



# THE INTERNATIONAL EMERGENCY MANAGEMENT SOCIETY Newsletter - Special Edition - February 2021

*A TIEMS Special Issue Covering  
TIEMS Qualifications Certification (TQC™)*

**The International Emergency Management Society**

[www.tiems.org](http://www.tiems.org)

Rue Des Deux Eglises 39B - 1000 Brussels, Belgium - Reg. no. 0881.936.668

**TIEMS International Certification - TQC™**

For Proven Qualifications in International Emergency and Disaster Management

**Awarded**

**NN (Country)**

**Sandro Bologna**  
TIEMS International Program  
Committee Chair

**K. Harald Dräger**  
TIEMS President

**Brussels: DD.MM.YEAR**  
Duration is 3 years before re-certification

## Articles in this issue

- ✓ *Message from TIEMS President*
- ✓ *Newsletter Editor's Note*
- ✓ *A Brief Introduction of TQC*
- ✓ *Presentation of the Teams behind the TQC Certification Development*
- ✓ *Presentation of TQC Certified Individuals*
- ✓ *TQC Certification Board Members*
- ✓ *And more.....*

## The International Emergency Management Society Newsletter - Special Edition

TIEMS network constitutes a large international multidisciplinary group of experts, with different educational backgrounds and various experiences. Their knowledge and experience are important to share with other experts worldwide. TIEMS has therefore decided to issue this additional newsletter, which we now call *TIEMS Newsletter - Special Edition*. TIEMS Qualifications Certification (TQC), which aims to be the preeminent global certification standard in Emergency Management. With many certifications related to nationalities, communities, or industry organizations, the TQC certification aims to be the global standard of certification, the highest achievable Emergency Management standard and the only one of its kind.

The TQC certification and what it stands for is all provided herein, and I recommend to everyone in the Emergency Management realm, to strongly consider applying and achieving the globally recognized TIEMS TQC certification. It will put you at the top of the world!

**Alex Fullick**  
TIEMS Scientific Newsletter Editor

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## Message from TIEMS President

This newsletter is dedicated to TIEMS International Certification - **TQC™**, which now is officially launched and offered to experts worldwide in the international emergency management community.

**TQC™** is TIEMS Qualification Certification in “*Emergency Management and Disaster Response*”, and the TQC concept, process and how candidates can obtain TQC certification is described in a brief introduction to TQC in the newsletter below.

I am very proud that we have reached the goal of finalizing and officially launching TQC, and I like to give my tribute and thanks to those who have helped developing TQC on a voluntary basis. These are the **TIEMS TQC Development Team** and the **TQC Test Candidates**, and they are presented and interviewed below in the newsletter about their opinion on the development process and the final TQC product.

The idea of a TIEMS International Certification, emerged during TIEMS 2006 Annual Conference in Korea, and over the years since, several TIEMS members have been involved in the process of defining the certification concept and developing it. It is therefore a mature process behind what is now presented as TIEMS Qualification Certification - TQC.

A more concrete shape of TQC “saw the light” in 2017, and the first TQC workshop was held during TIEMS 2017 Annual Conference in Kiev, Ukraine. This was followed up with another TQC workshop during TIEMS 2018 Annual Conference in Manila, Philippines, and then a TQC workshop during TIEMS 2019 Annual Conference in Seoul, Korea. In these workshops, experts from around 40 countries, have taken part in the discussions and shaping of TQC, so the TQC concept has a real international “flavour” to it.

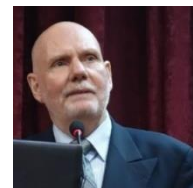
The software development started in 2020, and a final test version was presented at TIEMS 2020 Virtual Annual Conference in Paris, France.

The TIEMS development team, which was formed in 2017, has worked voluntarily on this development, and have put in numerous hours over the last three years.

In order to see to it that TQC certification is relevant and appropriate and fulfilling the needs of the international emergency management and disaster response community, and that it is up-to-date and using state-of-the-art technology, TIEMS has invited experienced professionals with different backgrounds and experience and from different countries, to be test candidates of TQC.

Their role has been to test the system from A to Z and give valuable feed-back on the quality, operational aspects, and relevance of this certification, to guide TIEMS to tune TQC to the needs of the emergency management and disaster response community experts. The TQC Test Candidates were also asked to provide local/regional information about relevant local organizations and institutions in their country dealing with emergency management and disaster response. Their feed-back has been invaluable, and TQC has been edited and updated according to their feed-back.

TQC is introduced in 7 countries, USA, Australia, South Africa, Jordan/Dubai, China and Nigeria, through the TQC Certified Test candidates, and the invitation now goes worldwide to the experts in the international emergency management community. It is now possible becoming TQC certified, and become a member of [TQC Charter](#). Please, fill in [TQC Application Form](#) and start your TQC certification process.



Oslo 21<sup>st</sup> February 2021  
K. Harald Drager, TIEMS President

## Editor's Message

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Happy New Year and welcome to 2021! Like you, I'm hoping that this year will be much better for all of us than what 2020 provided. I know the COVID-19 pandemic has ravaged the globe and no individual, organization, or community has escaped its impact, but I'd like to think that 2021 with the recent introduction of multiple COVID vaccines, will be a year of renewed hope, and we'll see COVID-19 become a faded memory, but the memories of lost colleagues, friends, and loved ones, live on forever.

For this TIEMS Special Edition Newsletter, we look at the forthcoming TIEMS Qualifications Certification (TQC), which aims to be the preeminent global certification standard in Emergency Management. I know what you're thinking; 'Not another one...'. TQC is different. With many certifications related to nationalities, communities, or industry organizations, the TQC certification aims to be the global standard of certification, the highest achievable Emergency Management standard and the only one of its kind.

The TQC certification and what it stands for is all provided herein, and I recommend to everyone in the Emergency Management realm, to strongly consider applying and achieving the globally recognized TIEMS TQC certification. It will put you at the top of the world!

I asked members of the first group of TQC certification applicants for their comments and experiences with the new certification. I was lucky enough to have a few busy applicants respond to my questions and they also provided some invaluable feedback to the TIEMS certification committee, ensuring TQC addresses a global need. You'll notice that the first round of applicants really does represent the global perspective of TIEMS organization and the TIEMS TQC certification proclaim. They represent Jordan, Australia, USA, China, Nigeria and South Africa. Congratulations to all the newly TQC certified!

Just as some of the first group of applicants were going through the new certification process, one of the applicants - Russell Dippy-

published an article about certifications in general. It's a timely read and with Russell's permission I've included it in this publication.

I've also reached out to the TQC certification committee for their experiences with developing the TIEMS TQC certification (Tom Robertson, Roman Tandlich, Sandro Balogna, Snejezana Knezic). These individuals have created a new certification path for Emergency Managers on a truly global scale. Congratulations to the committee members and those behind the scenes providing support and development work, such as Gerry Kyle who build the TQC website, for contributing and creating what is sure to be, an industry 'game-changer'.

As always, I haven't changed the words of any respondents, as I like people to use their own voices in these newsletters. I have made a few small grammatical amendments for continuity purposes, but for the most part, the responses herein are those of the TQC applicants and committee members.

Here's looking forward to a healthy, happy, and prosperous 2021! Good-bye and good riddance 2020

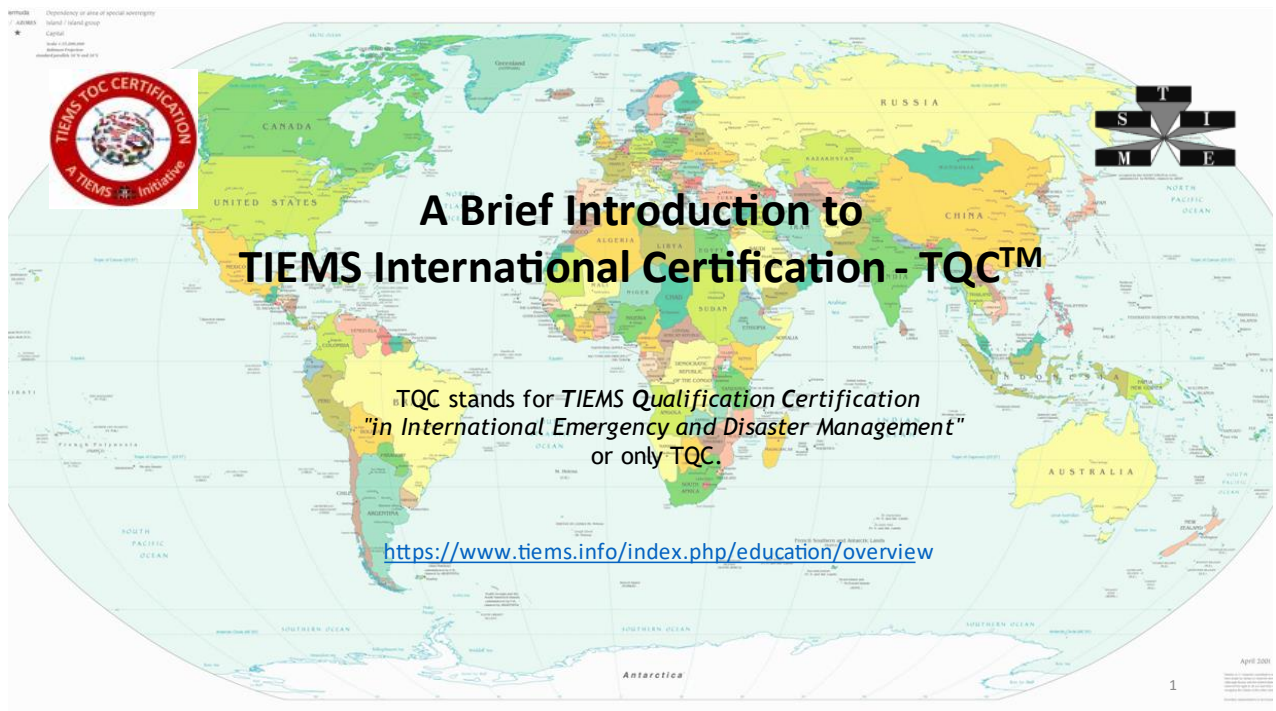
**Alex Fullick, MBCI, CBCP, CBRA, v3ITIL**

