

PLATFORM	CAPABILITY	ASSURANCE & SUPPORT
Web-based and cloud-based, scalable and secure, with no downloads required. All simulators are hosted privately on Wild Geese Group private cloud servers at a secure facility, to ensure zero downtime for the end user.	A fully populated Emergency Command Centre in which every ECC role is actively managed through role-specific action boards, with asset interface dashboards showing live process conditions and alarms as the scenario develops.	Globally accepted for NOCN delivery of emergency management courses, and meets BTEC standards. Fully customisable to specific client requirements and to any asset type or location, for any industry.

SIMULATOR CAPABILITY		
COMPONENT	PILLAR	WHAT'S INCLUDED
Emergency Command Centre Environment	Capability	Students and instructors operate within a fully populated ECC. All ECC roles - OIM, Deputy, CRO, Logistics, Logger and Muster positions - are actively managed using role-specific action boards, ensuring realistic command, coordination and decision-making.
Digital Information Boards	Capability	All team members use digital information boards, including muster and key events, giving every role the same shared picture.
Asset Interface Dashboards	Capability	Live process conditions and alarms, including shutdown and blowdown activity, gas leaks, fire, smoke, heat, and fire protection system responses.
Dynamic Scenarios	Capability	Scenarios evolve dynamically based on participant actions, and can be paused, replayed or reused for benchmarking and repeat training.
Immersion & Effects	Capability	A creative and fully immersive environment with audio and video special effects, CCTV animations, PA systems and a wide range of sound effects to support scenarios.
Asset Models	Platform	Over 200 simulator models built and delivered to date, each aligned to real asset layouts, Emergency Response Plans and command structure. Standard and customised models include FPSO, FLNG, Semi-Sub, Jack-up & Fixed Production, and Onshore Plant & Refinery.
Customisation	Platform	The software lease holder can add, remove or amend fire, gas and heat detector locations, manually activated call points, general purpose alarms, PA systems, CCTV animations, sound effects, and OIM, Deputy, CRO, Logistics, Logger and Muster positions.
Delivery & Hosting	Platform	Delivered completely online with no downloads. Cloud-based, scalable and secure, suitable for on-site or remote training, and hosted privately on Wild Geese Group cloud servers at a secure facility for zero downtime.
Interoperability	Platform	Different asset models can be loaded to support incident and emergency response management training, without changes to the ECC structure or delivery approach.
Accreditation & Provenance	Assurance & Support	Meets all industry and other global accreditation standards such as NOCN. Proudly Malaysian made - designed, developed and operated in-house by Wild Geese Group. A free demonstration is available on request.

IN SERVICE

QISC has utilised the Wild Geese Group TRIDENT Virtual Command Centre (TVCC) emergency simulation platform as its preferred delivery platform for OPITO OIM, MEMIR, and CRO Emergency Response delivery since 2024. The impact on training realism, instructional control, and learner engagement and feedback has been exceptional. Unlike other generic simulation tools that only replicate Asset 'Types', TVCC enables scenarios to be built to reflect a learner's ACTUAL ASSET, including layout, imagery, sounds, video files, and organisational interfaces. This significantly enhances training relevance, decision-making realism, and assessment validity.

Einar Johannesson - Business and Operations Manager, QISC

ASSET-SPECIFIC SIMULATION IN A FULLY POPULATED EMERGENCY COMMAND CENTRE - OVER 200 MODELS DELIVERED, GLOBALLY ACCEPTED FOR NOCN EMERGENCY MANAGEMENT DELIVERY

Building Authority in Skills for Industry.

admin@mersc2-0.com | +603-338 22215 | www.mersc2-0.com

TVCC - TIER 2 FACT SHEET

TRIDENT VIRTUAL COMMAND CENTRE - ONSHORE EMERGENCY MANAGEMENT INCIDENT COMMAND & TRAINING SIMULATOR



WHAT IS TVCC TIER 2?

Immediate Remote Activation | Teams & Zoom | Digital Information Boards | No Travel to a Designated ECC | Training and Live Response | Real-Time Information Sharing | Situational Awareness | Laptop, Tablet or Handphone | Customised to Your ECC Room | Any Location

Tier 2 begins where the asset can no longer contain the event. TVCC Tier 2 trains the onshore support team that takes it on - and is the same software that can be run during a live emergency to coordinate the response and capture the record as it develops.

WHAT	WHY	WHEN	WHERE	WHO	HOW
Incident Command & Training Simulator for Emergency Management	Escalation Beyond Asset Control Dispersed Teams Activation Delay	Now Training and Live Response	Homes, Offices or Any Remote Location	Your Company Onshore ERT Tier 2 Support Team	Remote Activation via Teams or Zoom Free Demo on Request

WHY THIS EXISTS

When an incident escalates beyond what can be controlled on the asset, responsibility moves onshore to the company's Tier 2 emergency response team. That team is rarely in one place when the call comes, and the conventional answer - travel to a designated Emergency Command Centre before duties can begin - builds delay into the very first phase of the response. TVCC Tier 2 allows members of the company onshore ERT Tier 2 support team to immediately activate and participate remotely using Teams or Zoom to commence their duties, including access to digital information boards. It provides a virtual team environment where key personnel can connect instantly, ensuring immediate activation without the immediate requirement to travel to a designated ECC. Real-time information sharing and situational awareness ensure teams can effectively communicate and respond to incidents from their homes, offices or any remote location, by laptop, tablet or handphone. The platform enables seamless coordination and swift decision-making, whether for training exercises or real-time emergency response - the environment the team rehearses in is the environment it responds in, and the same software can be run during a live emergency to capture data as the incident develops.

