



EU UNDERCOVER OPERATIONS COURSE (EUUOC)

SYLLABUS & CURRICULUM

Head of Training & Directing Staff
Institute for European Intelligence & Security
Training & Directing Staff
Vienna
AUSTRIA

CONTACT DETAILS: The head of training and directing staff can be reached over the intelligence network at H/TDS, by e-mail at h.tds@ieis.eu with further details being disseminated over the public website at www.ieis.eu. Candidates are reminded not to send sensitive information by e-mail.

DISTRIBUTION RESTRICTION: This document is classified UNCLASSIFIED (with distribution restriction) covering a CONFIDENTIAL annex. Distribution is authorised to agents and contractors of the Institute for European Intelligence and Security and potential registrants. Distribution was restricted on grounds of intellectual property and operational effectiveness from 11 August 2015. Requests for this document must be referred to H/TDS.

HANDLING INSTRUCTIONS: This document must be destroyed after use by any method that would prevent unauthorised disclosure or reconstruction.

UNCLASSIFIED

EU UNDERCOVER OPERATIONS COURSE (EJUOC)

1. This document outlines the core content and scope of training offered by the Institute for European Intelligence and Security on the aforementioned course, together with any other relevant information not included elsewhere.

Aim

2. This handbook aims to provide the following types of information:
 - a. Specific Institute education and training doctrine relating to the course.
 - b. Training and readiness exercises associated with the course.
 - c. Supplementary and optional training offered as a part of the course.
 - d. Any other pertinent information not presented elsewhere.

Glossary

3. The list that follows is an exhaustive list of abbreviations used throughout this document:

IEIS	Institute for European Intelligence & Security
EU	European Union
EJUOC	EU Intelligence Operations Course
EUIAC	EU Intelligence Analysis Course
EUIMC	EU Intelligence Management Course
EJUOC	EU Undercover Operations Course
ECIM	European Criminal Intelligence Model
ICF	Integrated Competency Framework
EQF	European Qualifications Framework
SV/SCM	Surveillance/Surveillance Countermeasures
TSCM	Technical Surveillance Countermeasures

Introduction

4. Welcome to the EJUOC. The course provides candidates with the skills and knowledge required to perform undercover operations within an international intelligence environment over an intensive two week residential programme. The entire development experience is focused on infiltrating hostile organisations presenting a current threat to European security.
5. The course adopts small teaching groups to personalise the learning experience. The self-directed learning approach with evaluation and development through experiential learning places a heavy burden on participants. The course is goal-oriented in line with contemporary adult-learning principles and develops useful, applicable and fundamental operational skills in an intensive but respectful environment.
6. Throughout the course participants will be required to complete individual and group assignments, working effectively in isolation and learning to leverage the knowledge and resources of an entire team to engage complex scenarios.
7. The directing staff set the conditions for learning, provide a safe environment, deliver rich content and facilitate learning by discovery, all whilst ensuring secrecy and security measures are adhered to.
8. It is the desired outcome of the programme for graduates to positively impact their organisations and the world at large through the application of new and enhanced

UNCLASSIFIED

UNCLASSIFIED

individual and collective capabilities. Their skills and knowledge should serve them in developing understanding and supporting operations planning to ensure the security of Europe and its interests across the globe.

9. **Admissions.** The course applies additional pre-requisite criteria beyond that required for admission to Institute courses in general. Candidates must have existing training and professional experience in:
- *Intelligence operations* equivalent to participation in the Institute's EUIOC or similar programmes; or
 - *Intelligence analysis* equivalent to participation in the Institute's EUAC or similar programmes; or
 - *Intelligence command* equivalent to participation in the Institute's EUIMC or similar programmes; or
10. **Security Vetting.** The course has a number of additional enhanced security requirements, amongst which is that all candidates fulfill the minimum requirements for a RESTRICTED level security clearance or higher. For candidates who lack a recognised clearance or the means to acquire one, the Institute can conduct the vetting process. Institute vetting can cost the student an additional €500 and take up to 6 months to complete.

Academic Profile

11. The course was originally authored by the course director (see below) as a product of an IEIS consortium research project conducted in 2015 into contemporary covert capability modeling throughout Europe.
12. **Course Director.** [Redacted 20190808 for UNCLASSIFIED digital release]
13. **Professional Mentor.** [Redacted 20190808 for UNCLASSIFIED digital release]
14. **Office Hours.** On-duty hours are considered to be 0900-1700. Staff can be contacted out of hours by e-mail or approached after lectures, seminars and workshops.