Editor - TIEMS Special Edition Newsletter





## Brief Introduction to TQC



### TQC™ Background and Development Process



#### Motivation

With an increasing number of disasters worldwide, resulting in more international collaboration and support to disaster stricken areas, the need for more education and training in international emergency and disaster management seems evident. TIEMS believes that it is important to raise the awareness of the competencies needed in emergency and disaster management, and to support those participating in these activities and operations in acquiring those competencies. This is TIEMS motivation for launching

#### TIEMS International Certification - TQC

#### Development Process

- ❑ The idea for a TIEMS International Certification emerged during the TIEMS 2006 Annual Conference in Korea
- ❑ Around 300 experts from more than 40 countries have, over time, been consulted during the TQC development process, by answering a questionnaire and participating in three workshops in Kiev, Manila, and Seoul; discussing and concluding the TQC concept
- ❑ Seven test candidates from 6 countries; Australia, China, Jordan, Nigeria, South Africa, and USA; have tested the on-line TQC system from A to Z, giving valuable feed-back on the quality, operational aspects, and relevance of TQC; thus guiding TIEMS to attune TQC to the needs of the international emergency management and disaster response community

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## TIEMS International Certification - TQC™

### TQC For Whom:

- ❑ TQC is a certification for individual emergency managers with a nationally recognized professional certification or other individuals with documented competence and experience, practical or academic, in international emergency and disaster management
- ❑ TQC only certifies knowledge and competences about international standards, requirements, and best practices, necessary to create “an international common understanding” among those working with emergency and disaster management internationally



### TQC Objective:

#### TIEMS Believes that an Internationally Focused Certification will:

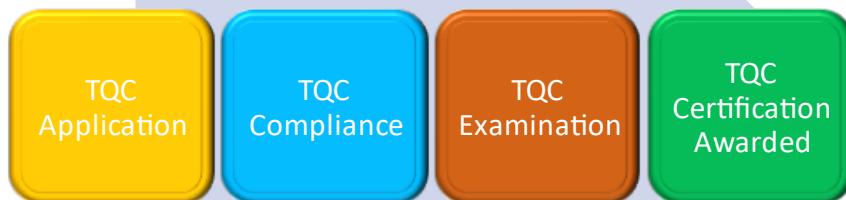
- ❑ Promote Global Competence in Emergency Management
- ❑ Share Best Practices
- ❑ Support International Collaboration
- ❑ Lead to an International Common language, Knowledge and Understanding of Emergency and Disaster Management

<https://www.tiems.info/index.php/education/overview>

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## TQC™ Process



*TQC can act as the facilitator element in the cooperation's efforts between countries and organizations using a common language and a common knowledge and understanding of international emergency management and disaster response*

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## TQC™ Certification Prerequisites

To be eligible to take the TQC exam, a candidate should provide evidence of **Education, Participation, Contribution, and Competence**



*The Applicant is encouraged to identify international aspects in any of the below!*

### Education - One or more of the following

- Bachelor's degree in science, engineering, social science or emergency/disaster management specialty (International Standard Classification of Education Level 6, e.g., a bachelor's degree from a reputable university)
- Minimum 50 hours of emergency/disaster management training in the last 5 years
- A certification related to emergency/disaster management at the national level

### Participation -

The candidate is required to have at least 3 years' experience as a first responder, volunteer, educator, leader, or other activity, practical or academic, directly involved with emergency/disaster management, in the last 6 years

### Contribution - one or more of the following

- At least 5 publications or speaking engagements in emergency/disaster management
- Participation as leader or board member of an organization that participates in emergency/disaster management
- Teaching emergency/disaster management

### Competence -

The candidate is required to show having competence (experience or education) in seven areas of emergency and disaster management:

- International Perspectives
- Preparedness, Prevention, and Mitigation
- Predictions and Early Warning
- Emergency Operations
- Public Warning
- Search and Rescue
- Recovery and Reconstruction

### TQC Code of Conduct

Read and follow the TQC Code of Conduct during the TQC Certification Process

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## TQC™ Application Form

**Welcome to the TIEMS International Certification - TQC.**

Please familiarize yourself with the process and requirements of the TQC Certification by reading the following documents and check off that you have read and understood them, and that you think you meet the requirement criteria for TQC Certification and will respect the TQC Code of Conduct.

Once you are comfortable that you meet the required criteria, simply fill out below to alert us of your interest in pursuing certification.

Please be aware that **ALL fields except "State"** are required. Failure to provide a complete application may result in a summary rejection of your application.

TQC Brief Introduction	<input type="checkbox"/> I have read and understood the Introduction
TQC Code of Conduct	<input type="checkbox"/> I have read and understood the Code of Conduct
Are you a Member of TIEMS	<input type="text" value="No"/>
If YES, please enter your membership code	<input type="text" value="Membership ID"/>

-----and more as listed to the right

- ☐ Demographic and Contact information,
- ☐ Education Background,
- ☐ Nature of Present Work
- ☐ Specializations,
- ☐ Experience in Emergency Management during the past 20 years,
- ☐ EM Interests,
- ☐ English Language Capability,
- ☐ Motivation for Certification

Start your TQC Certification by filling out the [TQC Application Form](#)

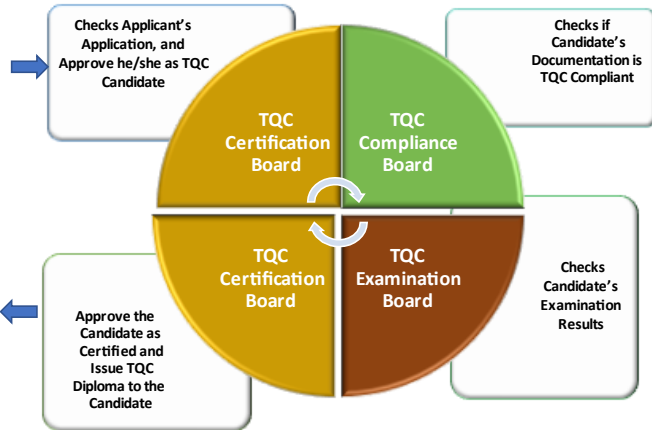
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## TQC™ Candidate Evaluation



The Applicant's TQC Process and Performance is Evaluated, Monitored and Approved by 3 TQC Boards



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## TQC™ Required Documentation



- ☐ A Curriculum Vitae (CV), showing the candidate's educational and professional experience  
The CV should cover:
  - a) Address and contact information
  - b) Work experience
  - c) Education and training
  - d) Language skills
  - e) Other information the candidate wishes to include
- ☐ Copies of Degree Diplomas, Program Certificates, and Course Completions
- ☐ Copies of Certifications Related to Emergency and Disaster Management
- ☐ Evidence of Publications, Presentations, Teaching, or Leadership
- ☐ A professional reference describing the candidate's participation in emergency/disaster management activities
- ☐ Additional Background and Experience Documentation
- ☐ A Competence Area Summary, Demonstrating Knowledge in the Following 7 Competence Areas:
  - a) International Perspectives
  - b) Preparedness, Prevention, and Mitigation
  - c) Predictions and Early Warning
  - d) Emergency Operations
  - e) Public Warning
  - f) Search and Rescue
  - g) Recovery and Reconstruction