WHO IT IS FOR

- Company onshore ERT Tier 2 support teams
- Crisis management and incident support teams operating from head office
- Organisations whose Tier 2 personnel are geographically dispersed or travel frequently
- Duty managers required to activate outside office hours or away from the designated ECC
- Companies needing a live coordination and data-capture tool, not only a training simulator
- Operators seeking to remove the activation delay caused by travel to a physical command room

PLATFORM	CAPABILITY	ASSURANCE & SUPPORT
Runs by laptop, tablet or handphone from homes, offices or any remote location, with participation through Teams or Zoom. No requirement to travel to a designated ECC before duties can commence.	A virtual team environment giving every member access to digital information boards, real-time information sharing and situational awareness - used for training exercises and for real-time emergency response alike.	Fully customisable to reflect the actual information boards available in your physical ECC room, so exercises and live activations follow your own procedures. Configuration and support provided by Offshore Academy.

PLATFORM CAPABILITY		
COMPONENT	PILLAR	WHAT'S INCLUDED
Immediate Remote Activation	Capability	Allows members of your company onshore ERT Tier 2 support team to immediately activate and participate remotely using Teams or Zoom to commence their duties, including access to digital information boards.
Virtual Team Environment	Capability	Provides a virtual team environment where key personnel can connect instantly, ensuring immediate activation without the immediate requirement to travel to a designated ECC.
Coordination & Decision-Making	Capability	Enables seamless coordination and swift decision-making, whether for training exercises or real-time emergency response. Designed to quickly bring teams together digitally from any location.
Situational Awareness	Capability	Real-time information sharing and situational awareness that ensures teams can effectively communicate and respond to incidents from their homes, offices or any remote location.
Live Incident Use	Capability	The same platform used for training exercises can be run during a real emergency, to coordinate the response and capture data and records as the incident develops.
Digital Information Boards	Capability	Every activated member has access to digital information boards, replicating the shared picture of a physical command room.
Access Devices	Platform	Laptop, tablet or handphone. No dedicated hardware and no physical command room required in order to begin.
Conferencing Integration	Platform	Operates alongside Teams or Zoom, using the conferencing tools the team already has in place.
Deployment	Platform	Digital delivery from any location - homes, offices or remote sites - removing travel from the activation sequence.
ECC Replication	Assurance & Support	Fully customisable to reflect the actual information boards available in your physical ECC room.
Digital Response Capability	Assurance & Support	Empowers organisations with digital technology to allow for a faster, more organised response.
Platform Family	Assurance & Support	Part of the Trident platform suite alongside TVCC Tier 1 for on-asset response and Trident 360 for business workflow, managed through TOAMS.
Demonstration	Assurance & Support	A free demonstration, including screenshots of the live environment, is available on request.

TRAINING AND LIVE RESPONSE IN THE SAME ENVIRONMENT - IMMEDIATE REMOTE ACTIVATION FOR THE ONSHORE TIER 2 SUPPORT TEAM, FROM ANY LOCATION, WITH NO REQUIREMENT TO TRAVEL TO A DESIGNATED ECC BEFORE DUTIES BEGIN

Building Authority in Skills for Industry.

admin@mersc2-0.com | +603-338 22215 | www.mersc2-0.com

IRMR Performance Package PROPOSAL AND SCHEDULE

XXX

&

XXX

DURATION: 36-Months

LOCATIONS:

EMERGENCY RESPONSE LEVELS: 1, 2 and 3



Understanding ICS in Industry

Purpose

This document frames the IRMR Performance Package (IRMR-PP) as a structured implementation programme rather than a collection of products and services. It demonstrates how capability is progressively built across multiple assets, locations and organisational tiers using a fixed 36-month project plan consisting of twelve equal quarterly instalments.

Whilst OPITO remains the recognised international standard for offshore emergency response training, its scope is primarily focused on offshore operational roles and does not provide an integrated competency framework for onshore Incident Management Teams (IMT), Business Support Teams (BST), Crisis Management Teams (CMT), corporate support functions or wider organisational Incident Command capabilities. Consequently, there is currently no single internationally recognised framework that integrates competency, compliance and organisational capability across all three tiers of emergency response. Through its partnership with NOCN, Wild Geese Group has developed the IRMR Framework to bridge this gap by providing structured competency standards, workplace-based assessments and capability assurance across both offshore and onshore emergency response disciplines.

The IRMR Performance Package Philosophy

The IRMR Performance Package is not a catalogue of training courses, technology or consultancy services. It is a fully integrated Performance Package partnership specifically designed to build, install, validate and sustain Incident Command System capability across an organisation at a fit-for-purpose investment, ensuring resources are directed only to those capability areas identified through the IRMR Performance Review and mutually agreed by both parties.

Every product, service, technology, operational support function and competency pathway described throughout this document forms part of a single Performance Package. These components have been intentionally designed to work together as one integrated system and are therefore **not offered individually** under this programme.

The value of IRMR is achieved through the coordinated application of all three performance pillars—Competency, Compliance and Capability—not by the isolated purchase of individual products or services.

The IRMR Performance Package is a modular, fit-for-purpose programme designed to be progressively implemented across all applicable sites, assets and organisational tiers over a structured 36-month period. While the proposal presents the complete inventory of products, services and capability options available under the IRMR framework, only those elements identified as necessary through the initial review process and subsequently agreed with Hibiscus Petroleum will be implemented. Existing systems, processes and capabilities that are demonstrably effective and aligned with the IRMR framework will be retained, while areas requiring enhancement or development will be incorporated into the agreed implementation plan. This ensures that the Performance Package remains tailored to organisational requirements, avoids unnecessary expenditure, and delivers a practical, scalable and sustainable pathway towards achieving the three IRMR performance pillars of Competency, Capability and Compliance across the entire organisation.