Course Description

15. The course enables officials to perform covert operations within an intelligence environment consistent with the vocational competencies required by the intelligence profession throughout Europe. The programme combines residential and independent study modes in a single blended learning approach.
16. Pre-selection, foundation and advanced undercover courses are combined as prescribed by international and regional curriculum, enabling candidates to function as efficient and effective undercover officers.

UNCLASSIFIED

UNCLASSIFIED

17. Student learning is focused on how to establish and utilise a covert infrastructure, plan and prepare covert infiltration, participate in and deploy undercover operations against covert targets and sustain operations over time. The course draws particular focus to regional and international law, ethical standards, health, safety and security.
18. **Pre-selection.** The course requires attendance at a pre-selection weekend directly prior to attending the residential course. All attendees are required to pass selection prior to advancing to the rest of the programme. The weekend also provides successful candidates with a profile and development plan for them to work on throughout the remainder of the course.
19. Candidates failing the pre-selection course may return in subsequent years to make the attempt again at their own request. Candidates failing the pre-selection course may attend subsequent iterations of the EUUOC free of charge until they pass selection.
20. **Dress Code.** Casual attire consistent with the operational environment is the usual dress code for undercover officers. Dress on the course would be expected to be consistent.

Learning Objectives

21. The course is designed to produce undercover officers who can:
22. **LO 01: Employ ECIM Concepts.** An understanding of the European Criminal Intelligence Model (ECIM) and undercover law and ethics is required of all covert operatives in order to adequately prepare appropriate authorisations and documentation to the required standard.
23. **LO 02: Demonstrate Covert Awareness.** Self-motivation, problem-solving, interpersonal and communication skills should all be improved through training. An understanding of the limitations of informants, surveillance, electronic interception and other covert techniques gained, together with the ability to apply historical cases of undercover work and agent operations to address social problems.
24. **LO 03: Conduct Operations Planning.** An appreciation of the security and confidentiality implications of undercover work is essential in planning short and long-term undercover operations.
25. **LO 04: Deliver Tactical Operations.** Undercover operatives must be capable of penetrating target groups and identifying unknown subjects of interest and their activities in order to deter, disrupt and neutralise targets and operations where traditional methods have proven inefficient or unsuccessful. They must provide intelligence and evidential support for tactical operations and current, actionable and sustainable intelligence and evidence on targets and their activities.
26. **LO 05: Provide Covert Support.** Covert operatives must be able to develop deep cover with covert infrastructure support, conduct technical and physical surveillance countermeasures and assess their own personal strengths, weaknesses and characteristics with regards to undercover deployment and prepare basic cover accordingly.
27. **LO 06: Manage Operative Welfare.** Regular briefings and debriefings are required of undercover operatives, during which health, safety, welfare, financial and managerial issues impacting the deployment must be assessed.

UNCLASSIFIED

UNCLASSIFIED

Course Structure

28. The course is delivered in four main phases; selection, skill development, consolidation and assessment. Initially candidates strengths are assessed in a selection weekend and they are sorted into groups accordingly. Lectures and workshops aim to develop skills and knowledge. This learning is then consolidated and applied with exercises. A variety of delivery methods are used to engage the participants from different perspectives. Finally, the examination assesses individual knowledge retained by candidates.
29. The course is delivered flexibly by employing workshops and exercises as well as traditional lectures. Communal activities are encouraged to develop team cohesion and networking opportunities with travel passes and visits to historically significant sites in the area available from the Institute's offices in Vienna. Coaching and mentoring forms an integral part of course delivery with career advice in the security sector available from recognised experts, assistance with course content and sustained aftercare after the course ends.
30. The residential course begins on the first Saturday in November each year and runs for 12 days over 2 weeks and 2 days. Typical hours are 0900 - 1700, although participants often work extended hours in order to complete assessments and exercises. Applications take approximately 4 weeks to process. However, security vetting may take up to 6 months to complete for applicants who lack a current security clearance.
31. **Day 1: Ex. TENDERFOOT.** After registration and induction in the morning of the first day, candidates undergo a security briefing, are introduced to the selection exercise and the criteria for completion over the first two days of the course.

