

ICTS Europe Educational Organization Management System

Our Vision for Education and Learning

We preserve and enhance the quality of ICTS training as one of the best in the security industry and the role of the learning facilitators as professional leaders. We help our learners gain professional expertise, dedication, ethical values and loyalty to our organization. We support our learners and learning facilitators in pursuing satisfaction and contribute to Security and Society in rapidly evolving circumstances and challenging times.

Our Mission for Education and Learning

The **Product Quality Control and Training Department (PQCT)** is the corporate entity of ICTS Europe, responsible, among others, for

- ◇ Professional and quality standards and policies;
- ◇ Training and learning policies and standards, such as development, maintenance, provision, and monitoring of professional education and training;
- ◇ Quality assurance of some products and services
- ◇ Professional support, as necessary; and
- ◇ Analysis, assessment, and dissemination of regulatory stipulations, information, and know-how that can impact the provision of the ICTS security services or other aspects of activities or products.

The PQCT Policy for Education and Learning

1. ICTS Europe employees must be trained and qualified for their tasks. Accordingly, the focus of education and training in ICTS is on the learners and other beneficiaries, such as the company managers and teams, clients, hosting entities, educators and trainers. As such, the PQCT of ICTS Europe actively cultivates and manages its relationship with all interested parties to satisfy their needs and expectations and any applicable requirements and nurtures a culture of active communication.
2. ICTS trainers must be subject matter experts in their training disciplines and inspirational, motivating leaders who appreciate the human factor in security and relate to them accordingly. All ICTS trainers are qualified and certified by the PQCT of ICTS Europe or another appropriate entity, such as national regulators or official international entities.
3. ICTS education and training are improvement-oriented, proactive, and responsive to changing Regulations and other factors influencing learning, acquiring and applying skills, and the work climate. The PQCT of ICTS Europe will continually improve the EOMS.
4. The decisions, planning, and execution of educational, training, and similar activities are evidenced, documented, process-based, transparent, and traceable.
5. Social responsibility, ethical conduct, and inclusion are well reflected in the ICTS education and training management system.
6. ICTS attributes utmost significance to data security and data protection. All interested parties can interact with the educational organization in complete confidence that they maintain control over the use of their own data and that the educational organization will treat their data with appropriate care and confidentiality.
7. Education and training directly influence the quality of the security services and products of ICTS, as well as compliance with legal, regulatory, and contractual stipulations. Accordingly, these products, services, and the relevant education and training must be validated and accredited by an appropriate entity or the PQCT.

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