

COURSES FOR DATA PROTECTION PRACTITIONERS (INCLUDING COURSES LEADING TO THE ISEB QUALIFICATION)



AMBERHAWK

DATA PROTECTION COURSES
FROM AMBERHAWK TRAINING LTD
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Who/what is Amberhawk?

Amberhawk *is* the leading training company in the field of data protection; our exam statistics below prove, year on year, that we have a track record of **delivering success**.

Our data protection statistics: We have trained over **730 delegates** on our Data Protection ISEB courses. Using our teaching methods, **87%** of our delegates have passed this exam with an **average pass mark of 65%**. We estimate that, **on average**, other course providers have a **failure rate** of around **1 in 3 of delegates**. Remember a supplier who claims a 75% pass rate is actually saying that they have a 25% failure rate (i.e. 1 in 4 of their candidates fail the exam). As we have a failure rate averaging close to 13% (1 in 8 fail), **we are, on this measure, twice as good**. This difference explains why we offer a remedial support course for those who have failed with other course providers.

Our estimates arise by subtracting our pass statistics from those published by the ISEB, excluding the results of the ISEB courses run by the Information Commissioner for his own staff that have a 100% pass rate. (Statistics: updated January 2010).

What is in this brochure?

A detailed description of our data protection training courses in London, Leeds, Manchester and Edinburgh. This includes course content, course objectives and learner outcomes. Details of costs, discounts and dates of course are found in our **2010** or **2011** brochures.

What is the objective of the training?

The objective of all our data protection courses is to deliver a confident and knowledgeable data protection officer. This officer is able to understand the law, apply it sensibly and practically, and is therefore properly equipped to perform the tasks in hand. This thoroughness explains why the vast majority of delegates who opt to sit the ISEB exam with us, pass it at the first attempt. If in doubt, look at the published testimonials from a wide variety of leading private **and** public sector bodies on the Amberhawk website.

Who delivers the data protection training?

The directors of the Amberhawk, Dr Chris Pounder and Sue Cullen, leading experts in the field deliver the training. Their expertise in this field and Information Law in general is detailed in the CVs that are accessible from the Home Page of the Amberhawk web-site.

How do I choose the right course?

Look at the simple questionnaire on the next two pages to identify which courses your data protection persons needs. There are two kinds of courses; these are:

- **Combination Courses** that enable a data protection officer to obtain comprehensive training (and if the ISEB option is chosen, acquire a professional qualification).
- **Subject Matter Courses** that enable a data protection officer to select specialist training on specific topics. Because of the modular nature of our courses, delegates can if they so wish convert to attending a qualification course.

How do I book a course?

On the web-site, we have an easy-to-use automated booking system that can also take credit card payments. All you need do is:

- Identify your preferred course location (London, Manchester, Leeds, Edinburgh)
- Identify whether you are seeking the ISEB qualification (or not)
- Identify whether you want a **Combination Course** or a **Subject Matter Course**
- Then identify **either**:
 - the date when you want to take the exam if you are seeking the ISEB data protection qualification, **or**
 - the courses you want to attend.
- Provide all relevant delegate and billing details.

If you do not want to use the online booking system, you can download a booking form (from the [Brochure](#) link on the Amberhawk web-site).

AMBERHAWK CONTACT DETAILS

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Which COMBINATION COURSE do I choose?

Please read **all the following questions**. An answer “yes” indicates a Data Protection combination course will meet your particular needs. Once you have identified “*Which course?*”, please confirm your choice by looking at the course content referenced in the table below. You can then safely proceed to the booking process.

Your requirements	Which course?
<p>I want a detailed A-Z grounding in data protection.</p> <p><i>Note: this combination course has a two to three month time-span to allow delegates explore issues, assimilate materials, debate topical subjects including latest developments, and practice their skills.</i></p>	<p>Combination Course Q1 (details on pages 6-7)</p>
<p>I know something about data protection but I want an intensive course in data protection law.</p> <p><i>Note: If you are considering Q2 please look at “what are the differences between Combination Courses Q1 and Q2?” on page 13.</i></p>	<p>Combination Course Q2 (details on pages 6 and 8)</p>
<p>I am also seeking a formal ISEB qualification in data protection.</p> <p><i>Note: the QE is an “ISEB exam support package” that contains a mock exam, a mock exam debrief session, an ISEB exam preparation tutorial and individual support in order to prepare the delegate for the ISEB exam.</i></p>	<p>Combination Course QE (details on page 7) <i>(You will also need Combination Course Q1 or Combination Course Q2 - see above)</i></p>
<p>I am seeking the ISEB qualification but I have failed the examination with another course provider.</p> <p><i>Note: our remedial support course is based around QE. However we need to assess what individualized support is needed in order to prepare the delegate for the ISEB exam.</i></p>	<p>Please use the contact details on page 3</p>
<p>I want a practical course that covers my employer’s main data protection issues.</p> <p><i>Note: if you decide later to take the ISEB qualification, our modular structure allows you to upgrade to a ISEB qualification course at any time</i></p>	<p>Select from courses D1 to D8 in the next table (You are looking at the wrong table).</p>
<p>I am not sure or I want to know more details about the ISEB exam, course content or teaching methods before I decide.</p>	<p>Please use the contact details on page 3</p>

