

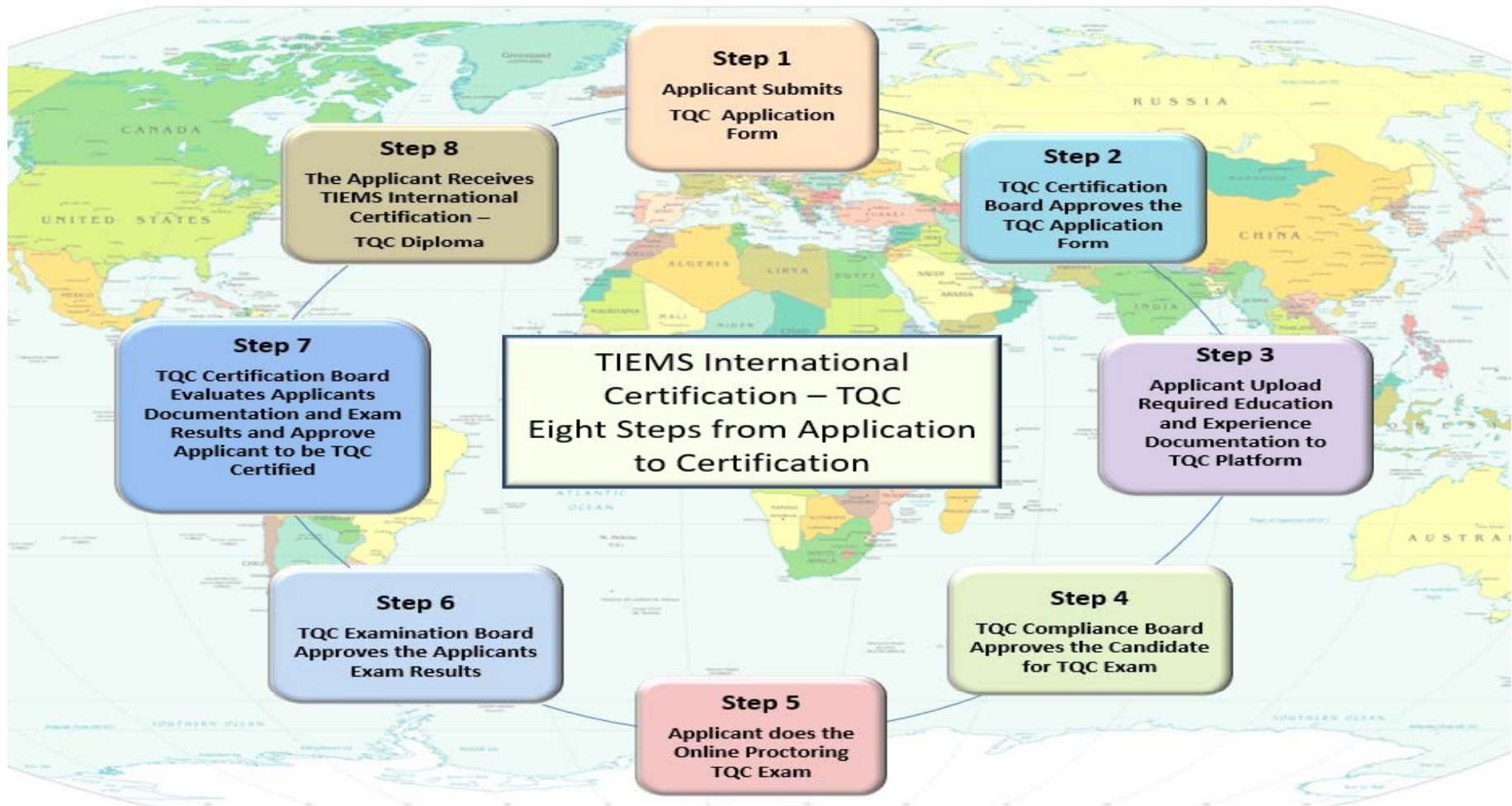


# Citizens and cities facing new hazards and threats

30<sup>th</sup> November to 4<sup>th</sup> December 2020

**TQC Workshop**  
**TIEMS Quality Certification**  
**TQC Examination Guide**

*Sandro Bologna, TIEMS*



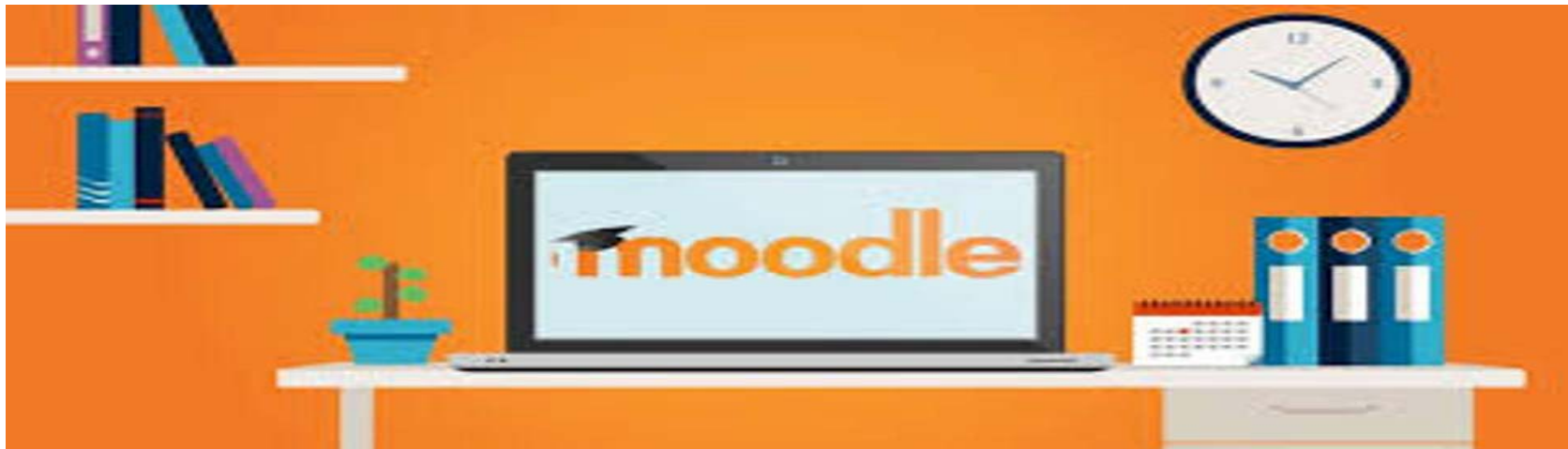
**TQC Examination Guide**



## TQC EXAMINATION REQUIREMENTS

taking the exam from anywhere

# TQC Examination Platform



## proctorFREE User Guide

Before getting started be sure to review ProctorFree's Technical Requirements and Support Resources

### 1. Log in

- Log in to your institution's Learning Management System (Blackboard, Canvas, Moodle, D2L).
- Navigate into your course.
- Select the "ProctorFree Exams" or "ProctorFree Student Portal" link.

### 2. Launch ProctorFree

- The link will launch the ProctorFree Student Portal.
  - If your institution uses Student Pay, you will be prompted to complete payment after selecting your exam.
- Select your exam from the available list.
- ProctorFree will launch and begin the System Check.

### 3. Create your Profile or Authenticate

- Think of this as taking a series of pictures for your driver's license or passport.
  - Tips are provided at the end of this guide and image examples are available on the [ProctorFree Support Knowledge Base](#).
- When you are ready, click the "Create Profile" or "Authenticate" button to begin the process. Remain still. You will see the progress percentage increasing as the system creates your profile or completes authentication.
  - Please contact the [ProctorFree Support Team](#) for assistance with any issues experienced when creating your profile or authenticating.

#### First time using ProctorFree?

- Download and install the ProctorFree application.
- After the installation is complete, return to the download page and click on the exam link.



### 4. Completing your exam

- Click the "Start Proctored Session" button.
- Read the honor code and type your name exactly as it appears in the first line. Press the "Confirm" button.
- After your ProctorFree webcam recording window has loaded, your exam will open in a new tab.
- Take the exam following the instructions provided by your instructor.
- When you have completed your work, submit your exam.
- Once your exam has been submitted, click the "Finish" button under the ProctorFree webcam recording window. Select "Finish" again when prompted. The webcam screen will indicate it is finishing the upload of your exam session to ProctorFree. Allow the process to finish fully before closing your browser, powering down your computer, or disconnecting from the internet.