Performance Package Capability Statement - Development of Capability Custodians

A defining feature of the IRMR Performance Package is the deliberate selection, mentoring and development of designated Digital Skills & Capability Custodians (DSCCs) within xxx, xxx will progressively become the recognised process owners for each critical stage of ICS throughout the IRMR package.

Rather than creating an ongoing dependency on external consultants, the Performance Package is specifically designed to transfer knowledge, leadership, governance and operational ownership to National Hibiscus personnel. Upon completion of the programme, these Capability Custodians will possess the competence, authority and organisational knowledge required to sustain continual improvement of their respective ICS disciplines.

This approach aligns directly with organisational capability development and nationalisation initiatives by creating a sustainable internal capability rather than simply delivering training.

Strategic Aims and Objectives

- 1) Determine what already exists and requires no change.
- 2) Identify existing arrangements that require refinement or adjustment.
- 3) Identify capability gaps on what is missing and either needed or not required.
- 4) Confirm activities or systems that are unnecessary.
- 5) Establish a single Unified Command approach across all business locations.
- 6) Assure the three IRMR performance pillars: Competency, Capability and Compliance.
- 7) Identify and develop Digital Skills & Capability Custodians (DSCCs) for each ICS discipline.
- 8) Transfer long-term ownership of Incident Command capability from xxx to xxxx through structured mentoring and succession planning.
- 9) Review, update, standardise and align emergency response procedures, supporting documentation and governance arrangements across all applicable xxxx assets and business locations.

The IRMR Delivery Roadmap

3 Step Delivery Model

Step	Focus	Primary IRMR Pillar	Typical Activities
1	BUILD / DEVELOP	Competency	Gap analysis, design, customised training and competency development through a comprehensive organisational Gap Analysis.
2	INSTALL / INTEGRATE	Capability	Implementation, technology, facilities, integration, exercises, role allocation
3	VALIDATE / REVIEW / RECONFIGURE	Compliance	Audits, validation exercises, governance, continual improvement
a) To be delivered over a 12 equal phase instalment programme (4 quarters for three years) b) Product Delivery and Location to be set and agreed by both parties 30 in advance c) Dedicated Points Of Contact to be nominated at each location			

Pillar, Product/Service, Objective, Method, Steps & Outcomes

FOUNDATION PILLAR	PRODUCT / SERVICE (what you get)	AIMS & OBJECTIVES (why you need it)	METHOD (how you receive it)	STEP	OUTCOMES
COMPETENCY	CMT, IMT & Media Training • BST Training • NOK/RRT Training • FESTAD • OIM and CRO Assessments • MEMIR/AICIR • Internationally Accredited NOCN or OPITO	Objectives 1–4: confirm what exists, refine what needs adjustment, close capability gaps, remove what's unnecessary.	Gap analysis, customised training, formal appraisals and competency assessments. FLEXIBLE Training options - Classroom Based, On Location, Offshore, Blended or Digital.	STEP 1 Build / Develop	Verified baseline • trained and competent personnel • validated training records
CAPABILITY	TVCC • TOAMS • DSCC identification & mentoring • Dedicated Relationship Manager • IMT Handover Support • Backup IRC	Objectives 5 & 7: establish a single Unified Command approach; identify and develop Digital Skills & Capability Custodians.	Implementation, technology and facility integration, structured role allocation	STEP 2 Install / Integrate	Unified Command operational • DSCCs identified and developed • systems and tools embedded
COMPLIANCE	T2ER2 IRC & BST Audits/Drills • Integrated Exercises • Business Continuity Exercise • Emergency Procedure Review & Revision • Business Impact Analysis	Objectives 6, 8 & 9: assure Competency, Capability and Compliance; transfer long-term ownership to Hibiscus through mentoring and succession.	Audits, validation exercises, governance review, continual improvement	STEP 3 Validate / Review / Reconfigure	Hibiscus and Petronas Compliance assured • ownership transferred to Hibiscus • sustainable, self-managed capability

FRAMEWORK: this table is the pathway — every Product/Service in the Tier 1–3 deliverables register (the P&S “org chart”) follows this same route from Pillar through to Outcome.

IRMR Performance Package 36-Month Delivery Calendar by Location

Three-Step Delivery Model (Build/Develop → Install/Integrate → Validate/Review/Reconfigure) applied per location. Step boundaries are indicative until confirmed.

	YEAR 1				YEAR 2				YEAR 3			
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
Kuala Lumpur Tier 1 – Strategic Management												
Kuala Lumpur Tier 2 – Resilience Leadership												
Kota Kinabalu, Sabah Tier 2 – Resilience Leadership												
LCOT Tier 3 – Monitor a State of Readiness												
Sabah – St Joseph Tier 3 – Monitor a State of Readiness												
Sabah – South Furious Tier 3 – Monitor a State of Readiness												
PM3 North – Bunga Orkid Tier 3 – Monitor a State of Readiness												
PM3 South – Bunga Raya Tier 3 – Monitor a State of Readiness												
Cross-Location RI / WK / Offshore – Integrated Exercise												
Digital Skills & Capability Custodian Development Program	Identification, mentoring and development of Hibiscus personnel to become recognised capability custodians for each critical ICS discipline and digital workflow. Includes succession planning, coaching, competency validation and progressive transfer of ownership.											

■ Step 1 – build / develop (competency)
 ■ Step 2 – install / integrate (capability)
 ■ Step 3 – validate / review / reconfigure (compliance)
 ■ Sustain & refresh (periodic revalidation)
 ■ Annual Integrated Exercise

Unlike traditional training providers that offer individual courses or consultancy services, the IRMR Performance Package provides a fully integrated capability solution. Every deliverable described throughout this document is intentionally linked to every other deliverable and is available only through an IRMR PP Partnership. This ensures consistency, accountability, predictable outcomes and sustained organisational capability rather than fragmented, stand-alone interventions.