Note: Details of costs, course locations & dates are in another brochure on the same web-page as this brochure

Which SUBJECT MATTER course to choose?

If you are new to data protection, we strongly recommend that you attend courses **D1** and **D2** as most other courses assume a familiarity with the definitions and principles. Once you have identified "**Which course?**", please confirm your choice by looking at the course content referenced in the table below. You can then safely proceed to the booking process.

Your requirements	Which course?
I need a set of courses which cover the main components of data protection law, practice and procedure.	Courses D1, D2, D4 & D5 (see details on pages 10&11)
I want to focus on the definitions in the Act.	Course D1 (Introduction to Data Protection – page 10).
I want to be trained in the requirements of the data protection principles in general (see also course D5).	Course D2 (Understanding the Principles (page 10).
My concern is the application of the security obligations in the Data Protection Act 1998.	Course D3 (Law, Security and ISO27001 – page 10).
I am interested in a detailed discussion and analysis of the rights of data subjects and exemptions.	Course D4 (Rights and exemptions – see page 11).
I want to know how the data protection principles apply to specific sectors such as human resources, direct marketing, CCTV, telecommunications, the Internet, or to processing functions which involve data matching, data sharing or the processing of confidential personal data.	Course D5 (Sectoral approach to Data Protection – see details on page 11).
I am interested in the Information Commissioner's notification/registration framework.	Course D6 (Notification/Registration – see page 11).
I am interested in the interface between the Data Protection Act and other relevant legislation.	Course D7 (Data Protection Interface – see page 12).
I want to know how to audit data protection compliance.	Course D8 (Auditing Data Protection – see page 12).
I am experienced in data protection and want to keep up-to-date with the latest issues.	(see the Events link on the Amberhawk home-page).
I am not sure of what I want or I need more details on course content or teaching methods before I decide.	Don't hesitate to ask! (Contact details on page 3)

Note: Details of costs, course locations & dates are in another brochure on the same web-page as this brochure

OBJECTIVES & OUTCOMES FOR COMBINATION COURSES Q1 AND Q2

1. Broad objective of the Combination Courses Q1 and Q2.

The prime objective of these two combination courses is to produce competent data protection officers with rounded knowledge of the subject matter. Delegates can choose whether they want an independent assessment of this competence by obtaining the data protection qualification offered by the ISEB.

Both courses **Q1** and **Q2** have four teaching objectives:

- To study the origins and provisions of the Data Protection Act 1998 and to gain a theoretical and practical understanding of its terms and of the practical consequences.
- To appreciate, understand, design and implement procedures which meet legal obligations which are derived from the Act.
- To study the operation of the Act in specific circumstances, its interaction with other legislation and the common law, and also the Privacy & Electronic Communications Regulations (PECR) in the context of e-commerce.
- To cover the ISEB syllabus in data protection and to obtain the qualification.

2. Learner outcomes for attendees of Combination Courses Q1 and Q2

After attending a combination course, delegates will be able to:

- recognise the qualities associated with the concept of privacy within the framework of the European Convention on Human Rights and understand the reasons for data protection legislation.
- analyse and understand the definitions, principles and obligations towards data subject rights placed on data controllers by the Data Protection Act (and by the e-commerce obligations of PECR).
- apply the major definitions and obligations to everyday data processing activities and implement procedures to meet the legal requirements set out in data protection legislation.
- apply the obligations to a number of practical situations: for example, marketing, data sharing, the Internet use, human resources, data transfers.
- apply their knowledge effectively in order to obtain the ISEB qualification in data protection.

CONTENT OF COMBINATION COURSE Q1

Combination course Q1 runs over ten weeks. This provides time for delegates to explore issues, assimilate materials, debate topical subjects and practice their newly acquired skills.