#### CONGRATULATIONS!

You have successfully take an exam with ProctorFree!

We would love to hear about your experience.

Our survey will open after your exam session has finished uploading.

It's less than 30 seconds, we promise.

If you do not wish to complete this survey you can simply exit out of the page.

#### Tips for Profiling or Authenticating

- Position yourself so that your face is centered and filling the oval provided.
- Adjust lighting to ensure your face is clearly visible. The oval outline will be green to indicate the minimum lighting requirements are met.
- Remove glasses, headphones, hats, and adjust any other objects that may prevent a clear view of your entire face from ear to ear, as well as from the top of your forehead to the bottom of your chin.
- Remain still until the process is complete.



**The term certification is frequently misused, without a clear definition of what, to what, for whom**

**About what, we may range from hardware components to software packages, from physical systems to the users of the physical systems, from team members to team managers, etc.**

**About to what, it is essential to clear specify the Standard, and/or Guidelines, and/or Best Practices the exam questions are targeted**

**About for whom, the questions to be addressed are about  
“which certification is right for me?” or  
“why I want to get this certification?”**

Proposed TQC EXAMINATION FRAMEWORK

Tested International Perspectives, Standards and Best Practices	The Applicant is able to:	Exam References
International Cooperation	<ul style="list-style-type: none"> <li>▪ Identify and distinguish roles and missions of important international organizations</li> <li>▪ Analyze and comment specific aspects of international organizations' roles in disaster management</li> <li>▪ Analyze and put into relations various CP organizations regarding their operations and territorial coverage</li> </ul>	<p style="text-align: center;"><a href="#">International Cooperation Link</a></p>
SENDAI Framework for Disaster Risk Reduction	<ul style="list-style-type: none"> <li>▪ Analyze and put into relations various aspects of the Framework</li> <li>▪ Apply Framework's principles in concrete situations</li> </ul>	<p style="text-align: center;"><a href="#">SENDAI Framework Link</a></p>
ISO International Standards	<ul style="list-style-type: none"> <li>▪ Apply ISO standards on Emergency Management and Risk Management</li> </ul>	<p>ISO 22320:2018 Societal security – Emergency management – Requirements for incident response</p> <p style="text-align: center;"><a href="#">ISO 22320:2018 Link</a></p> <p>ISO 31000: 2018 Risk Management</p> <p style="text-align: center;"><a href="#">ISO 31000:2018 Link</a></p>
INSARAG Preparedness Response Guidelines and Methodology	<ul style="list-style-type: none"> <li>▪ To provide guidance for the preparation and deployment of USAR teams in international disaster response operations</li> </ul>	<p style="text-align: center;"><a href="#">INSARAG Preparedness Link</a></p>

# TQC Examination Board

**The TQC Examination Board handles the TQC Examination process of the Applicant**



- The Examination Board is composed of TIEMS representatives belonging to TIEMS International Group of Experts (TIGE)
- The Examination Board reflects the spectrum of emergency management expertise knowledgeable of existing Standards and Best Practices
- The Examination Board ensures that successful Applicants have met the minimum standards outlined in the Certification Program, both in terms of Essay Questions and Multiple Choice Questions
- TQC examination does not cover specific national standards and procedure, because it is assumed that the Applicant is already certified at national level, or competence approved at national level if a national certification does not exist

TQC Exam Questions Related to  
ISO Standards  
*Example of Multiple Choice Questions*  
*One or more answers are possible*



According to **ISO 31000 Guidelines for Risk Management, Section 6.4.3 Risk analysis**, The purpose of risk analysis is to comprehend the nature of risk and its characteristics including, where appropriate, the level of risk. Risk analysis should consider factors such as:

1. The organization's culture;
- 2. The likelihood of events and consequences;**
3. Authorities, responsibilities and accountabilities;
4. The way in which conflicting objectives are dealt with.

