



International Foundation for Cultural Property Protection

IFCPP Certification Programs

Certified Institutional Protection Specialist (CIPS)

\$200 per person - Online, In person, DVDs

This program offers quality basic training and certification for officers and other front-line staff based on the topics below:

- Code of Conduct
- Customer Service / Guest Relations
- Conflict Resolution
- Ejecting Unruly Patrons: Part I & II
- Legal Considerations & Restrictions: Part I & II
- Package Inspection
- Patrolling & Protecting Valuable Collections
- Emergency Evacuations
- Emergency Medical Response
- Fire Protection
- Use of Force

Certified Institutional Security Supervisor (CISS)

\$625 per person, Live Only

This program covers the proper approach, methodology, and professionalism Security Supervisors are expected to have based on the topics listed below:

- Officer Code of Conduct
- Leadership by Example
- Wearing the Uniform
- Conducting an Inspection
- Conducting a Briefing



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IFCPP Certification Programs

Certified Institutional Security Supervisor (CISS) continued...

- Emergency Response
- Report Writing/Documentation
- Use of Force
- Conflict Resolution
- Legal Rights/Restrictions
- Safe and Effective Patrolling
- Emergency
- Evacuation/Lockdown

Certified Institutional Protection Manager (CIPM)

\$250 per person - Online, In Person

This program offers quality advanced training and certification for managers, supervisors, executives and administrators based on the topics listed below:

- Active Shooter and Staff Awareness
- Emergency Management Planning
- Hiring & Termination - the Right Way - Including Layoffs
- Security Technology Update
- Fire Protection
- Guard Force Management - Contract/Proprietary
- Staying Out of Court - Litigation Avoidance
- Making Patrols Work for You



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IFCPP Certification Programs

Certified Institutional Protection Manager Level II (CIPM II)

\$295 per person - Online, In Person

This program offers IFCPP's advanced level of management certification and requires completion of the CIPM level one program as a pre-requisite. Coursework includes the topics listed below:

- Current Trends
- Critical Collaboration
- Emergency Planning, Management, and Response
- Advanced Protection of Collections
- Critical Threats
- Collaborative Workplace Violence Prevention and Intervention
- New Trends in Hiring, Personnel Management, Staff Training, Team Building, and Core Values in Leadership
- Electronic Access Control: Life Safety Considerations
- Advanced Fire Protection Strategies

Certified Visitor Relations Specialist (CVRS)

\$150 per person (member discounts and tiered pricing available), Online Only

This program is designed for line officers and other front-line staff, promoting guest-friendly security and customer service engagement. This exciting online certification program focuses on customer service-centric security for frontline staff and security officers that are in daily contact with the general public. Coursework includes the topics listed below:



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Certified Visitor Relations Specialist (CVRS) continued...

Part 1

Customer Service:

What Is It & Why It's Important
Tips for Excellent Customer Service
The Friendly Greeting

Empathy:

Who, What, Why & How
Communicating with Visitors

Non-Verbal Communication:

Visual Cues

Part 2

Engagement:

Pro-active vs. Reactive
Open-ended & Follow up Questions
The WHY Factor
Educating the Visitor
Customer Service in Emergencies
Tips for Engagement

Visitor Inclusion & Communication:

Person-first Language
People with Disabilities
Family Inclusive Language
Non-English Speakers
Service Animals



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IFCPP Certification Programs

Certified Visitor Relations Specialist (CVRS) continued...

Part 2

Entry Screening:

Policies

Customer Service

Conflict Resolution:

Assess the Situation

Develop a Plan

Enforce the Rules

Tips for Resolving Conflict

IFCPP Online Training Programs

Conflict Resolution (Certificate of Completion Included)

\$95 per person (member discounts and tiered pricing available), Online and In Person

The purpose of the course is to prepare the learner to reduce the threat of violent incidents and other loss, promote staff awareness and customer service in relation to violence prevention, identify potential threats, and de-escalate potentially violent confrontations. Coursework includes the topics listed below:

Overview

Professionalism in Conflict Resolution

Assess the Situation

Develop a Plan

Enforce the Rules

Dos & Don'ts

Stages of Conflict



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IFCPP Online Training Programs

Conflict Resolution continued...

Ejecting Unruly Visitors:

Code of Conduct

First Response & Non-Compliance

Ejection Procedure

Summary

Threat Awareness

Active Shooter Response

Policies, Procedures, & Documents

Includes 10 Downloadable Resources

Scenarios

14 Video Scenarios for your staff to watch and later discuss whether it was handled correctly or not, and that serve as examples for your staff to role play themselves.

Entry Screening Considerations & Recommendations (Certificate of Completion Included)

\$95 per person (member discounts and tiered pricing available), Online Only

This course discusses best practices in entry screening for cultural institutions of any size or scope. This first-of-its-kind program is designed to address the questions normally posed by cultural property administrators, directors and security managers. After completion of this timely online training, participants will be better prepared to make decisions about what type of screening is best for their unique organization. The curriculum showcases a variety of considerations and recommendations, including the topics listed below.