0900 - 0930	Induction & Registration	Conference Room
0930 - 1030	Security & Exercise Briefing	Conference Room
1030+	Ex. TENDERFOOT	Field Area

During the exercise coffee breaks, lunch and dinner hours will be at the students discretion. The exercise will unfold in real time regardless of student attendance.

32. **Day 2: Ex. TENDERFOOT.** The selection exercise ends on the second day, those who have failed to complete it may not proceed to the remainder of the course. All candidates are issued with a development plan which they can work on over the course, or before they return in subsequent years (if they are dismissed).

0900 - 1500	Ex. TENDERFOOT	Field Area
-------------	----------------	------------

During the exercise coffee breaks, lunch and dinner hours will be at the students discretion. The exercise will unfold in real time regardless of student attendance.

1500 - 1530	Break	Cafeteria
1530 - 1700	Individual Debrief & Feedback	Breakout Areas

33. **Day 3: Induction & Security.** Day three features an induction to the remainder of the course and lectures on the ECIM, law, ethics, authorities and basic intelligence collection.

0900 - 1030	ECIM Concepts	Conference Room
1030 - 1100	Break	Cafeteria
1100 - 1230	European Law & Ethics	Conference Room

UNCLASSIFIED

UNCLASSIFIED

1230 - 1330	Lunch	Mess Hall / Dining Area
1330 - 1500	Authorisation & Documentation	Conference Room
1500 - 1530	Break	Cafeteria
1530 - 1700	Intelligence & Evidence Collection	Conference Room

34. **Day 4: Intelligence History.** On the fourth day candidates review of intelligence theory, history and failure, providing them with the opportunity to learn vicariously.

0900 - 1030	Intelligence Foundations	Conference Room
1030 - 1100	Break	Cafeteria
1100 - 1230	Intelligence History	Conference Room
1230 - 1330	Lunch	Mess Hall / Dining Area
1330 - 1500	Covert Operations History	Conference Room
1500 - 1530	Break	Cafeteria
1530 - 1700	Covert Operations Failure	Conference Room

35. **Day 5: Covert Infrastructure.** Day five introduces undercover work as a tactic and covert support to undercover operations.

0900 - 1030	Informants & Surveillance	Conference Room
1030 - 1100	Break	Cafeteria
1100 - 1230	Interception & Covert Techniques	Conference Room
1230 - 1330	Lunch	Mess Hall / Dining Area
1330 - 1500	Undercover Tactics	Conference Room
1500 - 1530	Break	Cafeteria
1530 - 1700	Covert Support Structures	Conference Room

36. **Day 6: Special Security Measures.** The sixth day covers special security measures taken in undercover operations such as maintenance of the covert infrastructure and support, secrecy and the welfare of operatives and the public.

0900 - 1030	Undercover Support to Operations	Conference Room
1030 - 1100	Break	Cafeteria
1100 - 1230	Confidentiality & Security Issues	Conference Room
1230 - 1330	Lunch	Mess Hall / Dining Area
1330 - 1500	Health & Safety	Conference Room
1500 - 1530	Break	Cafeteria
1530 - 1700	Welfare Checks	Conference Room

37. **Day 7: Operational Deployments.** The seventh day focuses on the selection of undercover operatives for assignments and covert action assignments.

0900 - 1030	Undercover Selection	Conference Room
1030 - 1100	Break	Cafeteria
1100 - 1230	Deterrence & Disruption	Conference Room
1230 - 1330	Lunch	Mess Hall / Dining Area
1330 - 1500	Deception Operations	Conference Room
1500 - 1530	Break	Cafeteria
1530 - 1700	Covert Action	Conference Room

38. **Day 8: Cover & Concealment.** Day eight covers issues of cover, infiltration, deployment and briefing/de-briefing.

0900 - 1030	Deployment Planning & Preparation	Conference Room
1030 - 1100	Break	Cafeteria
1100 - 1230	Infiltration Tactics & Methodology	Conference Room
1230 - 1330	Lunch	Mess Hall / Dining Area
1330 - 1500	Briefing & Debriefing	Conference Room

UNCLASSIFIED

UNCLASSIFIED

1500 - 1530	Break	Cafeteria
1530 - 1700	Snap to Deep Cover	Conference Room

39. **Day 9: Legend Building.** Day nine consists of lectures on legend building and support.