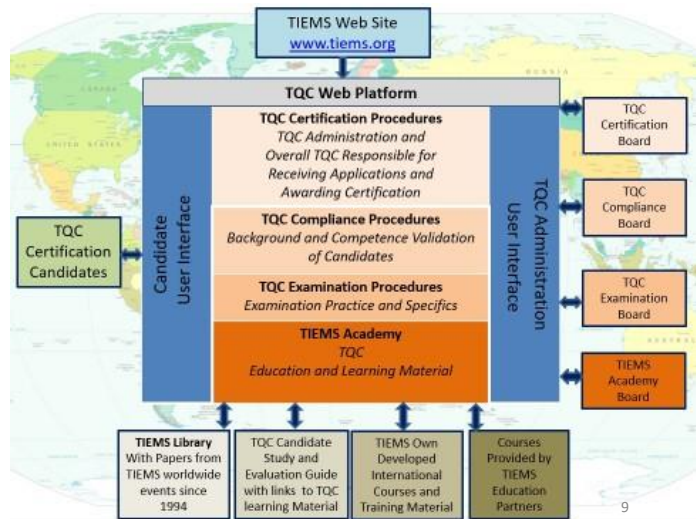
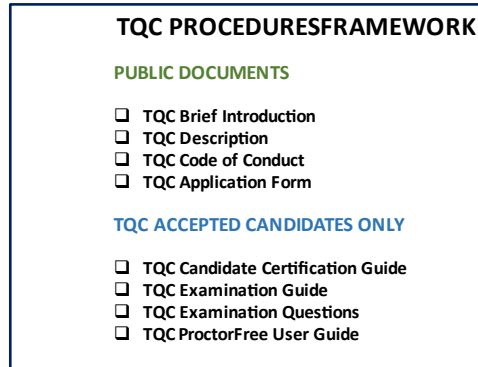
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## TQC™ Concept and Framework

TQC Web- Platform on Moodle



## TQC™ Platform with TIEMS Academy and Present Courses



### TIEMS Academy

*The overall goal is that TIEMS Academy shall be an online portal that will make emergency management educational resources, from TIEMS and reputable educational institutions and initiatives, broadly available worldwide*

### TIEMS Academy Contains

- ☐ TIEMS Educational Material, in form of Programs and Proceedings from TIEMS International Events (1994 – 2020)
- ☐ TIEMS own Developed Courses
- ☐ Courses provided by the TIEMS International Education Network
- ☐ Links Provided to Relevant International Teaching Material for TIEMS International Certification



## TQC™ Curriculum & Examination

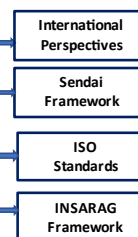


- ❑ TIEMS encourages TQC candidates to gain exposure to the many aspects that comprise the field. The TQC Web Platform with TIEMS Academy, therefore, provides references to the most important areas
- ❑ During the TQC Compliance Process, the Candidate has to demonstrate experience or knowledge in 7 Competence Areas by a Competence Areas Summary (CAS)
- ❑ However, for the TQC examination, the focus is on 4 important areas, on which the TQC Candidate will be tested in a proctored, "closed book" examination process

### Competence Area Summary Comprises

- International Perspectives
- Preparedness, Prevention, and Mitigation
- Predictions and Early Warning
- Emergency Operations
- Public Warning
- Search and Rescue
- Recovery and Reconstruction

### TQC Examination Areas



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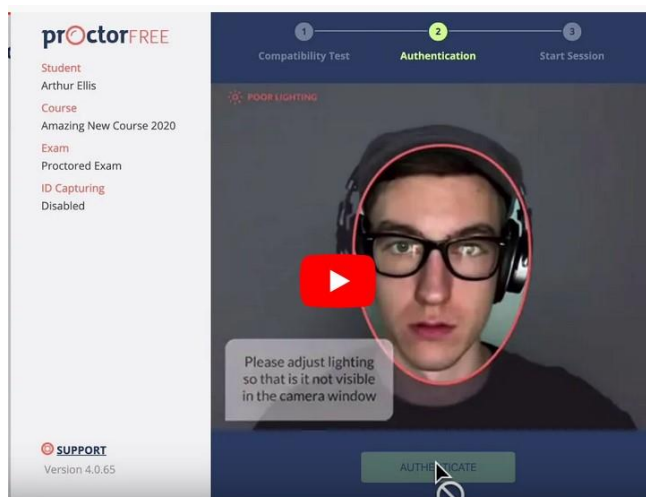


## TQC™ Examination Monitoring



In order for the TQC Candidate to take the TQC Exam wherever he/she is, he/she will be identified and monitored by ProctorFree during the whole TQC exam.

- ❑ Picture Identification will be required
- ❑ Each Exam Quiz has a Time Limit.
- ❑ The candidate will have to stay at his/her computer and will not be allowed to change screens or look away or leave the computer during each Exam Quiz.



<https://proctorfree.com/>

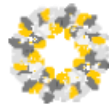
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## TQC™ Sample Diploma



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## TQC™ Charter Members 2021



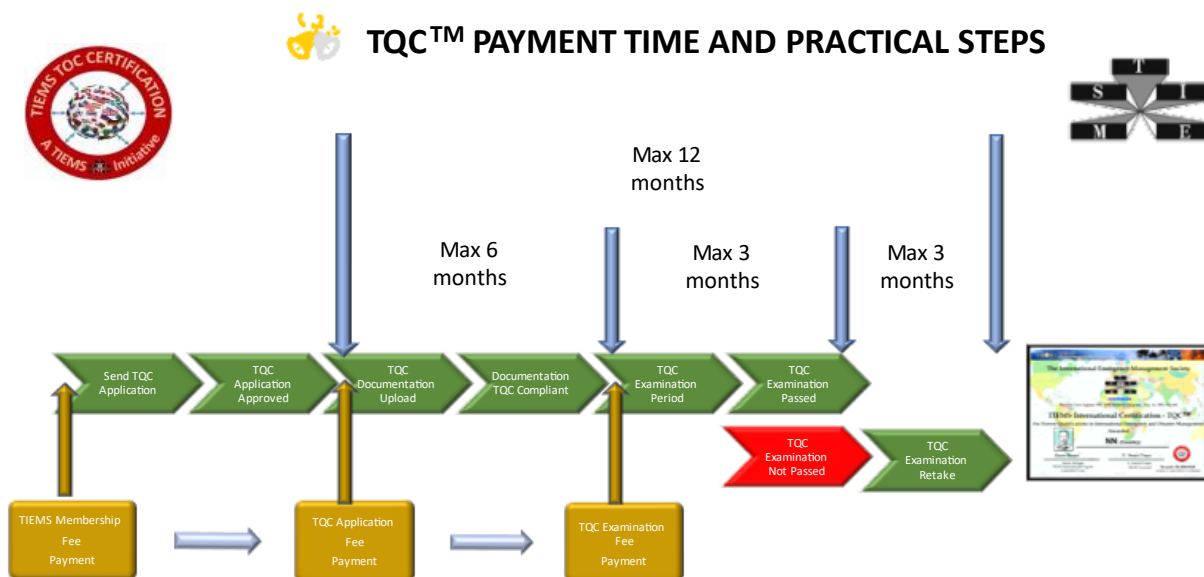
*These TQC Charter Members are those who have fulfilled TQC Certification Requirements by passing through all phases of TQC Certification: TQC Application, TQC Compliance, and TQC Examination*

1. [Desiree Beekharry](#) (Australia)
2. [Larry A. Porter](#) (USA)
3. [Gbenga Morenikeji](#) (Nigeria)
4. [Nothemba M. Mhlaba](#) (South Africa)
5. [Naill Al Momani](#) (Jordan/Dubai)
6. [Russell Dippy](#) (Australia)
7. [LiLi](#) (China)

### TQC Charter Members Diplomas

- ☐ TQC is awarded for a three -year period
- ☐ Re-certification efforts required prior to the end of the third year
- ☐ Submit the Re-certification Form
- ☐ Evaluation of the TQC-certified person's experience, activity, and education/training during the 3 years
- ☐ Re-Certification Certificate, Or, Re-Certification Exam

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**TQC™ Certification Fee Elements**

**1. TIEMS ANNUAL MEMBERSHIP FEES**  
(ONE OF THE FOLLOWING TIEMS MEMBERSHIPS IS REQUIRED BEFORE SENDING THE TQC APPLICATION)

- ☐ Standard Member -- *One Year Membership* : **95 €**
- ☐ Standard Member Transition Economy Country -- *One Year Membership* : **35 €**
- ☐ Student Member -- *One Year Membership* : **25 €**
- ☐ Institutional Member -- *One Year Membership* : **310 €**
  - Includes 5 TIEMS Memberships
- ☐ Professional Certified Member -- *One Year Membership* : **125 €**
  - This membership is for TQC Certified Members after their certification

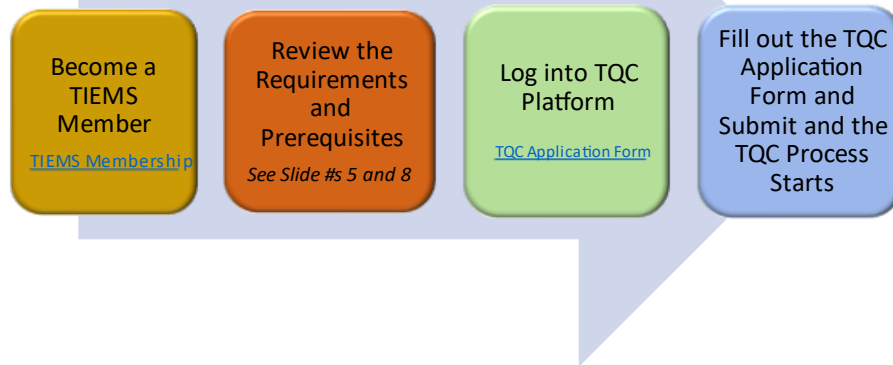
**2. TQC CERTIFICATION FEES**  
(BOTH OF BELOW FEES IS REQUIRED DURING THE TQC CERTIFICATION PROCESS)

- ☐ TQC Application Fee : **125 €** (BEFORE STARTING THE TQC COMPLIANCE PROCESS)
- ☐ TQC Examination Fee: **100 €** (BEFORE STARTING THE TQC EXAMINATION PROCESS)
- ☐ In TQC Inaugural year 2021, TIEMS is offering 50 % discount on above TQC Certification Fees!
- ☐ TIEMS members from transition economy countries can apply for TIEMS TQC Scholarship, which will cover TQC Application Fee and 50 % of the TQC Examination Fee for qualified applicants

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## How to Start TQC™ Certification



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For a more detailed description of TIEMS Education and TQC, please, use the following link:

[TQC Description Document](#)



## The Teams behind the TQC Development

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The idea of a TIEMS International Certification, emerged during TIEMS 2006 Annual Conference in Korea, and over the years since, several TIEMS members have been involved in the process of defining the certification concept and developing it. It is therefore a long and mature process behind what is now presented as TIEMS Qualification Certification - TQC.