COSTS Table of Tier 1 - 3 IRMR Performance Package Deliverables considered 'Safety Critical' over a 36-Month Period and to be 'ALL-INCLUSIVE' under the IRMR PP

See Cost Comparison – Itemised Procurement vs IRMR Performance Package at APPENDIX 1

Item #	Location	TIER 3 STRATEGIC MANAGEMENT Deliverables	Individual Purchase Cost (RM)	TOTAL spent/to spend in 2026/27/28 (not including 8% SST)
1		CMT Training	(per session over 2 sessions)	
2		Business Impact Analysis (BIA) Conducted through structured interviews and facilitated workshops with senior leadership, business unit managers and corporate management teams to identify critical business functions, dependencies, recovery priorities and organisational risks.		
3		Business Continuity Training	(per session over 2 sessions)	
		Business Continuity Exercise	(Annual)	
4		Media Training	(per session over 2 sessions)	
Item #	Location	TIER 2 RESILIENCE LEADERSHIP Deliverables	Individual Purchase Cost (RM)	TOTAL spent/to spend in 2026/27/28 (not including 8% SST)
1		IMT Training	(per session over 6 sessions)	
2		T2ER2 IRC Audit and Drill		
3		Business Support Team		

			<i>(per session over 3 sessions)</i>	
4		T2ER2 BST Room Audit and Drill		
5		NOK/RRT Training for Human Capital	<i>(per session over 2 session)</i>	
6		Effective Emergency Drill Coordinator (For HSSE Advisors)	(Per Pax - Based on 2 trained)	
7		IMT Training	<i>(per session over 6 sessions)</i>	
8		T2ER2 IRC Audit and Drill		
9		Effective Emergency Drill Coordinator (For HSSE Advisors)	(Per Pax - Based on 2 trained)	
10		FESTAD Training and drill at site <i>(FESTAD - Facilities Essential Services Training and Development)</i>		
11		Effective Emergency Drill Coordinator (For HSSE Advisors)	(Per Pax - Based on 2 trained)	
12		Integrated Tier 1–3 Emergency Response Exercise Incorporating Offshore Asset, IMT, Business Support Team (BST), Crisis Management Team (where applicable), IRC's and supporting corporate functions to validate end-to-end Incident Command capability.	<i>(To achieve Annual compliance and based on Instructors in xx and xx for 1 exercise)</i>	
Item #	Location	TIER 1 MAINTAIN A STATE OF READINESS Deliverables	Individual Purchase Cost (RM)	TOTAL spent / to spend in 2026/27/28
1		FESTAD Training and drill at site	<i>(Based on 4 Days Offshore 2 x Instructors)</i>	

		<i>(FESTAD - Facilities Essential Services Training and Development)</i>		
2		MEM for ECC Teams • OIM Assessments • CRO Assessments • MEMIR/AICIR	Per Pax •	<i>(Expected Min for ECC crew)</i>
3		Effective Emergency Drill Coordinator (For HSSE Advisors)	(Per Pax - Based on 4 trained)	
4		FESTAD	<i>(Based on 4 Days Offshore 2 x Instructors)</i>	
5		MEM for ECC Teams • OIM Assessments • CRO Assessments • MEMIR/AICIR	Per Pax	
6		Effective Emergency Drill Coordinator (For HSSE Advisors)	RM 8,000 (Per Pax - Based on 4 trained)	
7		FESTAD	<i>(Based on 4 Days Offshore 2 x Instructors)</i>	
8		MEM for ECC Teams • OIM Assessments • CRO Assessments • MEMIR/AICIR	Per Pax	
9		Effective Emergency Drill Coordinator (For HSSE Advisors)	(Per Pax - Based on 4 trained)	
10		FESTAD	<i>(4 Days Offshore 2 x Instructors)</i>	
11		MEM for ECC Teams • OIM Assessments • CRO Assessments • MEMIR/AICIR	Per Pax	
12		Effective Emergency Drill Coordinator (For HSSE Advisors)	(Per Pax - Based on 4 trained)	

IRMR PP Product Support Services (PSS) included under the 36-Month Performance Package

The following PSS are provided as inclusive components of the IRMR Performance Package and are not intended to be viewed or procured as individual stand-alone offerings. They represent the integrated support mechanisms, dedicated specialist resources, digital platforms and operational services available to Hibiscus Petroleum throughout the 36-month partnership. The specific PSS are implemented only where required and mutually agreed, ensuring the programme remains fit-for-purpose, commercially efficient and aligned with operational priorities. This integrated approach provides xxxx with ongoing access to a comprehensive capability framework, while ensuring resources are applied only where they deliver measurable improvements in Competency, Capability and Compliance.

Line #	PRODUCT SUPPORT SERVICES	LOCATIONS	TARGET AUDIENCES	Estimated Value for each Service <u>over 36 Months</u>
1	Dedicated WGG Relationship Manager		Immediate POC and ongoing assistance for Compliance, Capability and Competency.	(Based on per month)
2	IMT Handover Support		Regular WGG presence and support, either digitally or physical, for IMT handovers.	(Based on physical presence fortnightly at xxx IRC)
3	Backup ECC (IRC) Facilities		WGG MERSC2.0 Facility in Kuala Lumpur	(Based on per Month)
4	Tier 2 TRIDENT Virtual Command Centre (TVCC)		Fully customised online digital IRC environment for Tier 2 and 3 Team operations	
5	'TOAMS' Access (TRIDENT Offshore Academy Management System)		- Software offers all in one business workflow including Training Bookings and Management and access to role-based competency frameworks defining skills and proficiency levels - Customisable and scalable to fit Hibiscus precise needs	
6	Emergency Procedure Review & Revision	All	- Review, Gap Analysis, validate, update, and improve existing emergency procedures - To be conducted over 12 months	

Commercial Benefits & Guarantee

The fixed agreement for the duration of the delivery of the “IRMR Performance package” model provides predictable known budgeting, highest priority flexible scheduling, dedicated account management, fully customised learning materials, and integrated assurance reporting.