The course is made up of **all** the following **subject matter** courses:

- Course **D1** - Introduction to Data Protection
- Course **D2** - Understanding the Data Protection Principles
- Course **D3** (half day) - Law, Security and ISO 27001
- Course **D4** - Rights, Exemptions and other issues
- Course **D5** - Sectoral approach to Data Protection
- Course **D6** (half day) - Notification/Registration
- Course **D7** (half day) - Data Protection Interface

Details of courses **D1** to **D7** are given on pages 10-12 of this brochure. On the half day courses we hold a tutorial session which helps develop problem solving techniques, reinforce classroom learning that also prepare delegates for the ISEB exam.

CONTENT OF COMBINATION COURSE QE

The sole purpose of **Combination Course QE** is to prepare delegates for the ISEB examination; **QE** is focused on the individual needs of each delegate. This examination comprises a written three hour paper. Combination course **QE** contains the following elements:

- Taking a Mock Exam under exam conditions, marking of examination scripts and preparing individualized feed-back.
- A day long debrief tutorial where errors in delegate scripts are identified and further questions are explored in detail.
- Issuing of final homework questions to ensure that the lessons of the Mock Exam have been learnt, and individualised help and support in the days before the ISEB exam.
- The ISEB exam fee and other exam related administration.

CONTENT OF COMBINATION COURSE Q2

This Combination Course provides intensive data protection training, usually over five consecutive days. If you are considering **Q2** please read "**What are the differences between Combination Courses Q1 and Q2?**" (on page 13).

DN1: Laying the foundations

Main themes

What is privacy? The definitions in the Data Protection Act. Overlap with Human Rights legislation.

Contents of course DN1

The notion of the privacy of individuals as a basic human right. History of data protection legislation in the UK. A detailed analysis of all the main definitions (e.g. data controller, data processor, data, personal data, processing, sensitive personal data). Identification of processing within the scope of the Act. What does lawful mean? Confidential personal data? What is consent? The role of the Information Commissioner, enforcement, penalties, powers.

DN2: Understanding the data protection principles

Main themes

This course provides delegates with an understanding of the requirements of each Data Protection Principles from a legal perspective.

Contents of course DN2

How should data protection be managed? What is each Data Protection Principle trying to achieve? What are the obligations? Description/interpretation of each Principle. The duty to comply with the Data Protection Principles. How to comply with the Act (e.g. structures and management). Policies and practices to adopt for using information systems. How to comply with each Data Protection Principle. Practical examples.

DN3: Rights of data subjects - theory and practice

Main themes

This course explores the law underpinning the rights of data subjects, exemptions from rights and the application of exemptions from the Principles in relation to disclosure.

Contents of course DN3

The law and procedures in relation to the rights of data subjects, in particular the right of access. Other data subject rights (e.g. Right to prevent processing likely to cause damage or distress. Right to prevent processing for a direct marketing purpose. Rights in relation to automated decision taking. Right to compensation. Rights of rectification, blocking, erasure and destruction). Enforced subject access. Exemptions (crime and taxation, research, information required to be made public. Disclosures required by law or in connection with legal proceedings. Confidential references. Management forecasting and planning. Negotiations). Exemptions from the non-disclosure provisions.

DN4: Implementing the key obligations

Main themes

Applying the principles to: marketing, financial services, human resource management, outsourcing, internet, e-commerce, data sharing.

Contents of course DN4

Application to specific functions or sectors (e.g. marketing, credit referencing, banking, insurance, utilities, local authorities, human resource management). Consideration of data processing environments (e.g. Internet, e-mail, Intranet, CCTV, smart cards, electronic commerce, data matching, data sharing, statutory obligation to disclose). Data protection and telecommunications.

DN5: Registration, enforcement and other aspects of the DPA

Main themes

Delivering the remaining elements of the ISEB syllabus, including registration, enforcement and offences.

Contents of course DN5

Registration as a data controller – the requirements of the Information Commissioner; his powers of enforcement, and offences in the Act. A look at the data protection directive; the relationship with the Computer Misuse Act, the Defamation Act, and international aspects. A short focus on exam preparation, and some tutorial study.

CONTENT OF EACH SUBJECT MATTER COURSE (D1 TO D8)

Course D1: Introduction to Data Protection

Main themes

This course focuses on the definitions, which are the building blocks of data protection, to provide delegates with solid foundations from which to construct their understanding of data protection law. Also covers the history and context of data protection.

Contents of course D1

The notion of the privacy of individuals as a basic human right. History of data protection legislation in the UK. A detailed analysis of all the main definitions (e.g. data controller, data processor, data, personal data, processing, sensitive personal data). Identification of processing within the scope of the Act. Outline summary of the rest of the 1998 legislation (the effect of the Principles, Notification/Registration. Summary of rights. Role of The Information Commissioner. Penalties and enforcement).