0900 - 1030	Bona Fides	Conference Room
1030 - 1100	Break	Cafeteria
1100 - 1230	Covert Infrastructure Support	Conference Room
1230 - 1330	Lunch	Mess Hall / Dining Area
1330 - 1500	Legend Development	Conference Room
1500 - 1530	Break	Cafeteria
1530 - 1700	Covert Finance	Conference Room

40. **Day 10: Surveillance Countermeasures.** Day ten consists of lectures on surveillance and surveillance countermeasures, concluding with a night exercise that will run throughout the remainder of the course to consolidate learning.

0900 - 1030	Foot Surveillance	Conference Room
1030 - 1100	Break	Cafeteria
1100 - 1230	Mobile & Progressive Surveillance	Conference Room
1230 - 1330	Lunch	Mess Hall / Dining Area
1330 - 1500	Technical Surveillance & TSCM	Conference Room
1500 - 1530	Break	Cafeteria
1530 - 1700	Anti- & Counter-Surveillance	Conference Room
1700+	Ex. DANUBE	Conference Room

During the exercise coffee breaks and dinner hours will be at the students discretion. The exercise will unfold in real time regardless of student attendance.

41. **Day 11: Surveillance Countermeasures.** The second to last day resumes lectures on surveillance and surveillance countermeasures before continuing the exercise at night.

0900 - 1030	Undercover Surveillance & Recon.	Conference Room
1030 - 1100	Break	Cafeteria
1100 - 1230	Agent SV/SCM Training	Conference Room
1230 - 1330	Lunch	Mess Hall / Dining Area
1330 - 1500	Covert Methods of Entry	Conference Room
1500 - 1530	Break	Cafeteria
1530 - 1700	Technical Operations & Counters.	Conference Room
1700+	Ex. DANUBE	Conference Room

During the exercise coffee breaks and dinner hours will be at the students discretion. The exercise will unfold in real time regardless of student attendance.

42. **Day 12: Ex. DANUBE.** The last day requires candidates to brief an authority on a special security situation that has emerged during their exercise to date and apply for a covert operation. The operation must then be conducted in just a few hours before the debrief. The day ends with an examination.

0930 - 1030	Exercise Briefing	Conference Room
1030+	Ex. DANUBE	Field Area

During the exercise coffee breaks and lunch hours will be at the students

UNCLASSIFIED

UNCLASSIFIED

discretion. The exercise will unfold in real time regardless of student attendance.

1530 - 1600	Individual Debrief & Assessment	Conference Room
1600 - 1700	Examination	Conference Room

43. The course adopts approximately a 2:1 theory to practice ratio in favour of theory. However, the Institute utilises immersive scenario-based learning techniques requiring participants to solve realistic problems by leveraging the skills developed throughout the programme.
44. Throughout exercise scenarios, candidates will be expected to act in the role of undercover officers within intelligence organisations. Efforts have been made to distribute an even allocation of time to all competencies measured within exercises.

Assessment

45. Periodically, throughout the course, participants will be asked to complete individual and group assignments. Participants will be expected to assess complex situations and problem sets, infiltrate and sabotage target organisations from within and counter contemporary threats to European security.
46. All assessments are designed to measure vocational competency according to the ICF for operations - Undercover Officer (domain 4). Learning objectives are also tied to the same competency-based model.
47. The ICF is derived from action research the Institute conducts into the intelligence profession at a European and vocational level. The professional standards and guidelines communicated in course content are also derived from the same research.
48. In order to pass the course a participant will be expected to achieve a passing grade in each of the following assignments:
- **Pre-selection Exercise.** A passing grade on a practical assessment over the first two days, demonstrating and strengthening self-motivation, problem-solving, interpersonal and communication skills within a covert operations environment. Candidates are required to assess and reflect on their own personal strengths and weaknesses with regards to undercover deployments.
 - **Final Exercise.** A passing grade on a practical assessment over the last few days, demonstrating the application of theory in practice across the competency framework.
 - **Final Exam.** A passing grade in the final multiple choice examination on the last day, covering any remaining competencies not assessed elsewhere.
49. **Professional Practice.** The assessment of professional practice by professional mentors is evidence-based and conducted using direct observation throughout the residential programme. The professional mentor is required to log observations evidencing participant competency across the ICF. Mentors are required to actively engage with participants (assigning additional tasks where required) in order to observe competency in instances where it has not been observed passively. Throughout the residential course professional practice is planned by the professional mentor and integrated into the course framework, therefore participants are limited in their freedom to plan their own professional practice.