A more concrete shape of TQC “saw the light” in 2017, and the first TQC workshop presenting and discussing the TQC concept, was held during TIEMS 2017 Annual Conference in Kiev, Ukraine. This was followed up with another TQC workshop during TIEMS 2018 Annual Conference in Manila, Philippines, and then a TQC workshop during TIEMS 2019 Annual Conference in Seoul, Korea. In these workshops, experts from around 40 countries, have taken part in the discussions and conclusions, so the TQC concept has a real international “flavour”.

The software development started in 2020, and a final test version was presented at TIEMS 2020 Virtual Annual Conference in Paris, France.

The TIEMS development team, formed in 2017, has worked voluntary on this development, and have put in numerous hours over the last two years. They are presented in the following, and their opinion on the development process and the final TQC product is presented in an interview with them.

In order to see to it that TIEMS International Certification - TQC, is relevant and appropriate and fulfilling the needs of the emergency management and disaster response community, and that TQC is up-to-date and using state-of-the-art technology, TIEMS invited experienced professionals with different backgrounds and experience and from different countries, to be test candidates of TQC before it would be opened worldwide to the international emergency management and disaster response community of professionals. Their role has been to test the system from A to Z and give valuable feed-back on the quality, operational aspects, and relevance of this certification, to guide TIEMS to tune TQC to the needs of the emergency management and disaster response community experts. The TQC Test Candidates were also asked to provide local/regional information about relevant local organizations and institutions in their country/region dealing with emergency management and disaster response.

The TQC Test Candidates have been through the whole TQC certification process; application, compliance and examination, and all of them have been awarded TIEMS Qualification Certification - TQC. They have all given very valuable feed-back, guiding TIEMS in the development and in editing and updating of TQC. They are presented and interviewed in the following.

### TQC Test Candidates

- Larry A Porter, USA
- Gbenga Morenikeji, Nigeria
- Naill Momani, Jordan/Dubai
- Desiree Beekharry, Australia
- Russell Dippy, Australia
- Nothemba Mhlaba, South Africa
- LiLi, China

### TIEMS TQC Development Team

- Sandro Bologna, Italy
- Thomas Robertson, USA
- Snjezana Knezic, Croatia
- Roman Tandlich, South Africa



## TQC Test Candidates Bios and Interview Responses



### Larry Porter, PH.D., CEM®, TQC™, USA LARRY A. PORTER, COLONEL (RETIRED) USA



Dr Porter retired in 2003 from the Army National Guard (ARNG) with just under 34 years of service, ending with 18 years of Federal Active Guard/Reserve (AGR) service. He began his military service (M-Day) as an Infantry officer in Massachusetts, changing to Combat Engineer in Maine. He went on Title 10 AGR in 1985 with duty assignments in ROTC at University of Maine; Automation Officer at ARNG HQ in Virginia; Reserve Component support at Fort Drum, NY; Senior Reserves Advisor to the Iceland Defense Force in Iceland; and deputy division chief at ARNG Operations Division at ARNG Headquarters. He was part of the standup of Joint Task Force - Civil Support (JTF-CS) in Norfolk, VA. His last duty assignment was as the first National Guard (NG) Liaison Officer to FEMA (Federal Emergency Management Agency), where his interest in emergency management as a follow-on career was stimulated.

He earned a Ph.D. in Engineering Management in May 2010 (concentration in Emergency Management) from The George Washington University's Institute for Crisis, Disaster, and Risk Management (ICDRM). His research focused on Defense Support of Civil Authorities (DSCA), specifically on differences in National Guard and Department of Defense support to local emergency managers. His advisor was John R. Harrauld, Ph.D. Dr. Porter was awarded Certified Emergency Manager (CEM®) by the International Association of Emergency Managers (IAEM) in 2006, recertified in 2011 & 2016, and he has been active in several IAEM committees and caucuses.

He worked for the Headquarters U.S. Air Force Homeland Operations Division, Civil Support Branch, in a civilian position at Bolling AFB, as a Consequence Management Program Analyst, during June 2011 - August 2012. The branch writes, revises, and vets USAF policy, guidance, and instructions in the areas of homeland security and defense support of civil authorities.

Dr Porter has been course developing and teaching master's degree courses online (Adjunct Associate Professor) for over a dozen years. He last instructed for the University of Maryland University College, and has also worked for Arkansas Tech University, Colorado Technical University, The George Washington University, and Norwich University's online School of Graduate and Continuing Studies. Dr. Porter is currently president of the Council for the Accreditation of Emergency Management & Homeland Security Education (CAEMHSE), an organization in existence for about 15 years that has established peer-reviewed emergency management education standards, and assesses and accredits college and university emergency management education programs. Website: [www.caemhse.education](http://www.caemhse.education)

He is a charter member of the TIEMS Qualification Certification (TQC™).  
Dr. Porter resides in High Point, North Carolina, USA.

### **1. What brought you into the Emergency / Disaster Management field?**

The final assignment of my military career was as the first National Guard Liaison Officer to the Federal Emergency Management Agency (FEMA), at FEMA headquarters in Washington, DC. It was amazing how my history of past assignments helped me be the right person for the job at FEMA. Realizing that I would be retiring after the FEMA assignment, and too young to just prop up my heels, I began my emergency management education (Ph.D.), and after retirement was invited into the online teaching world (my 1st career was in teaching). Over the next dozen years, I was course developing and teaching a wide variety of emergency management and homeland security content, including comparative emergency management (international studies) and business continuity at the master's degree level. I strongly promote the similarities and overlaps between emergency management, business continuity, and homeland security, and have observed the way other countries perform disaster preparedness and response.

### **2. What attracted you to the TIEMS organization and the TIEMS TQC certification?**

My Ph.D. adviser was involved with TIEMS and has presented at TIEMS conferences. I joined TIEMS a couple of times over the past dozen years and became intrigued by TQC. I am an advocate for education and credentialing, both at the state and national level. To discover that there was an international certification was a bonus. I sought to determine if I knew enough about international emergency management to become certified.

### **3. How do you think the TIEMS TQC certification will benefit your future opportunities and career?**

I am in the waning years of my career and was invited to assist in the development of the credential. I enjoyed providing my input on the scope of the examination content, and the process.

### **4. How was your experience with navigating through the TIEMS TQC certification process?**

As with any beta testing, there were hiccups with the process and rough edges on the content, but the intent was clear. The opportunity to provide feedback will improve the product.

### **5. In your opinion, how does the TIEMS TQC certification compare to other Emergency Management certifications?**

Other (state and national) certifications are centric to their geography. As I see it, the principal difficulty is determining sufficient wide-ranging international content to challenge the applicant but remain an indicator of the international field. I am confident that the TQC will become a quality indicator for people working in the field of international disaster relief, such as the UN, NATO and international VOADs (Volunteer Organizations Active in Disaster), including United States aid components such as USAID (U.S. Agency for International Development) and OFDA (Office of Foreign Disaster Assistance). Even international organizations, such as The World Health Organization (WHO), would benefit by having workers who are educated beyond the centric and provincial (their own national processes).

### **6. In light of Covid-19, where do you see the Emergency / Disaster Management field heading?**

As a maturing field, I foresee that education in the field will become a requirement, and that credentials will become necessary. Like nursing and engineering, degrees will have to be granted from an accredited institution, and credentialing will become a requirement in order to work in the field. People can perish from decisions made by ill-informed leaders.

### **7. Is there anything else you'd like to tell us about yourself?**

I obtained my Ph.D. at age 62. I continue to advocate for people to continue their education, even at a later age, and to set and achieve goals beneficial to their career aspirations and as role models for others. I have been told by others that I was an inspiration to their goal setting and achievement and have been honored to be a mentor to them.



**Gbenga Morenikeji, TQC™, Nigeria**  
**DISASTER AND ENVIRONMENTAL RISK EXPERT**  
**MINNA UNIVERSITY, NIGERIA**



Gbenga Morenikeji is a Disaster and Environmental Risk expert. He is currently a Co-coordinator for Information and Policy advocacy and Research and Development units at the Centre for Disaster Risk Management and Development Studies, and doubles as an academic staff at the department of Estate Management at the Federal University of Technology Minna.