This model will work towards avoiding such things as Ad-hoc training which produces ad-hoc teams. Reactive scheduling, inconsistent delivery, fragmented records — and no one accountable for the outcome when it matters, thus building sustainability in ICS, through culture development.

The IRMR “Performance Package” Partnership establishes an integrated capability development structure that links competency, compliance and capability directly to operational performance criteria. This approach supports workforce development, knowledge retention, succession planning and organisational resilience while providing a measurable pathway for continual improvement.

xxxx long-standing involvement with xxxx multiple generations of emergency response programmes demonstrates an ongoing commitment to developing human capital, strengthening resilience and supporting the safe and productive growth of the organisation.

Investment Terms and Conditions

Agreement Term: 36 Months

Payment Structure: Quarterly in Advance

Quarterly Fixed payment Schedule: *(Regardless of training volume requested)*

Annual Investment:

Fixed Pricing is exclusive of:

- a) percent SST
- b) Any additional Mobilisation (travel) & Accommodation costs required for xxx Instructor movements outside xxx

Conclusion

The necessary “first steps” have been taken by xxxx in identifying the need for a predictable and sustainable foundation in the Incident Command System.

The next logical step would be to have the ICS/ER aligned to a single performance model with known outcomes, key performance indicators and under one roof for management purposes. The IRMR “Performance Package” Partnership provides an opportunity to bring these individual initiatives together within a single coordinated framework that supports consistency, standardisation and continual improvement across the expanding xxxx footprint.

The ultimate measure of success is not the number of courses delivered or exercises conducted, but that possesses an enduring, self-sustaining Incident Command capability owned by its own people. Through the structured development of Digital Skills & Capability Custodians, the organisation will retain the knowledge, governance and

leadership necessary to continually evolve its Incident Command capability long after completion of the IRMR Performance Package.

APPENDICES

- 1) **APPENDIX 1 Cost Comparison** – Itemised Procurement vs IRMR Performance Package
- 2) **APPENDIX 2 Formal Appraisal Example** – Used to verify and formally report on individual COMPETENCY deliverables throughout the Performance Package in addition to Post Training or Exercise Reports
- 3) **APPENDIX 3 Qualification Comparison Table** – Reference for Aligning Internationally Approved Qualifications available under the IRMR PP

APPENDIX 1 Cost Comparison – Itemised Procurement vs IRMR Performance Package

APPENDIX 2 Formal Appraisal Example – Used to verify and formally report on individual COMPETENCY deliverables throughout the Performance Package in addition to Post Training or Exercise Reports

APPENDIX 3 Qualification Comparison Table – Reference for Aligning Internationally Approved Qualifications available under the IRMR PP

NOCN IRMR-PP Comparison OPITO ER Products available in Industry

BTEC PEARSON-TEEX-PMA08-AIIMS-FEMA have also been used in areas where OPITO have no equivalent.

NOCN-BTEC-PMA08-TEEX provide Pathway & Framework

OPITO Framework only

NOCN-OPITO-BTEC-TEEX-PMA08-FEMA accept RPL

BTEC-TEEX-FEMA-AIIMS-PMA08 offers some onsite learning capability

NOCN offers full range onsite learning options

NOCN-FEMA-AIIMS any industry covered

NOCN only Product Support Service & Digital Product Provider

Reference Code	Reference Name & Title	Brief Description	Target Audience	Competency & Qualification Endorsement	Equivalent Product OR Service Available
ICS/ER-Tier 1					
AIC	Asset Incident Commander (P)	A Training & Assessment Product in Incident Command with Theory & Practical Simulation Sessions	Facility or Asset Managers (onshore or offshore)	Diploma Level 4 (multi-industry transferrable)	OPITO OIM C/E O&G Industry ONLY Cert 2
AIC IR	Asset Incident Controller Initial Response (P)	A Training & Appraisal Product in Incident Command with Theory & Practical Simulation Sessions	Facility or Asset Managers (onshore or offshore)	Diploma Level 4 (multi-industry transferrable)	OPITO MEM IR / OPITO PMIC O&G Industry ONLY Cert 2
CRO IR	Control Room Operator Initial Response (P)	A Training & Assessment Product in Incident Command with Theory & Practical Simulation Sessions	Facility or Asset Operators (onshore or offshore)	Diploma Level 4 (multi-industry transferrable)	OPITO CRO ER O&G Industry ONLY Cert 2
FESTAD	Facility Essential Services Training & Development (P)	The program is to be delivered at the client's facility and offer non-disruptive (daily operations) training and mentoring in familiar environment.	Facility responder team COMPETENCY validated/verified at work onsite	Diploma Level 4	NON-KNOWN
TRTM	Tactical Response Team Member (P)	A Training & Assessment Product is designed to identify warning signs, prevent or minimise negative impacts of an incident	Facility responder team	Certificate Level 3 (multi-industry transferrable)	OPITO OERTM O&G Industry ONLY Cert 2
TRTL	Tactical Response Team Leader (P)	A Training & Assessment Product is designed to keeping Human Factors as a Priority in Command and Control.	Facility responder team Leader (Supervisor)	Certificate Level 3 (multi-industry transferrable)	OPITO OERTL O&G Industry ONLY Cert 2
ICS 100	Introduction to ICS (P)	Introduces Incident Command System (ICS) principles adapted for industry incidents, promoting effective response and coordination.	Support team personnel during a workplace emergency	Certificate Level 3	FEMA AIIMS/TEEX
ICS 200	Basic ICS For Initial Response (P)	Enables personnel to operate efficiently during an incident, applying ICS principles to initial response management.	Support team personnel during a workplace emergency	Certificate Level 3	FEMA AIIMS/TEEX
WERA	Workplace ER Awareness (P)	Develops awareness of preparedness, initial response, basic first aid, and communications during a workplace emergency.	Support team personnel during a workplace emergency (any industry, any site)	Certificate Level 3	NON-KNOWN
HOSPA	Hazard Identification, Oil Spill, Search & Rescue, Permit to Work & Authorised Gas Tester (P)	Five-module programme covering hazard identification, oil spill response, search & rescue, permit to work, and gas testing.	Safety Practitioners who work in industries where manual works are the focus	Certificate Level 3	AS INDIVIDUAL PRODUCTS
NUIPIC	Normally Unmanned Installations Person-in-Charge (P)	Equips the NUIPIC with the knowledge and skills to lead, facilitate and coordinate activities on a Normally Unmanned Installation.	Personnel who fill the position of NUIPIC during visits to a remote facility distant from the "Mother Installation"	Certificate Level 3	OPITO NUI O&G Industry ONLY Cert 2

