



**Carleton**  
UNIVERSITY

Office of the Dean  
Faculty of  
**Engineering  
and Design**

**Infrastructure  
Resilience  
Research  
Group**

## WHAT STUDENTS ARE SAYING ABOUT IRRG TRAINING AND INSTRUCTORS

"So far this is the **best course I have taken**. No changes, **excellent**. I hope that I will be able to *take more courses with SSA*."

Social Sciences and Humanities Research Council

"For a **one day course I learned a lot of new possibilities of planning events and the time was worth it**. I **will implement and incorporate the information** with my current best practices."

National Research Council

"**Very high quality instruction. Instructor is great** at explaining concepts and providing examples. The **detailed information** on specific topics; exercises; and mitigation measures were *very interesting*."

Canadian Security Establishment

**"Excellent materiel and great case study. Instructor is excellent."**

"The **materiel was to the point and useful**, exercises allowed for review and discussion. The **instructor is very knowledgeable and inspires** us to a quality and standard in doing our job. I do appreciate the exposure to the terminology, government practices and **all the important elements to take into consideration building a new security program**."

"The **information was useful, clear and concise. Instructors were excellent, very professional and excellent communicators**."

"The **course provided all of the steps and explanation and theory of security planning**. Great 1-day course. **Instructor was dynamic with good tone**."

House of Commons

**"Materiel was useful and will apply to my work** and in the direction I am going. **Instructor knew her stuff, exciting to have an instructor who has concrete examples and actual experience**."

Employment and Social Development Canada

"**The information on government overview was very informative** to me. The information was **very well explained** in a short timeframe. I **recommend that everyone who works in the security field take any course** with SSA as the **instructor's knowledge is incredible**."

Bank of Canada



**Carleton**  
UNIVERSITY

Office of the Dean  
Faculty of  
**Engineering  
and Design**

**Infrastructure  
Resilience  
Research  
Group**

**"Instructors brought a wealth of knowledge** in the areas of business continuity management. They challenged us to think critically and I am excited to bring my new skills into the workplace."

Public Safety Canada

**"Course materiel very useful, explains what needs to be known, great discussion. Instructors are experienced security professionals who can deliver a course packed with the must know information for all security practitioners."**

Shared Services Canada

**"This course went into details which helped me to understand the importance of the subject. I would not change a thing on the course. I was impressed by the organization of the course as we were able to learn so much in 2 days. The materiel was very informative and the instruction was excellent."**

Canadian Housing & Mortgage Corp.

**"Well formulated** course. **Relevant information delivered professionally** at proper knowledge level making the **subject matter easy to comprehend and align with workplace experience.**"

**"The instructors are amazing, very knowledgeable and engaging** with their presentations. I **highly recommend this course.**"

**"Course was well organized, instructors were engaging. I would recommend this course to all levels of employees."**

Dep't of National Defense

**"I will use every single item** to better my work and establish better working practices. I cannot wait to go over this with my colleagues and I **loved the role playing demonstration.**"

Immigration & Refugee Board

**"The information was useful it will assist me in preparing and planning for all events (major and minor) and to work with partners to achieve the common goal.** I enjoyed the slides, examples provided and the stories and history and insight from the guest speaker."

Senate

**"The instruction was perfect, dynamic, good proportion between notes and exercises.** I want to tell you that you changed my life/work. For the first time someone **explained security at the government level.** I **appreciated the big picture and the link between the different sectors of security.** Your enthusiasm is contagious, I will always remember this course and your instruction."

Privy Council Office



**Carleton**  
UNIVERSITY

Office of the Dean  
Faculty of  
**Engineering  
and Design**

**Infrastructure  
Resilience  
Research  
Group**

"The **elaboration of every aspect of the slides was most useful**, it sparked conversation, stories and experiences. **New managers would benefit from this learning**. Attention to leadership was appreciated. I really enjoyed the conversations and different opinions around the table. I also wish I had the Instructors number on speed dial!"

Statistics Canada

"The **materiel was very useful especially the last exercise role play as it mimics real life scenario**. The **course was just right. Instructor had experience in the topic, this was key** and she reminded the class how security fits into the whole of government. **Course was well worth it.**"

Office of the Superintendent of  
Financial Institutions

"**Instructors are well versed in the content and subject of this course**. I always enjoy participating in the courses offered by SSA as the **instructors are very knowledgeable in all the security areas and have experiences to support the subject**. They take the time to address questions on the course materiel and other inquires."

Canadian Nuclear Laboratories

"**Great overview of all aspects of GOC Security. Instructor is extremely knowledgeable, articulate and interesting**. This is an **extremely informative, inter-active and well presented course**. I **would recommend it to all who are new to the GOC security** and I hope to attend future courses with SSA"  
Royal Canadian Mounted Police

"The **course materiel was useful, defining the importance of governance and the business impact analysis (BIA) was most useful** and the **discussion of the difference between critical services and enablers was helpful**. **I will be passing along the course details to colleagues and will keep my eye out for future SSA courses.**"

Canadian Food Inspection Agency

"The **materiel made you realize that there are many angles to think about when preparing a plan for an event**. The presentation by the Police presenter illustrated how things can also go wrong. Having an **instructor who has been a Dept'l Security Officer in more than one department is very useful, she understands all the constraints we face.**"

Supreme Court of Canada