He is a Fellow of Disaster Resilience Leadership Academy and Fellow of the Institute of Global Facilities Management. He has presented technical papers on: Community Engagement and Mainstreaming Awareness and Preparedness for Emergency at Local Levels during the APELL side event at the Environment and Emergencies Forum held at United Nation House, Kenya, in 2017; and Hazard and Risk Identification in Nigeria, delivered at the 2016 1st Africa UNEP Awareness and Preparedness for Emergency at Local Level train-the-trainers held at the United Nations house, Ethiopia, in 2016 and during the Africa-Arab platform in Tunis, 2018.

Gbenga was the Desk officer, FUT, Minna, University of Tulane, USA collaboration on Strengthening Leadership in Disaster Resilience Program. He is the current Chairman of the Committee on DRR Volunteer Club, (Minna); Secretary, Journal of Disaster Risk Management; Secretary, Niger State joint DRR School quiz committee; and Coordinator West Africa Disaster Resilience Leadership Fellows Network.

He has served as UNEP Webinar Panellist on 'Sharing Experience on implementing APELL'; Organizing team member for the 2017 Global Platform for Disaster Risk Reduction Plenary 1 -2016; UNEP Webinar Panellist on Typical Risk Assessment Methods: Practical way to conduct Community Risk Vulnerability Assessments, 2016; and Member of the Drafting Group (DG) for " Sendai Framework on Disaster Risk Reduction guide on technological / manmade hazards, Chaired by UNISDR/UNEP/OCHA Environment Unit from October, 2016.

He is a member of Network of Land Governance Researchers in Africa (NELGRA) and Network of Excellence for Land Governance in Africa (NELGA). Gbenga is currently the Africa Region Focal Point for the UNEP/APELL programme.

**1. What brought you into the Emergency / Disaster Management field?**

Passion to save lives and properties, through Community DRR awareness creation, teaching and research.

**2. What attracted you to the TIEMS organization and the TIEMS TQC certification?**

I was attracted to TIEMS when I discovered that the little knowledge I had was not enough to push me to my desired end, I discovered that I need to learn more about international best practices, when I saw the need to learn from the international experts. I also believe that my current DRR knowledge need to be tested through TQC and I need to be certified and have confidence as a DRR expert.

**3. How do you think the TIEMS TQC certification will benefit your future opportunities and career?**

TIEMS TQC is internationally recognized, having TQC certification will strongly support whatever papers I have acquired and push my candidature above board in whatever position I may seek in the future.

**4. How was your experience with navigating through the TIEMS TQC certification process?**

It was not easy at the first instance but gradually I got it, but I will like to say that the whole process should be made more flexible considering the future applicants from Africa (Nigeria) who are not proficient in computing and also the rigors required to have access to a computer for registration. Fee registration platform adopted by TIEMS is not suitable for payment in my region here, the platform should be made flexible enough for the applicants from diverse regions.

**5. In your opinion, how does the TIEMS TQC certification compare to other Emergency Management certifications?**

There is no standardized certification to be compared to TIEMS TQC certification that I know, what I see here is candidate pay registration and induction fees, attend induction and get certificate. TIEMS TQC certification will definitely change the narrative.

**6. In light of Covid-19, where do you see the Emergency / Disaster Management field heading?**

Emergency / Disaster Management field is becoming more and more important than ever, there are agitations now that Emergency / Disaster Management field be mainstreamed into even primary education curriculum to be able to create wider education and DRR awareness.

**7. Is there anything else you'd like to tell us about yourself?**

I am someone who is determined to support the education and awareness of Emergency / Disaster Management field until everyone is aware and prepare always for emergencies through a bottom-up approach.





## Naill Momani, PH.D., TQC™, Jordan ASSOCIATE PROFESSOR JORDAN



### EDUCATION

- PhD Engineering Management, 2002, George Washington University, USA.
- B.Sc. Civil Engineering, 1997, Jordan University, Jordan

### CERTIFICATION

- Certificate of the BCI (CBCI), Business Continuity Institute (BCI), 10915004. Approved BCI Instructor, 2015
- Certified Professional Member (License 010016360), American Society for Safety Engineers, 2008
- TIEMS International Certification - TQC (TIEMS Qualification Certification) awarded by TIEMS in 2020

### COMPTENCIES

Dr. Naill Momani is Professor of crises management and chair of crises management department at Dubai Police Academy in UAE. He served as Associate Professor of Management within School of Logistic and Management at German Jordanian University in Jordan. He is a highly experienced and capable academic with an impressive track record of teaching, leadership, publication and training delivery within industry span over 15 years since 2002. Dr Naill has held the Program Chair for Integrated Emergency Management and Business Continuity Management Department at Rabdan Academy in Abu Dhabi, UAE, the founding member of Prince Megrin Chair for Crises Management, and Research Unit Director at King Abul Aziz University (KAU) in Saudi Arabia, which he was also instrumental in establishing the 1st Master's degree in Crises Management in Saudi Arabia at KAU. Furthermore, he was Department Chair, and Crises Management Committee Chair and member of the Academic Council at the Hashemite University (HU) in Jordan. He has developed and delivered more than 15 courses, which are currently taught at KAU, HU and RA within MBA, EMBA, and distance learning programs. Courses include business continuity management, crises and emergency management, risk management, environmental management, total quality management, research methodologies, MIS, organizational behaviour, project management, productions and operations management, amongst others.

Dr. Naill supervised several Ph.D. and MBA thesis during his work at KAU. Dr Naill is also an approved and experienced Business Continuity Institute (BCI) trainer. Previous clients include the World Bank, the Arabian Gulf University in Bahrain, and Jeddah municipality and the Makkah Disaster Management Centre in Saudi Arabia; along with the Jordanian Civil Defence and Ministry of Interior. Other selected clients include General Executive Secretary Council (GESC) in Abu Dhabi, NESA (National Electronic Security Authority), Department of Economic Development (DED) the United Arab Emirates (UAE). Dr Naill holds a BSc in Civil Engineering the University of Jordan and a PhD in Engineering Management, Crisis, Risk and Emergency Management from the George Washington University in the United States of America. He has an extensive publications record with more than 30 peer-reviewed articles to date. He has also been interviewed several times on TV and within print media and has worked with numerous international organizations, governments and agencies, most notably the United Nations International Strategy for Disaster Reduction (UNISDR). Dr Naill is a frequent participant on international scientific committees and workshops and has given more than 100 talks as a guest and key-note speaker around the world. This includes active membership of the Environmental Society of Jordan, guest editor and editorial board member and reviewer for international peer reviewed journals such as The International Emergency Management Journal, selected as ADEC (Abu Dhabi Education Council) external reviewer, and Co-Chair for the International Emergency Management Society (TIEMS) Middle-East and North Africa (MENA) Chapter.

**1. What brought you into the Emergency / Disaster Management field?**

I started my journey within the disasters risk management domain since I got my Ph.D. in Crisis, Risk and Emergency Management from George Washington University in 2002.

**2. What attracted you to the TIEMS organization and the TIEMS TQC certification?**

I had the chance to participate in TIEMS annual conference held in Waterloo, Ontario, Canada, at Waterloo University. I've been a TIEMS member since then and I had the chance to participate in TIEMS international workshops and conferences in different countries among which Czech Republic, France, and China.

**3. How do you think the TIEMS TQC certification will benefit your future opportunities and career?**

I work within the academic domain and I always encourage my students to get the right information about disaster risk management. I think it is a good standard to have a professional certificate in the disasters and emergency management domain with a global version.

**4. How was your experience with navigating through the TIEMS TQC certification process?**

(It) was easy and straightforward given that I am a professor myself, we get used to exams.

**5. In your opinion, how does the TIEMS TQC certification compare to other Emergency Management certifications?**

I think it is the 1st certificate with global orientation in this domain.

**6. In light of Covid-19, where do you see the Emergency / Disaster Management field heading?**

I think more attention to the emergency management domain due to Covid-19 to strengthen the mitigation and preparedness side of disaster risk management.

**7. Is there anything else you'd like to tell us about yourself?**

I wish the new certificate will get suitable approval from practitioners in this domain, which could reduce human and monetary losses from natural and manmade disasters.



## Desiree Beekharry, DPM, TQC™, Australia UTILISATION PROGRAM MANAGER FOR THE BUSHFIRE AND NATURAL HAZARDS CRC, AUSTRALIA



Dr Desiree Beekharry is the Utilisation Program Manager for the Bushfire and Natural Hazards CRC. The CRC's mission is to ensure the Australian communities' resilience to natural hazards. Dr Desiree Beekharry's remit is to ensure that the high level research which are conducted in consultation with the emergency services sector are fit-for-purpose and are adopted by the various emergency services agencies. Dr Beekharry currently manages a research workforce across Australia and New Zealand of over 60 projects. She comes from a long event, project and program management career in several countries including UK, USA, France, Germany, Spain and Switzerland. Her 2 professional passions are Project Management and Disaster Management - especially Risk in Disaster Management. Dr Beekharry is also a tutor and supervisor for the Master of Project Management Program at the University of South Australia and Torrens University. She is a qualified and experienced ESOL and French teacher, Conflict Negotiations trainer and facilitator.