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IFCPP Online Training Programs

Introduction

- Why Inspect?
- Who is Subject to Inspection?
- Who Performs Inspections?
- Inspection Types & Locations
- Screening Considerations & Best Practices
- Parcel Inspection & Bag Checks
- Active Shooter Considerations

Prohibited Items

Inspection Policy

Types of Inspection

- Casual Inspection
- Hand/Wand Personal Inspection & Bag Checks
- Hands-on Package Inspection & Bag Checks
- Walkthrough Metal Detection & Belt-Fed X-Ray
- Intelligent Threat Detection

Other Screening Considerations

Legal Advisement



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IFCPP Online Training Programs

Collaborative Museum Collections Protection: Security's Role in Bridging the Gap (Part 1)
(Certificate of Completion Included) \$150 per person (member discounts and tiered pricing available), Online Only

In this course, we discuss information pertaining to the collaborative protection of museum collections in institutions of various size and scope. This program emphasizes critical cooperation between departments to achieve the common goal of protecting collections of all types. Collections protection requires a team approach, with a variety of different skill-sets working together in harmony. Security and facilities professionals, or those staff members responsible for the protection of the institution, play a vital role. The purpose of this course is to prepare Security Managers to gain a more clear understanding of collections concerns, and for Collections Managers to help enhance collaboration between departments. Coursework includes the topics listed below:

Introductions to Preventive Conservation of Museum Collections

Handling Museums Objects
Collections in Emergency Response Plan

Museum Collections

Collections in Storage
Collections on Exhibit and Internal Transit
Collections and External Transit

Collections in Opening & Closing Procedures

Opening Procedures & Checklist
Closing Procedures & Checklist



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IFCPP Online Training Programs

**Collaborative Museum Collections Protection: Security's Role in Bridging the Gap (Part 1)
continued...**

Access to Collections

Collection Access Policies

Access to Collections: Where

Access to Collections: When

Access to Collections: Who

Access to Collections: What

Access to Collections: Security

Access to Collections: Cost for Copies

Access to Collections: Copyright & Publication

Access to Collections: Summary

Access to Collections: Visitors

Who has Access

How Many Have Access

How to Schedule

Where to Tour

Tour Policy

Alternative Tours

Visitor Rules and Considerations



International Foundation for Cultural Property Protection

IFCPP Online Training Programs

Management of Aggressive Behavior (MOAB) (Certificate of Completion Included)
\$125 per person (member discounts and tiered pricing available), Online and In Person

This course presents principles, techniques, and skills for recognizing, reducing, and managing violent and aggressive behavior. The program also provides humane and compassionate methods of dealing with aggressive people.

MOAB® Training International, Inc. is a respected leader among training and consulting organizations across the US and Canada, specializing in programs on managing aggressive behavior. Since 1983, over 5,000 agencies have benefited from their highly researched, state-of-the-art programs. MOAB's goal is to teach participants how to protect themselves from injury, and at the same time, control individuals without causing them harm. Their valuable programs empower people with necessary skills to avert conflict and injuries through various de-escalation techniques. Participants include corporations, law enforcement organizations, security, academic, healthcare, military, and federal agencies.

In Person Training

Conference groups, individual institutions, or area cooperative groups may schedule MOAB training through IFCPP 30 days or more in advance. The programs include all published material and training aids and may be presented at your location. Contact IFCPP now to schedule these unique and critically acclaimed programs. Choose from either half day or full day workshops at your location.



International Foundation for Cultural Property Protection

Membership

The International Foundation for Cultural Property Protection serves cultural property institutions and professionals with a trusted network for information sharing, training, certification, advocacy, resource-sharing, and professional connections. No other organization offers as much in-depth experience in addressing the evolving priorities and challenges of this unique and ever-changing field.

IFCPP's membership includes a diverse body of cultural institutions, including art museums, libraries, performing art complexes, historic sites, living collections (zoos, aquariums and botanic gardens), college & university campuses, national and state parks, tribal centers, art galleries, special events & exhibitions, cultural fairs, government facilities (municipal, state and federal, including state capitols), and any public institution with cultural value.

- **Individuals** - persons responsible for the protection of cultural properties at every level, from executive leadership to supervisory and the frontline professional
 - 1 year \$45
 - 2 year \$75
 - 3 year \$115
- **Institutions** - organizations or entities offering education, enjoyment or entertainment in a cultural environment
 - 1 year \$150
 - 2 year \$250
 - 3 year \$375
- **Associates** - manufacturers or service providers offering equipment, products, or services to cultural properties
 - 1 year \$250
 - 2 year \$425
 - 3 year \$600



International Foundation for Cultural Property Protection

General Information

The International Foundation for Cultural Property Protection trains and supports professionals who protect and manage cultural, educational, and public institutions worldwide.

To elevate the expertise, ethics and professionalism of our membership, the IFCPP provides professional development, training & certification, industry insights and analysis of technology trends, resources & best practices for security governance, and peer networking opportunities.

The IFCPP is a membership-based non-profit organization recognized as the global authority on cultural property protection, professional standards, training and certification.

Mission

- Provide a consistent source of information & education for persons responsible for the protection of cultural properties
- Develop & maintain professional standards & ethical guidelines for the performance of protection related services
- Conduct regional training programs, seminars, and workshops that enable practitioners at every level to participate
- Offer global certification for persons responsible for the protection of cultural institutions
- Facilitate the sharing of professional publications, educational material, resources and training
- Advocate, recognize and advance the achievements of those leading the protection of cultural properties