Reference Code	Reference Name & Title	Brief Description	Target Audience	Competency & Qualification Endorsement	Equivalent Product OR Service Available
ICS/ER-Tier 2					
EMT	Emergency Management Team (P)	A Training & Appraisal Product in Incident Command with Theory & Practical Tabletop Session	Middle Management	Certificate Level 3 (multi-industry transferrable)	BTEC/TEEX PMA08
EMTL	Emergency Management Team Leader (P)	A Training & Assessment Product in Incident Command with Theory & Practical Tabletop Session	Middle Management	Certificate Level 3 (multi-industry transferrable)	BTEC/TEEX PMA08
ICS 300	ICS 300 – Intermediate Incident Command System for Expanding Incidents (P)	Develops capability to manage expanding incidents through structured command, planning and resource management. Pre-requisite: ICS 100/200.	Senior Management, CMT/EMT/IMT members, Department Heads and Emergency Coordinators	Certificate Level 3	FEMA/AIIMS
EC3	Emergency Command Centre Coordinator (P)	Develops the knowledge and coordination skills to maintain an Emergency Command Centre at operational readiness, supporting the Incident Commander.	Personnel appointed as ECC Coordinator	Certificate Level 3	NON-KNOWN
NESMAD	Nominated Emergency Support Management Assurance Development (P)	Client-site training, mentoring and appraisal for IMT/EMT personnel, building ICS-based competency, command and decision-making capability.	Incident Commander, Section Chiefs, and Liaison Officer COMPETENCY verified/validated as COMPLIANCE & CAPABILITY in the workplace onsite	Diploma Level 4	NON-KNOWN
OSR	Oil Spill Awareness & Tactical Response Training (P)	Provides tactical response and coordination skills for oil spill emergencies, grounded in ICS principles, closing with a group exercise.	EMT members, On-Scene Commanders, Incident Commanders, Marine & Offshore Personnel	Certificate Level 3	TEEX/BTEC PMA08 FEMA/AIIMS
ICS/ER-Tier 3					
REM	Registered Emergency Management Professionalisation Scheme (S)	Professional registration scheme recognising EMT leaders' capabilities via portfolio and Industry Advisory Board assessment, not a single training course.	EMT leaders across industries (Crisis Managers, Emergency Managers, Fire/Police Chiefs, Medical Responders)		OFFSHORE ACADEMY ONLY
CUSP	Crisis Understanding & Strategic Planning (P)	A Training & Appraisal Product in developing a strategic planning tool to make sense of complex issues related to crises	Top Management	Certificate Level 3 (multi-industry transferrable)	FEMA AIIMS-CASP
CMT	Crisis Management Team Training (P)	Develops CMT members capable of strategic leadership, decision-making and coordination during high-impact incidents. Strategic/reputation-focused, distinct from the operational EMT.	Crisis Management Team members	Certificate Level 3	FEMA/PMA08 AIIMS/BTEC TEEX
BCU	Business Continuity Understanding (P)	Builds foundational understanding of business continuity principles, requirements and organisational responsibilities for senior management overseeing continuity planning.	Upper/Senior Management	Certificate Level 3	PMA08/AIIMS BTEC
CLP	Crisis Leadership Programme (P)	Develops confident crisis leaders capable of preparing for, leading through and recovering from crisis events.	CMT members and deputies, Board/Senior leadership, and functional heads (HSE, HR, Legal, Comms)	Diploma Level 4	NON-KNOWN IN INDUSTRY