Mauritian born, Dr Desiree Beekharry's first 'contact' with a natural hazard was living through a Category 5 cyclone. That experience at the age of 8 has left a lasting picture in her mind of the forlorn look in people's eyes as they surveyed the aftermath of such a disaster. She has wanted to contribute to disaster resilience since. Dr Beekharry's experience in disaster management comes from working with the UN as an Emergency Travel and Conferences Coordinator; for the South Australian Fire & Emergency Services Commission where she performed Risk Assessments, Risk Mitigation and Treatments activities on various zones for Flood, Earthquake, Heatwave, Bushfire (Wildfire), Extreme storm, escape of Hazardous Materials, Animal & Plant Disease, Urban Fire and Storm surge. Desiree was also member of the CARE team at American Airlines.

### Qualifications:

BA in Tourism Management, Master of Project Management & Doctor of Project Management.

Professional memberships: PMI, APM & AIPM, TIEMS

Her Master's thesis is titled: **Risk in Emergency Management: *Decision making in low-probability, high consequence risks when faced with uncertainties.***

Her doctoral thesis is titled: **Applying Agile Project Management Methodology to Natural Disaster Projects.**

She is a charter member of the TIEMS Qualification Certification (TQC™).

Desiree lives in Adelaide, SA, Australia with husband Marc, son Ricky, dog Cookie and cat Chairman Mao. Her regular activities are: Squash, badminton, running, Tai Chi, Taiko, cooking, carpentry.

### **1. What brought you into the Emergency / Disaster Management field?**

I have a background in travel and tourism, mostly related to the airline industry in Europe, and I was also part of the CARE team. I was also at the United Nations (UN) in Geneva organizing emergency travel and conferences. It was from this role I came into contact with the Emergency Management industry, and I became quite interested in the risk aspects of it. From there I moved to Australia and took formal a Project Management degree specialising in Risk in Emergency Management and Disaster Management, eventually obtaining a doctorate. The role I have now is with the Bushfire and Natural Hazards Cooperative Research Centre, which receives funding from the Commonwealth is mandated to deliver high level research to making Australia more resilient to natural hazards.

### **2. What attracted you to the TIEMS organization and the TIEMS TQC certification?**

I attended a conference that had a TIEMS representative manning an information booth. (Neil Dufty). We started talking and I wondered where I could get additional information and possibly get involved with TIEMS. As fate would have it, Neil resigned, and I was approached by Harald (K. Harald Drager, TIEMS President) and he asked if I could lead an Australian TIEMS group. Though Australia does not have a formal chapter, we do have a small group that meets regularly and the rest, as they say, is history.

### **3. How do you think the TIEMS TQC certification will benefit your future opportunities and career?**

Initially I resisted this, due to the research work I was doing and supervising students pursuing their Masters at the University of South Australia - and the last thing I wanted was to do another exam. But I found I was able to assist a student - a firefighter - pursuing his Masters by leveraging the knowledge gained through the TQC certification process. It has certainly given him (the student) a broader send of Risk, Emergency Management, etc. As for myself, I am better positioned to speak on operational standards e.g. USAR. Until TQC is better known, there hasn't been a lot to leverage at this point, though I think this is going to change in the future.

### **4. How was your experience with navigating through the TIEMS TQC certification process?**

After going through the certification process, I submitted a detailed report to the TIEMS President (K. Harald Drager) and TQC team. The navigation of the platform was rather simple, and I offered a few suggestions just to tweak it, but overall, it was easy to navigate. Really, main recommendation is to ensure the language is clear and concise. If TIEMS TQC aims to be a global certification, then we must remember that English may not be the first language for many applicants. The language used for exam questions must be clear in a way that English speakers and those where English is a second language (or third), can still be easily comprehend their meaning.

### **5. In your opinion, how does the TIEMS TQC certification compare to other Emergency Management certifications?**

As I'm not an 'operational practitioner' so I can't really answer with that perspective in mind. However, I have spoken to others within the Australian TIEMS group, and they have noted that many certifications tend to be regionally recognized. For example, IAEM (International Association of Emergency Managers) tends to be known as an American-based certification but not as an 'international' established certification. TQC has the potential to be globally recognized. Emergency management certification that could bring various groups together. Russell Dippy released a paper that talks about certification and outlines some of the

challenges with certifications. If the TIEMS TQC certification can address these, then TQC could be well-placed for international recognition.

(Editor's Note: The Article referenced above is contained within this newsletter.)

**6. In light of COVID-19, where do you see the Emergency / Disaster Management field heading?**

Fires, floods, technical hazards, and natural hazards etc., will continue whether we have a pandemic or not. What we need to recognize because of COVID-19, is that we now need to contend with the reality of what we can have - and do have - multiple disastrous situations unfolding at the same time, cascading events. Governments will still need to invest in ensuring people are safe and cared for, and need to invest in resilience due to the impacts related to COVID-19, where nothing has been left untouched. A Pandemic can occur at any time and we need to continue to ensure we have the resources to address multiple event types at any time and that these resources are continuously funded.

**7. Is there anything else you'd like to tell us about yourself?**

I'd like to learn how to fly a helicopter.





**Russell Dippy, CStJ, LEM, CEM® TQC™ FAcEM,  
MIAEM, MAIES, Australia  
Student - Doctor of Public Safety  
Emergency Management Coordinator  
South Australia Police**



Russell DIPPY is a Doctor of Public Safety Student at Charles Sturt University in Australia, and the Emergency Management Coordinator for the South Australia Police. This Australian police agency provides policing and emergency management to a large geographical part of Australia but with a relatively small population. Russell has held this role for over 20 years and has undertaken Operational and Strategic leadership roles through a range of emergency management responses to emergency events. On a day to day basis he provides holistic emergency management policy, training and management across the prevention and preparedness to emergencies and supports operational management of response and recovery operations. He provides extensive executive support and training to government and non-government agencies to support emergency management awareness and development. Russell is an active participant in many of Australia's national policy areas relative to emergency management.

He is a founding member of the Australian Emergency Management Assistance Team (EMAT) and was deployed to a large, complex coal mine fire to provide expert assistance. He was also deployed as part of the Australian Government Samoan Tsunami Health response in 2009 as part of the Australian Medical Assistance Team (AUSMAT). He provides regular input into National plans and doctrine to support the ongoing professional development of emergency management and emergency managers across Australia. Russell has a 35 years volunteer history with St John Ambulance in Australia (an international health organisation) and held various State leadership roles including State Superintendent and oversaw a national training initiative across the entire St John organisation as it moved to a competency based training program. He was awarded a Commander of the Order of St John (CStJ) for that work. He has provided national emergency management training at the former Australian Government Emergency Management Institute in Mt Macedon, Victoria.

Russell holds a various Diplomas in Management, Leadership, Business, Accounting, Volunteer Management and Training, a Vocational Graduate Certificate in Management (Learning), a Masters in Emergency Management in (with Distinction) from Charles Sturt University and is currently a Doctoral Student for the Doctor of Public Safety Program at Charles Sturt University. Russell's study is examining the Human Capacities of the Australian Emergency Manager. Russell is also the Oceania Council Treasurer for the International Association of Emergency Managers (IAEM) and holds the Certified Emergency Management (CEM®) accreditation issued by IAEM. Russell has undertaken the Fellowship of the Academy of Emergency Management (FAcEM) in the United States and is also a member of the Australasian Institute of Emergency Services. He has a strong passion toward the development of the emergency management profession within Australia, with an aim to recognise this role as separate to the role of managing the response agencies and their work.

### **1. What brought you into the Emergency / Disaster Management field?**

As a young child my career aim was always to be a police officer. I also joined a volunteer national first aid/ambulance organisation as a cadet. In Australia emergency management is not a separate role but is undertaken by a range of government agencies including police. Due to my joint interests, I gravitated toward the emergency management side of policing and was able to take up key roles when organisationally they became standalone functions in recognition of their importance. I have been the organisations first Emergency Management Coordinator for 15 years since the position was created and have grown the role and impact across the community in that time.

### **2. What attracted you to the TIEMS organization and the TIEMS TQC certification?**

I am a member of Australian and US based emergency management professional associations. There is currently no professional accreditation available in Australia, so I have undertaken and completed the US based Certified Emergency Manager certification. TIEMS is offering a different view on the broader aspect of EM certification and professionalization so my joining was a way of exploring that opportunity. TQC is an opportunity to ensure that my understanding of EM is as broad as possible by looking at it from the European viewpoint.

### **3. How do you think the TIEMS TQC certification will benefit your future opportunities and career?**

I am probably at the top of my career within Australia. I currently enjoy operational, policy and academic aspects to my career and any future opportunities will not have the expanse of roles. That being said, the profession of Emergency Management is one that I think should be recognised in the broader community and that can only happen by practitioners such as myself being prepared to actively support that process of professionalization moving forward. Certification schemes are one aspect of that forward journey.