UNCLASSIFIED

Awards

50. After passing the required assessments and accruing 17 credits at approximately 170 guided learning hours participants become eligible for the EQF Level 3 Certificate in EU Undercover Operations.



IEIS Vienna
Directing Staff

[REDACTED]
Vienna
AUSTRIA

IEIS Network: H/TDS

Mobile: [REDACTED]
E-Mail: h.tds@ieis.eu

HQ IEIS
H TDS

Our reference: IEIS/0311/20190905/9

Copy to - see Annex B

5 September 2019

Dear Sir/Madam,

EU UNDERCOVER OPERATIONS COURSE, VIENNA

1. As you are aware you will be joining the EU Undercover Operations Course in Vienna on the first Saturday in November. You will be joining a select group of professionals from throughout Europe in a highly demanding programme spanning over 2 weeks culminating in graduation at the end of the second week.
2. Training will be demanding and will test you both physically and mentally. However, it is important that you attend throughout the training, beginning at 0900 hours on Mondays and often extending late into the night.
3. You are required to make your own accommodation and dining arrangements. However, the venue is central, located near to many dining facilities in Vienna. You will be permitted to make telephone calls home at any point outside of designated lecture and exercise times. Training will be conducted under strict security conditions and from your arrival you will be assessed against your ability to adhere to security protocols and instructions. The highest standards of behaviour will be expected of trainees. Students who fail to comply with academic and professional codes of conduct risk disqualification.
4. You will require the following equipment for training and exercises:
 - a. Funds for recreation and stand easy.
 - b. Formal but comfortable clothing.
 - c. Outdoor weatherproof clothing and rucksack.
 - d. Pens, pencils and erasers.
5. If there are any questions, please do not hesitate to contact me on the above number.

Yours Sincerely,

[Redacted 20190905 for UNCLASSIFIED digital release

]

CONFIDENTIAL

PARTICIPANT INFORMATION GUIDANCE

1. Thank you for registering for the EU Undercover Operations Course (EUUOC). Below you will find important information you will need in order to get the most out of your course. The EUUOC is a vocational training course planned for over 2 weeks in November in Vienna.
2. **Training Rules.** Students will be expected to adopt “operating cover” whilst on the course, meaning that deception and misdirection will be a constant theme throughout the programme. However, unsanctioned deception could be disruptive and therefore grounds for dismissal from the course. As it is often difficult to manage this dichotomy in intelligence training, remember that the following regulations govern all activity during the course:
 - a. Real-world actions take priority over cover or simulated actions.
 - b. Participants will comply with all known intelligence and security procedures unless otherwise directed by the directing staff.
 - c. The use of covert tactics must be authorised by a member of the directing staff to be considered legitimate.
 - d. The independent and unsupervised “practice” of covert tactics by candidates outside class is strictly forbidden and grounds for instant dismissal from the programme.
 - e. Participants are expected to act in a professional manner at all times.

Joining Instructions

3. All participants should follow certain guidelines before, during and after the course in order to ensure a safe and effective practicing environment.
4. **Before the course.** If you gain any knowledge of the assessment material before the course, notify the directing staff so that appropriate actions can be taken. Prior to enrolment candidates may also be required to complete additional paperwork, including signing non-disclosure agreements, hazardous environment waivers and security contracts.
5. **During the course.** All participants should observe the following directions:
 - a. Not all required information will be provided by the directing staff. You will be expected to gather information through existing open and closed sources.
 - b. Do not engage in personal conversations with the support staff, observers or media personnel unless permitted to do so. If you are asked a question, give a short, concise answer. If you are busy and cannot immediately respond, indicate that, but report back with an answer as soon as possible.
 - c. If you do not understand the scope of any task or if you are uncertain about an aspect of your or another’s participation, ask the directing staff.
 - d. Parts of a scenario during exercises and assessments may seem implausible. Recognise that simulations have objectives to satisfy and may require the incorporation of unrealistic aspects. Every effort has been made to balance realism with safety and to create an effective learning environment.
 - e. Participants and directing staff may halt an activity at any point by saying aloud “Stop. Stop. All stop!” It is the responsibility of all concerned to halt any activity if they believe a safety issue exists.
 - f. Unless otherwise stated, it is not required to announce what you are doing while undertaking actions or to maintain a log of activities as you conduct them.
 - g. Be aware of your surroundings and others close to you, there is an inherent risk in security training and you have a duty of care to yourself, your colleagues and the public.
 - h. Unless otherwise stated, follow directing staff directions precisely and without hesitation, they are there for your welfare and safety.