Course D2: Understanding the Data Protection Principles

Main themes

This course provides delegates with a comprehensive understanding of the obligations arising from each data protection principle from a legal and practical standpoint.

Contents of course D2

How should data protection be managed? What is each data protection principle trying to achieve? And what does that mean for organisations? Description/interpretation of each principle, and the duty to comply. How to achieve compliance (e.g. structures and management). Policies and practices to adopt for using information systems. What each data protection principle entails. practical examples. **Note:** this course looks at each principle primarily from a legal standpoint; specialist practical application of policies and procedures are found in other courses (detailed consideration of security matters is covered in Course **D3**, rights in Course **D4**; and specific sectors, such as marketing, in Course **D5**)

Course D3: Law, Security and ISO 27001

Main themes

This course addresses the seventh principle, and how the obligations under all the principles relate to ISO 27001 (formerly BS7799/ISO17799). It also considers the eighth principle and the transfer of personal data outside the European Economic Area.

Contents of course D3

The law underpinning the seventh and eighth data protection principles. How key parts of ISO 27001 relate to obligations under these principles (e.g. policies and management structures; practices for securing data including access controls and encryption). Contracts with data processors. How this influences system design. Offences and other relevant law (e.g. Computer Misuse Act). **Note:** from 10.00am to 1.00pm, we hold a tutorial session to develop problem-solving techniques and to reinforce classroom learning.

Course D4: Rights and Exemptions

Main themes

This course explores the rights of data subjects and procedures which they entail, and the main exemptions from rights and principles.

Contents of course D4

The law and procedures relating to the rights of data subjects, with special focus on the right of access. Other data subject rights (i.e. right to object to processing likely to cause damage or distress; to prevent processing for direct marketing; automated decision taking; right to sue for compensation, and to rectification etc of inaccurate data). Enforced subject access. Exemptions (e.g. crime and taxation, research, information required to be made public; disclosures required by law or in connection with legal proceedings; confidential references etc.) Study of the exemptions from the non-disclosure provisions.

Course D5: Sectoral approach to Data Protection

Main themes

The data protection principles in specific sectors, such as marketing, CCTV, HR. It covers the processing confidential personal data, and the Privacy and Electronic Communications Regulations (PECR).

Contents of course D5

This course looks at the application of the data protection rules to specific functions or sectors (such as marketing, credit referencing, banking, insurance, utilities, local authorities, human resource management). Consideration of data processing environments (e.g. internet, intranets, e-mail, CCTV, smart cards, electronic commerce, data matching, data sharing, statutory obligation to disclose). Data Protection and Telecommunications, with special consideration of the Privacy and Electronic Communications Regulations (PECR).

Course D6 (half day): Notification/Registration

Main themes

This course provides an understanding of the law and practice in relation to the Information Commissioner's notification/registration procedures.

Contents of course D6

The role played by notification in data protection. Notification in practice. What information has to be notified and the public register of data controllers. Consequences of failure to notify. Study of exemptions from notification. Awareness of other provisions in Part III of the Act (e.g. assessable processing provisions). Offences associated with notification. **Note:** from 10.00am to 1.00pm we hold a tutorial session to develop problem-solving techniques and reinforce classroom learning.

Course D7: Data Protection Interface

Main themes

This course considers data protection in the context of other legislation and international treaties, and of other obligations which affect privacy.

Contents of course D7

Interface with the Human Rights Act, the Freedom of Information Act, Computer Misuse Act, Defamation Act, Regulation of Investigatory Powers Act (including the Lawful Business Practice Regulations). Relationship with OECD Guidelines, Council of Europe Convention No. 108 and Directive 95/46/EC. Powers of the Information Commissioner. **Note:** during the day we hold a tutorial session to develop exam technique, problem-solving techniques and reinforce classroom learning.

Course D8: Auditing Data Protection

Main themes

The course considers how an organisation can assess data protection compliance and identifies the key controls through which data protection practices and procedures can be monitored. This course is NOT needed for the ISEB qualification.

Contents of course D8

Examination of assessments which do not involve access to personal data: management structures; Data Protection Officer status; training and staff awareness; contracts with data processors. Software. Privacy Impact Assessments. Auditing which requires access to personal data: assessment of compliance with principles (e.g. collection of personal data; legal basis of processing), notification, dealing with data subject rights, security of processing, transfers outside the EEA.