### **4. How was your experience with navigating through the TIEMS TQC certification process?**

I have previously provided feedback, but I think it comes down to those that have lived the evolution of the TQC have documented the process. What they have put in place and documented is based on their detailed experience and knowledge of the system they envisage providing the TQC outcome. I am someone from a different country who is looking at it with fresh eyes. I, and my fellow test candidates, have identified several issues in the broadening of the TQC to be multi-country/region applicable. We have suggested improvements in the tools used for the process, to provide clear advice as to those that are new to the overall process.

### **5. In your opinion, how does the TIEMS TQC certification compare to other Emergency Management certifications?**

There are a number of conventions which have developed over the years in relation to certification and TQC appears to be following them. There is also an international standard (AS/NZS ISO/IEC 17024:2003 - Conformity Assessment - General established requirements for bodies operating certification of person) which will further guide international certification systems. Having participated in another international emergency management certification, the process is similar however the range of knowledge required varies due to the focus of the home location. That focus difference is not a bad thing so long as people

acknowledge it. The differing foci allow for a broader base of skills to be demonstrated/developed by those achieving the certification based on where they will apply it.

**6. In light of Covid-19, where do you see the Emergency / Disaster Management field heading?**

Emergency Management is likely to be recognised a lot more after COVID-19. I am already seeing more job opportunities using the EM title instead of previous business continuity or other managerial titles. That is not to denigrate BC, but to recognise that EM is an independent area of expertise that is separate to BC. I also see that there needs to be a lot more discussion on the term Emergency Management as compared to Managing Emergencies. A lot of the response agencies have extremely talented and capable people that manage a myriad of emergency events on a daily basis (including COVID-19). These people are managing the response to, and recovery from an emergency. If we agree that emergency management is about the full comprehensive approach of Prevention, Preparedness (or Mitigation), Response and Recovery then those current event managers or incident controllers that are, I believe, being mis-labelled as emergency managers (ie the managers of the COVID-19 response, or the Australian or US bushfire/wild fire responses) should have a different label applied to them in recognition of their specific expertise. This separation of emergency management and emergency managers will take some time to achieve and will require a concerted effort from all practitioners and professional bodies such as TQC.

**7. Is there anything else you'd like to tell us about yourself?**

I am currently studying the Doctor of Public Safety from Charles Sturt University in Australia. This is the first Professional Doctorate in Australia aimed at the emergency management industry, and its practitioners in particular. In deciding to explore academia I did not want to seek a PhD as from an industry members perspective that appears to be an academic pre-entry not an industry-based qualification. I will finish this study at the end of about 2022. I hope to continue to participate in the ongoing process to see Emergency Management recognised as a profession at some point in the future.

I am always happy to be contacted via [russell.dippy@outlook.com](mailto:russell.dippy@outlook.com).

[The paper "Professionalism: certification for emergency management leaders" authored by Mr Dippy is available for download \(click on the link\).](#)



**Nothemba Mhlaba, BSc HONS.TQC™, South Africa**  
**GIS TECHNICIAN**  
**DISASTER MANAGEMENT DATA CUSTODIAN**  
**EASTERN CAPE PROVINCE, SOUTH AFRICA**



Nothemba Miriam Mhlaba was born in 1989 in South Africa. She has been employed as a Disaster Management Data Custodian at the Amathole District Municipality, Eastern Cape Province, South Africa from April 2013 until present. Ms. Mhlaba obtained her Bachelor of Science (GIS and Geology) from the University of Fort Hare in 2011 and the Bachelor of Science Honours with Geology in 2013. She is a diverse professional with 2 complementary professions which are Geographic Information Systems (GIS) and Disaster Management. In addition, she holds the following qualifications: Higher Certificate in Management (completed in 2015). Currently, Ms. Mhlaba has been enrolled at the Southern Business School (Stadio Higher Education) and is studying towards a Diploma in Disaster Management. She has expertise in Analysis, Geo-database design, Computer aided applications and in working with GIS Mobile equipment. She is registered with the South African Geomatics Council as a Geomatics Technician. In her current position, Ms. Mhlaba is responsible for the following tasks:

- Policy analyses
- Abreast with GIS technology developments
- Liaise with Departments, Agencies and disaster management Stakeholders on technical matters
- Source and create spatial datasets using ArcMap and other GIS software
- Compile plans and graphic reports for planning.
- Maintain data, metadata and standards in the ArcGIS Geodatabase
- Create maps as and when requested (Local Maps, Area Maps, Ward Maps, etc.)
- Providing verbal and written correspondence to the public regarding GIS, and proposed new developments
- Link GIS and disaster management information and be proactive in ensuring that the data is updated and maintained
- Conduct Risk and Vulnerability Assessment (RAVA)
- Produce Technical reports and presentations
- Map production utilizing ArcGIS software, mapping high risk and disaster vulnerable areas.
- Disseminating processed data to Disaster management officers based at 6 local municipalities and other Stakeholders who request it for disaster preparedness, preventing, and disaster mitigating in the Amathole District.
- Promote decision making and enhance service delivery by collecting data, analyzing, interpreting and processing it into user friendly format.

### **1. What brought you into the Emergency / Disaster Management field?**

I would say it is passion and skills that brought me to it. It is male dominated field I admit. I started my career as a GIS intern providing disaster management services through GIS. I realized that disaster management and GIS are intertwined tools/functions and they cut across almost all disciplines. It is no secret that GIS works hand in glove with disaster management and both are analyses and problem-solving based functions. And I have a deep passion for spatial analysis and problem solving, I am very content with Disaster Management complemented by my GIS knowledge and skills.

### **2. What attracted you to the TIEMS organization and the TIEMS TQC certification?**

I was not really attracted but, a colleague of mine Thembinkosi Nxawe suggested TIEMS to me, we all applied to study with the help of Dr. Tandlich. However, the road was long for some of us as he got committed to other projects and left me all alone. I went to TIEMS webpage where I got motivated and attracted to TIEMS when I read TIEMS mission and focus which is to "prepare the world for emergency. We do not respond to emergency: we ensure that others are ready to respond". This made me realize that if I were to grow in the Emergency and Disaster Management field, a right way to do so is to be part of organisations like TIEMS and undergo all the required educational processes.

### **3. How do you think the TIEMS TQC certification will benefit your future opportunities and career?**

TIEMS focuses locally through its world-wide chapters this therefore will help me to work locally using an international perspective and knowledge. There is a lot of information sharing and innovative methods and technologies within Emergency and disaster Management services that could be obtained through TIEMS. From this certificate I have grown already and in the bases of knowledge.

### **4. How was your experience with navigating through the TIEMS TQC certification process?**

It was not easy at all considering the timing. We only had a clear direction on TIEMS processes just when COVID-19 required attention from us as Disaster Management Officials. I am grateful for TIEMS Academy Officials e.g. Thomas who were always ready to attend to our questions. It was a nice challenging journey. I sometimes doubt that I made it.

### **5. In your opinion, how does the TIEMS TQC certification compare to other Emergency Management certifications?**

To me, it is one of the best. I never saw or use proctor before, and it was an experience indeed. TQC certification process proved readiness to deal with worst scenarios as we could write exams in the middle of pandemic like Covid-19, TIEMS is prepared indeed.

### **6. In light of Covid-19, where do you see the Emergency / Disaster Management field heading?**

From where I am in the Amathole District Municipality, while COVID-19 is a pandemic it has become an opportunity as well. We never worked in harmony with other departments, municipalities and Private Sector like we did while responding to Covid. It has been a great experience and a breakthrough for Disaster Management to be known as one of important functions within the municipality.

### **7. Is there anything else you'd like to tell us about yourself?**

Yes that, I will remain assertive 😊. I made a pact with myself to grow in both fields GIS and Disaster Management as they complement each other and motivate all Officials to observe GIS application in disaster management. I am grateful for the opportunity, and the support from TIEMS team, Dr Tandlich, Mr Nxawe, and lastly my mother Dalia Mhlaba "Nodexe". I am glad I had them in the process.





**LiLi, TQC™, China**  
**USAR team member, NERSS**  
**MEM, China**



LiLi has been working for National Earthquake Response Support Service(NERSS) since 2006. NERSS is a public institution which was used to belong to China Earthquake Administration(CEA) from 2004 to 2018. Now it is directly under the managing of Ministry of Emergency Management(MEM),China. He had been occupied with many duties in the past 14 years. His current function is the section chief of Research and Development, Logistics support Department.

He is team member in two national Urban Search and Rescue teams(USAR), China International Search and Rescue(CISAR) and China Search and Rescue(CSAR). He has two positions in the team which are logistician and liaison officer. Meanwhile he has been supporting with training projects, documental works and equipment management to the Canine team of CISAR since 2007. He has been deployed in many domestical and international rescue missions and has a long working experience at headquarters during earthquake emergency responses. He also has participated in many international earthquake response exercises in different roles.

He has been qualified as member of Asia-Pacific Humanitarian Partnership team(APHP) in 2009 and UN Disaster Assessment Coordination team(UNDAC) in 2016. He is also classifier of INSARAG external (re)Classification (IEC/R) and provincial USAR classification in China, and foreign affairs support group member of MEM.