Reference Code	Reference Name & Title	Brief Description	Target Audience	Competency & Qualification Endorsement	Equivalent Product OR Service Available
BIARA	Business Impact Analysis & Risk Assessment (P)	Formal training in developing a company's Business Continuity Management System, covering BIA/RA fundamentals and process.	Nominated Business Continuity Champions per division	Certificate Level 3	NON-KNOWN IN INDUSTRY
IRMR-P	Incident Response, Management & Recovery – Principal (IRMR-P) (P)	The performance pathway's highest tier, validating leadership-driven decision-making across all three ER tiers under unified command. Performance-graded, with 2-year revalidation.	Accountable Person Working professionals appointed as the "accountable person" at the head of the company's ICS capability group	Advanced Diploma Level 5	Non-AVAILABLE
PRODUCT SUPPORT SERVICES					
T2ER2	Tier 2 Emergency Response Readiness (S)	Facility ER Audit An integrated assurance mechanism designed to assess, verify, and continually enhance the capability of an organization to manage Tier 2 emergencies.	Mid Management (Appointed by company) - Office Base		NON-KNOWN
DEC3	Designated Emergency Contact Call Centre (S)	Connects organisations with Next-of-Kin (NOK) using controlled, consistent, and Tenant-aligned communications	Industry Compliant Company Capability Assurance		NON-KNOWN
TVCC	TRIDENT Virtual Command Centre (DP)	Digital Integrated ER Operational, Response, Resource & Compliance Activities Workflow Management System Software & Dashboard.	Industry Company Capability Assurance		Available but not built by industry training providers for industry
T2L2	Tier 2 Emergency Response Facilities (Backup) (F)	NEXT GENERATION SERVICES - fully equipped Emergency Response Facilities (Fixed IMT Facilities with or without Human Capital)	Industry Compliant Company Capability Assurance		Rubicon Response Aberdeen now known as PETROFAC active can't confirm
E-NESMAD	E-NESMAD (Nominated Emergency Support Management Assurance Development – Tabletop Variant) (S)	Half-day tabletop assurance service testing a client's Tier 2 team via scenario exercises, with RPL credit toward NESMAD.	Nominated/Designated Tier 2 IMT/EMT members	RPL Competency (credits toward Diploma Level 4)	Non-known
SMAP	Strategic Management Assurance Positioning (Drills & Exercises at T3 Level)			RPL Competency (credits toward Diploma Level 4)	Non-known

P-Product S-Product Support Service F-Facility DP-Digital Product PP-Performance Package

Sample Product Certificate



[AO
Logo]



This is to certify that

[Name of Learner]

has successfully completed the

**Asset Incident Controller Initial Response
Certificate Level 3**

provided at

[Name of AO Center]

Graham Hasting-Evans
Chief Executive
NOCN Group

Learner ID: 32493127
Award Date: 06/10/2025
Certificate No: 48732918



NOCN is an awarding organisation approved by the UK
Government's Qualifications Regulator Ofqual.

IRMR FAQs

- **What is IRMR & why is it important**
 - *IRMR is an industry first ICS/ER workforce development pathway that aligns Competency-Compliance & Capability under one framework and brand identity. The importance in addition to the above is it also integrates ER/ICS across all 3 tiers of ER, all these features makes it unmatched in our global industry sector as an off the shelf Performance Package, that once installed is operator owned and managed.*
- **How do I benefit from having an IRMR Performance Package in my business**
 - *The benefits include being a built for purpose, tailor made, installed by the provider. Product Support Services will develop line custodians who will own the process after installation. The ICS/ER capability will ensure compliance to industry regulators, it can expand, grow as the business interests/activities grows. Ultimately not just playing “lip service” to safety, it will go along way to ensuring safety during ER situations.*
- **Who owns IRMR after I have it installed at work**
 - *After instalment during the “Performance Package” roll-out schedule, the owner and authority will be the buyer/client. The ongoing management of process will be setup to be part of your business and easy to follow and adjust accordingly.*
- **What is an Authorized Outlet**
 - *An AO is an approved by IP owner, distributor, who will not only be point of sale but also have invested interests to follow ensuring quality, understanding and after sales engagement is in place to ensure a comprehensive integration of products & services is in place. following a shared value and mission, “we succeed when you succeed” & “relationship in business that extends beyond holding the license”.*
- **What are the benefits of being an Authorized Outlet**
 - *There are many benefits in being an approved “AO” such as being able to offer your clients a whole new range of specialized products (courses) in ICS. Having more authority in how the process is managed, support from the product owner throughout the license term. Business & Revenue growth guaranteed. Ability to also get other courses endorsed under NOCN through the license agreement. Professional development for your staff, directly involved with the delivery of the products & services. Closer & stronger relationship opportunities between you and your clients that purchase the IRMR PP from you.*
- **What control & authority do I have in the whole management of process and under my license agreement**
 - *As an AO you will have control management across the QC (Quality Compliance) domain of the product delivery. You will also be able to set your own pricing structures, marketing & advertising platforms. The use of digital workflow software and on-call support in all matters being available quickly and without delay, to solve your concerns. Most importantly the auditing process will be more authoritative and less directive, ensuring that a stronger professional relationship is maintained. You*

will be treated like a partner in every way, back to the owner of the products & services, who reputational success is a shared value.

- **How is this model different to being any other approved training provider in the industry**
 - *The differences are in how it will be managed, but the major differences is you will be partnered with the owner of the IP, you will be involved in the business model as a partner. The quality process will be shared between yourself and the OA. Less policing & more collaborative engagement, where you will be involved in making the process better, you will be more than just a “point of sale” your logo on each certificate will have equal value as our logo. Your investment into this business model comes with a commitment from the OA.*
- **How do I sell it to my clients**
 - *The traditional “sell pitch” won’t do this product justice, you need to first highlight the value added in this entire Performance Package, you won’t be able to compare it to something that doesn’t exist anywhere else, so the selling point will be, the value, the added components, the method of delivery, the customization and integration of whatever is already in place with the client, the ongoing administration, management being done by the owner, and being easy to do. The unity in covering all 3 tiers of their ER compliance and capability, beyond training competency. Finally the commercial savings in the long run in buying a fully functioning installed ICS/ER capability in-lieu of the more commonly bought “off the shelf”& “as you need it” model that you then need to make fit and function, without the instruction manual or guidance.*
- **Do my clients really need it or understand it to need it**
 - *Absolutely it is needed, it is a regulatory and mandatory requirement, what is not done well or enforced properly is how effective or functionally fit it is, after you have bought the competency product.*
- **What are the areas of this business model that could fail or go wrong**
 - *There are always parts of every business model that could weaken or fail, usual causes come from misunderstanding or lack of clear instructions or support between the two parties that lead to failure to comply with certain parts of the business management process. That is why we are committed to staying connected. The TOAMS digital business activities workflow software provides this connectivity, during every stage of the relationship.*
- **Why hasn’t this been done before, why now is it available**
 - *I think this has not been done before because industry has only focused and concentrated on ER/ICS compliance at Tier 1 level onsite. Leaving the offsite support groups in T2 & corporate groups in T3 to put their own Incident Command Structure in place. Now with the availability of the IRMR PP, the companies who purchase it*