CONFIDENTIAL

CONFIDENTIAL

6. **After the course.** Destroy any notes or materials generated. If you wish to retain materials for future reference you must ask permission from the directing staff. Under no circumstances is it permissible to reproduce or disseminate materials further.
7. **Simulations.** Because simulations are of limited duration and scope, certain details will be artificial. The physical description of what would fully occur at a site or in a surrounding area may be relayed to participants during an exercise or assessment. The directing staff may also simulate the roles and interactions of other organisations or individuals. Unless otherwise directed, participants should respond to all exercise events as if they were real and in accordance with specific guidance provided prior to the simulation.
8. **Optional events.** On the first Monday, Tuesday, Wednesday or Thursday evening of the course, those who have elected to undertake the Optional Training Assessment (OTA) in Covert Communications will attend an evening lecture and then complete a night exercise.
9. Over the intermediary weekend beginning on Friday and ending on Sunday evening, those who have elected to undertake the Optional Training Assessment (OTA) in Sabotage & Subversion will attend evening and night lectures on Friday and then complete a weekend exercise on Saturday and Sunday.
10. On the second Monday, Tuesday, Wednesday or Thursday evening of the course, those who have elected to undertake the Optional Training Assessment (OTA) in Counter-Piracy will attend an evening lecture and then complete a night exercise.
11. There are no other events planned during the programme. However, if this changes, plans will be announced during the course.
12. **Requirements.** As security requirements are higher for clandestine courses, it is usual for candidates to be asked to present evidence that they meet the criteria for attendance before being permitted to proceed to the residential course. Candidates who cannot present such evidence may be asked to leave the course and attend a later iteration when they have the necessary documentation. Therefore it is strongly advised that candidates bring the following to enrollment:
 - Their highest educational qualification.
 - A basic intelligence training certificate.
 - Passport or other identity document.
 - Proof of European citizenship, residency or professional affiliation.
 - Security clearance certificate, advanced background check or equivalent.
 - A full curriculum vitae with supporting character, academic and professional references.
 - If not a native/fluent English speaker, a recent qualification demonstrating an IELTS of 7.5 or equivalent.
13. There are no additional pre-requisites to training beyond that mentioned in this and the accompanying texts. All other supplies will be provided or requested of participants with sufficient notice and at negligible cost.
14. **Updates.** For further updates on course material, consult the website entry at:
 - <https://academy.ieis.eu/local/staticpage/view.php?page=euuoc>
15. **Electronic and physical certification.** After the course has concluded, graduating students will be provided with electronic verification of their qualifications and a physical certificate.
16. **Registration and Sessions.** The course will begin at 0900 in the conference room. If you arrive once registration has closed, please contact the directing staff. Plenary and break-out sessions will take place in communal areas. Candidates will be briefed on field areas prior to use, when not in use field areas are strictly out-of-bounds. Coffee breaks and lunch will be served in the cafeteria or at a venue of the student's choosing.

CONFIDENTIAL

CONFIDENTIAL

17. **Contact Numbers.** During your course, the following telephone numbers may be helpful:

Directing Staff	████████████████████
Emergency (Police)	133
Emergency (Fire)	122
Emergency (Ambulance)	144
European Emergency Number	112

18. **After Your Course.** Should you find you have any misplaced belongings, please contact ██████████ (h.tds@ieis.eu). The director will attempt to trace lost property as soon as possible. If your item has been found, the Institute will arrange for its return.

19. **Aftercare.** As with all quality products and services, support does not end after the service is delivered. After your course has concluded you can expect continued support in several ways including but not limited to:

- **Professional references:** Training courses contain a significant element of vocational practice. As such trainers feel confident in professionally recommending trainees to potential employers or other third parties. References are available upon request.
- **Updated certification:** As courses evolve and are updated, your training will not become defunct. As a graduate of an approved course your digital and (at your request) your physical certification will be updated over time.
- **On-going support:** For a short period after training concludes trainees will receive professional support through career advice and coaching. However, all trainees will remain a part of the IEIS network and receive regular updates and benefits for professional developmental.