According to **ISO 22320 Guidelines for Incident Management, Section 6.2.2 Seeing the whole picture**, The organization should look beyond its scope of operations to consider and understand factors such as:

1. The resources available for its activities;
- 2. The other organizations involved and their capabilities;**
- 3. The tasks allocated to other organizations;**
4. The possible effects of its own activities.



**TQC Exam Questions Related to  
ISO Standards**

***Example of Essay Questions***

***Answers to Essay Questions are offered as a guide to the content  
that the candidate should cover in their answer***



According to **ISO 31000 Guidelines for Risk Management Section 4**, the purpose of risk management is the creation and protection of value. The principles are the foundation for managing risk and should be considered when establishing the organization's risk management framework and processes. These principles should enable an organization to manage the effects of uncertainty on its objectives. Describe the basic principles.

Describe the basic activities that according to **ISO 22320 Guidelines for Incident Management Section 5.2** should be included in an incident management process.

TQC Exam Questions Related to

ttcpreview.tiems.info/mod/quiz/report.php?id=58&mode=overview

TQC

Regrade all | Dry run a full regrade

Only one attempt per user allowed on this quiz.

Download table data as Comma separated values (.csv) Download

Reset table preferences

	First name / Surname	Email address	State	Started on	Completed	Time taken	Grade/12.00	Q. 1 /1.00	Q. 2 /1.00	Q. 3 /1.00	Q. 4 /1.00	Q. 5 /1.00	Q. 6 /1.00	Q. 7 /1.00	Q. 8 /1.00	Q. 9 /1.00	Q. 10 /1.00	Q. 11 /1.00
<input type="checkbox"/>	<b>Sandro Test Bologna Test</b> Review attempt	sandro.bologna@velletri2030.it	Finished	4 August 2020 4:32 AM	4 August 2020 4:58 AM	25 mins 27 secs	Not yet graded	✓ 1.00	✓ 1.00	✓ 1.00	✓ 1.00	✓ 1.00	✓ 1.00	✓ 0.67	✓ 0.67	✓ 1.00	✓ 1.00	Requires grading
<input type="checkbox"/>	<b>Gbenga Morenikeji</b> Review attempt	gbenga.morenikeji@futminna.edu.ng	Finished	20 August 2020 6:55 AM	20 August 2020 7:14 AM	19 mins 6 secs	Not yet graded	✓ 1.00	✓ 1.00	✓ 1.00	✓ 1.00	✓ 0.50	✓ 0.25	✓ 1.00	✓ 1.00	✓ 0.50	✓ 1.00	Requires grading
<input type="checkbox"/>	<b>Larry Porter</b> Review attempt	larry.a.porter@gmail.com	Finished	25 September 2020 3:33 PM	25 September 2020 3:46 PM	13 mins 41 secs	Not yet graded	✓ 1.00	✓ 1.00	✓ 1.00	✓ 1.00	✓ 0.50	✓ 0.75	✓ 0.67	✓ 1.00	✓ 0.50	✓ 1.00	Requires grading
	<b>Overall average</b>						-	1.00 (3)	1.00 (3)	1.00 (3)	1.00 (3)	0.67 (3)	0.67 (3)	0.78 (3)	0.89 (3)	0.67 (3)	1.00 (3)	-

Select all / Deselect all | Regrade selected attempts | Delete selected attempts

Moodle Docs for this page

You are logged in as Sandro Bologna (Log out)

[ISO Standards](#)

[Data retention summary](#)

[Get the mobile app](#)

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## Example of MOODLE Grader Report for TQC Exam Questions Related to ISO Standards

The screenshot displays a ProctorFree review portal report for TQC Exam Questions. The report includes a video of the student and a table of anomalies.

**Video:** A video player showing a student with glasses and a blue shirt. A "Review Identity" button is located below the video.

**Anomalies Table:**

Anomalies	Start	End	Type	Description
	00:08:42	00:08:47	Test taker engagement changes	student averts eyes
	00:08:43	00:08:48	Operating System interaction	no ID provided

## Example of ProctorFree Review Portal Report for TQC Exam Questions



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Please contact TIEMS President **K. HARALD DRAGER** to be part of TQC Test Candidates  
Email: *khdrager@online.no*