can have a purpose built and tailor made ICS capability that is aligned with industry T1 standards, closing the gaps and finally managing the oversight.

- **This whole product & business model, looks very simply to work with, what don't I see**
 - *From the end user perspective, the Performance Package is a relatively simple instalment process but like with everything that is available there will be some parts of the package that will require enhancements to ensure a seamless and uninterrupted transition from not having the capability to working within the capability transformation.*
- **You have Competency, Capability & Compliance as your 3 foundation pillars in your triangle, how does IRMR bring them all together**
 - *The IRMR Performance Package combines all three by including a “product service support” as part of the product delivery. Where we will come to your site, ensure the environment where the competency is expected to function correctly is suitable, this includes ongoing management, ownership of the process and a capable custodian is in place to continue the compliance requirements. Digital options will also be demonstrated to include as part of the ongoing capability and compliance requirements. More than just an off the shelf “box ticked” purchase, a tailor-made product placement, with after sales service warranty & guarantee model, ensuring the competency, is connected properly to enable the capability and ensure compliance has been met.*

Document Title	Commercial Framework
Product Codes	IRMR-PP
Product Type	NOCN Endorsed Products & Services
Managing	Trident Offshore Academy Management System
Policy Content	• Pricing Index • POS RRP
Policy	Policy 5

Abbreviations

POS	Point of Sales
RRP	Recommended Retail Pricing

Who is this Commercial Framework for?

The Commercial Framework is for AOs who deliver IRMR-PP’s Products and Services to their clients. This Commercial Framework is a breakdown of all associated costs within the business model.

The table includes items, details, frequency of charges, as well as the cost in USD.

Commercial Framework

This table includes items, details, frequency of charges, as well as the cost in USD for the AO.

Authorized Outlet Commercial Breakdown

Pricing Index

ITEM	DETAILS	Interval/ Frequency	Cost USD
Initial Materials Instalment	IRMR-PP (Product & Product Support Services) Library	Once	
	NOCN Centre Accreditation	Once	
	TOAMS/TVCC1&2/T360	Once	
Ongoing SCM Administrative Support	NOCN "NEW" Product endorsement	As needed	
	Certification, IP Licensing & Administration Management Fees (including Annual Facility and P&S Audit)	Post-Product Delivery	
	RPL & or CEC administration	If required	
	CADA (Competency Development) for Additional Instructors & Assessors	On Completion of CADA Dip 4 Qual	
OA Delivery of IRMR Products or Services	OA required to deliver Products or Services on your behalf either remotely	If required/requested Day rate plus mobilization	
Annual Maintenance & Management of Technical Support	TVCC 1 (SIM for Training) 20 models (additional can be purchased)	Annual after year 1	
	TVCC 2 (Operational T2 EOC) maximum 1 (additional can be purchased)	Annual after year 1	
	TOAMS (SCM Digital Network Internal) T360 (Client & AO workflow software, external)	Annual after year 1 Annual after year 1	

Point of Sales Recommended Retail Pricing

This table includes itemised IRMR-PP Products and Services, categorised according to Tiers 1 / 2 / 3, and Product Support Services.

Item	Tier	USD RRP (Min)	USD RRP (Max)
AICIR - Asset Incident Controller Initial Response	1		
CRO IR – Control Room Operator Initial Response	1		
AIC - Asset Incident Controller	1		
TRTL - Tactical Response Team Leader	1		
FESTAD – Facility Essential Services Training and Development	1		
HOSPA – Hazard Identification, Oil Spill, Search & Rescue, Permit to Work & Authorised Gas Tester	1		
NUIPIC - Normally Unmanned Installation Person in Charge	1		
MSERA - Marina and Shipyard Emergency Response Awareness	1		
ICS 100 – ICS 100	1		
ICS 200 – ICS 200	1		
WCA – Workplace Competency Assessor	1 & 2		
ICS 200 – ICS 300	2		
EMT – Emergency Management Team	2		
EMTL – Emergency Management Team Leader	2		
E-NESMAD – E -Nominated Emergency Support Management Assurance Development	2		
NESMAD – Nominated Emergency Support Management Assurance Development	2		
T2L2 – Tier Two Level Two (Back-up ECC)	2		
T2ER2 – Tier Two Emergency Response Readiness	2		
OSR – Oil Spill Response	2		
DEC 3 – Dedicated Emergency Contact Call Centre	2		
EC3 – Emergency Command Centre Coordinator	2		
CMT – Crisis Management Team	3		
CLP – Crisis Leadership Team	3		
BCU – Business Continuity Understanding	3		
REM – Registered Emergency Manager (Professional Pathway)	3		
IRMR-P – Incident Response, Management & Recovery Principal	3		

Key-

P-Product **S**-Service (product support service) **DP**-Digital Product **F2F**-Face to Face
D-Digital Delivery/Online **T&A**-Travel & Accommodation