Data Protection Tutorials, Mock Exam and Exam Tutorial (half day)

Three tutorials take place with courses D3, D6 and D7. These equip delegates with the skills and techniques used to tackle practical data protection problems and reinforce classroom learning. The mock exam day is a written exam, followed by a discussion of the multiple choice questions. The exam tutorial prepares delegates for the ISEB exam by identifying their own errors in exam technique as evidenced in their own performance.

SOME FAQs

I want further information about our other courses including onsite courses?

Look at our comprehensive list of **FAQs** or **Onsite information law** courses accessible from the home page of the Amberhawk web-site or use the contact details on page 3.

I want details of course dates, locations, costs and tutors

Because dates get out of date quickly we have placed all the changeable variables in a separate document which is accessible via the **Brochures** link on the Amberhawk website under a download entitled "**Course Dates & Costs**". This expertise of the tutors can be seen by downloading the detailed CVs that are accessible (from the links on Home Page of the Amberhawk web-site).

What are the differences between Combination Courses Q1 and Q2?

The 5-day intensive Combination Course **Q2** is intended for those who want to focus only on the essential legal requirements or the ISEB syllabus requirements; **Q2** limits itself to this objective. Combination Course **Q2** is well suited to data protection officers or lawyers who have practical data protection experience gained from being in post for a year or so.

The longer course (**Q1**) also covers the ISEB syllabus includes wider aspects that are not part of the ISEB syllabus and these non-examinable subjects give delegates a far more rounded view of the subject. In particular, the longer Combination Course **Q1** contains:

- a discussion on the role of the data protection officer in detail;
- a wider consideration of security and transfer matters in the context of ISO27001 and security procedures in general;
- a comprehensive consideration the changes to Data Protection Act that have arisen as a result of Freedom of Information legislation (e.g. category (e) data);
- a wider consideration of the practical use of notification procedures in the context of data protection compliance;
- a detailed consideration of the 50 year history of data protection so that delegates are aware of their data protection "roots"; and
- three, half-day, tutorial sessions to recap difficult concepts, reinforce learning and explore practical data protection problems, relevant case-law (e.g. *Durant v FSA*, *MDU v Johnson*), and topical issues (e.g. data protection in the context of the surveillance society).

I am not a masochist so why should I choose to sit an examination?

We find that a data protection or FOI officer becomes more confident if they pass the ISEB examination. This is because they have passed an independent assessment of their competence in the subject and an assessment of their ability to understand the wider issues of associated with FOI or data protection law. Because delegates understand the law, they become more sure of the legalities and therefore become more confident and adept at using the techniques to resolve their data protection/FOI problems. Your employer also reaps the benefit of all your hard work; he has a trusted and qualified DP or FOI officer as a member of staff. In addition, if there is enforcement action against a data controller or a public authority, then having ensured that the officer responsible is qualified will help demonstrate to the Commissioner that the data controller or public authority has "its heart in the right place".

Where can I find full details of the examination and syllabus?

The examination is a closed book, three hour, written exam. Details of the DP/FOI exam and syllabus can be obtained from the ISEB web-site page (<http://www.bcs.org/server.php>).

The ISEB has a small multiple choice section (20 marks in data protection; 15 in FOI). The rest of the exam is written format where the candidate is expected to show knowledge of the relevant legislation and its practical effect. The pass mark is 50% but our average pass mark is about 14% higher. There is a distinction at 80% and a few of our candidates have achieved such a mark. We have had several candidates that have had scores over 90%.

We think the process of taking any written exam is difficult and stressful; anybody who says otherwise does not know what they are talking about. Just ask anyone who has done the examination. However, we think you should pass the ISEB exam if you can find the time to do the necessary studying. We give you all the studying tools you need to pass, but it is up to you to find the time to use them. The ISEB examination is a public examination and most employers provide time which can be used for revision as it is in your employer's interest that your mark is as high as possible.

Can we guarantee exam success?

Of course we can't guarantee exam success, but we can offer support if things do not go right first time. We are so confident in our teaching methods at Amberhawk that if you were to fail and decide to have another go, we will provide an opportunity to re-sit at the basic cost of £250+VAT (which just covers the ISEB exam fee and our overheads in hosting the exam).

Apart from the exam fee we offer all other training support services for free; if there is a next time, Amberhawk will support you through it.

What is our expectation of delegates?

Learners are expected to do 1 hr coursework immediately after each day course; this is to reinforce the day's learning. Delegates will be encouraged to undertake set written assignments and to attend the mock exam in order to refresh their experience of exam conditions. As with all qualifications assessed by written essay-type examination, revision and homework are essential; delegates should allow between 40-60 hours in total.