He earned a Master Degree of Management in Renmin University of China in 2015. He has developed many training courses and wrote papers in USAR area, topics include logistics support, USAR coordination, USAR concept introduction and etc. He has participated in several national earthquake emergency and rescue equipment capacity building projects and in first responders capacity building project (China) since 2015.

LiLi resides in Beijing, China.

**1. What brought you into the Emergency / Disaster Management field?**

It was a common choice of career to me at the beginning, frankly speaking, without specific perspectives. But after had an insight of the organization , National Earthquake Response Support Service(NERSS), I found my employer has carried lofty responsibilities and with highly challenging jobs. I should say these two features brought me into this field and have been pushing me forward constantly.

**2. What attracted you to the TIEMS organization and the TIEMS TQC certification?**

I know TIEMS for many years but officially met with some professors in 2018. That was during the 10th anniversary activity of the Wenchuan earthquake. And I became an official member of TIEMS through the TIEMS 2020 annual conference, got a better chance to have a comprehensive understanding of TIEMS and TQC. I see a great network with contributions to international emergency management, a world wide platform for sharing, learning and developing, and a window to the future.

**3. How do you think the TIEMS TQC certification will benefit your future opportunities and career?**

Working as a humanitarian worker, the more knowledge you have the contribution you made will be more and better. And of course, for me personally, the TIEMS TQC certification could be an approach to have brighter career future.

**4. How was your experience with navigating through the TIEMS TQC certification process?**

Actually, my working experiences benefit my certification process a lot. In the other hand, I think that is very important to the candidates to have relevant experiences and knowledge.

**5. In your opinion, how does the TIEMS TQC certification compare to other Emergency Management certifications?**

I don't have similar experiences in such certifications. But I do have attended some online training courses in the field of emergency management, they usually certificate you by online examinations . I will say the TIEMS TQC has a much higher standard and more comprehensive requirements, although I don't think they are comparable.

**6. In light of Covid-19, where do you see the Emergency / Disaster Management field heading?**

I do believe human beings will conquer it all, like we always did in the history. But we should become more wisdom and the whole world need to cooperate with each other if we want pass it quicker. I would like to use one of my points in my paper to answer this question, that is, we need establish deeper and more extensive partnerships, especially in building sustainable cooperation and coordination mechanisms.

**7. Is there anything else you'd like to tell us about yourself?**

Nothing more at this time.

## TQC Development Team Interview Responses

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Tom Robertson, USA

<https://www.tiems.info/index.php/about-us/tiems-board-of-directors/38-thomas-v-robertson>

TIEMS Regional Director for North America  
TQC Certification Committee Member

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**1. Why do you believe another certification like TQC is necessary in the Emergency / Disaster Management field?**

To spread awareness and expertise in the international aspects of emergency and disaster management. No other certification we know of covers this area, and TIEMS is in a unique position to offer this type of certification. Expertise in international emergency management is important for international collaboration for disaster and emergencies that increasingly have cross-border or global consequences. Also, TQC can concentrate and disseminate experiences and best practices from around the world.

**2. In your opinion What do you think will set the TQC certification apart of other certifications? What would you like the TQC certification to become?**

TQC should certify that the recipient understands the mechanisms for international collaboration, and that they understand best practices from around the world.

**3. From your own experiences, what was the greatest challenge you encountered in developing the TQC certification application process?**

TQC had been an unrealized vision for many years, until we finally established the education, experience, and knowledge criteria that is the basis for TQC.

**4. What was your greatest learning experience in developing the TQC certification application process?**

Learning the various ways certification has been approached by other organizations and figuring out our own approach.

**5. In light of Covid-19, where do you see the Emergency / Disaster Management field heading?**

Internationally, there have been different approaches to pandemic preparation and COVID-19 response, some with better results than others. EDM can help gather, codify, disseminate, and implement COVID-19 lessons learned and best practices throughout the international community.

**6. Is there anything else you'd like to tell us about the TQC certification or Emergency/Disaster Management?**

Now that we have a TQC framework, I look forward to its continuing evolution to meet the needs of the international EDM community, and to incorporate what that community is learning.

## Roman Tandlich, South Africa

<https://www.tiems.info/index.php/about-us/tiems-board-of-directors/145-roman-tandlich-south-africa>

**TIEMS Regional Director for Africa  
TQC Certification Committee Member**



**1. Why do you believe another certification like TQC is necessary in the Emergency / Disaster Management field?**

Because it can be tailored to the worldwide experiences of the individual chapters that TIEMS has around the world. I think this is a unique feature as the disaster resilience, business continuity and emergency management.

**2. In your opinion What do you think will set the TQC certification apart of other certifications? What would you like the TQC certification to become?**

The TQC is not too different with respect to content of the platform, e.g., examination and certification. However, we have an advantage of having a curriculum for self-improvement of skills and knowledge amongst the candidates for certification.

**3. From your own experiences, what was the greatest challenge you encountered in developing the TQC certification application process?**

Breadth of experiences of the TIEMS TQC certification and compliance boards in the enrichment of the candidates' experiences while interacting with the TQC team and engaging with the platform.

**4. What was your greatest learning experience in developing the TQC certification application process?**

Engaging with candidates in ensuring the integrity of the TQC examination, i.e., examples include the connectivity issues, the engagement and maybe a short introductory course on the ethics of the examination and the maintenance of honours code for the candidates...not cheating, etc.

**5. In light of Covid-19, where do you see the Emergency / Disaster Management field heading?**

More and more fuzzy logic and uncertainty as part of practice.

**6. Is there anything else you'd like to tell us about the TQC certification or Emergency/Disaster Management?**

I think the candidate's experiences are an important resource about the platform development. The ethical code must be looked at and must be updated based on the connectivity issues and the lack of access to some resources such as the ISO standards, which are important and must be included...TIEMS should negotiate access to these documents based on the NGO licence, where TIEMS pays for a unlimited licence.

## Snjezana Knezic, Croatia

<https://www.tiems.info/index.php/about-us/tiems-board-of-directors/18-snjezana-knezic-croatia>

**TIEMS Director for Research and Technical Development  
TQC Certification Committee Member**



**1. Why do you believe another certification like TQC is necessary in the Emergency / Disaster Management field?**

I do not believe it is necessary. I see it like a nice opportunity for emergency/disaster practitioners, researchers and academics for recognition of their prior learning in emergency/disaster sector, as their formal education is usually not in in this particular field. It could be valuable for better recognition in labour market and for upscaling their careers.

**2. In your opinion What do you think will set the TQC certification apart of other certifications? What would you like the TQC certification to become?**

TQC certification is highly inclusive regarding admission, setting it apart from other certification in the filed which have more restrictive approach to admission process. I would like TQC become formally recognized by other relevant either emergency/disaster or certification bodies i.e., I'd like to find a way for independent external assessment.

**3. From your own experiences, what was the greatest challenge you encountered in developing the TQC certification application process?**

It was setting up the relevant and comprehensive competency areas and the proctoring process.

**4. What was your greatest learning experience in developing the TQC certification application process?**

Harmonising different opinions, views, and approaches into the functional TQC certification scheme.

**5. In light of Covid-19, where do you see the Emergency / Disaster Management field heading?**

Into new paradigm - one disaster hits all at the same time, not just one region or a part of the world. How to help each other when all countries are hit by a disaster.

**6. Is there anything else you'd like to tell us about the TQC certification or Emergency/Disaster Management?**

Nothing particularly.



## Sandro Bologna, Italy

<https://www.tiems.info/index.php/about-us/tiems-advisory-board/12-sandro-bologna-italy>

TIEMS International Committee Chair  
TQC Certification Committee Member



**1. Why do you believe another certification like TQC is necessary in the Emergency / Disaster Management field?**

Mostly because TQC is an international certification, not competing with already in place national certifications but in addition to them.

**2. In your opinion What do you think will set the TQC certification apart of other certifications? What would you like the TQC certification to become?**

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?”. *To answer to the question “Certification about to what?” four subjects have been selected to be addressed by Exam Questions:*

- International Cooperation;
- The SENDAI Framework for Disaster Risk Reduction;
- ISO Standards in Emergency and Risk Management;
- INSARAG Preparedness and Response Guidelines and Methodology.

**3. From your own experiences, what was the greatest challenge you encountered in developing the TQC certification application process?**

To select a bouquet of universally accepted Standards, Guidelines and Best Practices to answer the question “*Certification about to what?*”, *from which to derive the Multiple Choice and Essay questions, at the base of the TQC Exam Session.*

**4. What was your greatest learning experience in developing the TQC certification application process?**

How to solve the problem of a worldwide, asynchronous and proctored Exam activities, that give to the Candidates the freedom to do the exam at their best convenience and at the same time to the TQC Exam Board to evaluate the results as well as the behaviour of the Candidate during the Exam session.

**5. In light of Covid-19, where do you see the Emergency / Disaster Management field heading?**

I believe that we cannot talk about TQC Certification for Emergency / Disaster Management versus Covid-19 pandemic until we do not have a worldwide accepted Best Practice from the World Health Organization. The topic is very hot at this time.

**6. Is there anything else you'd like to tell us about the TQC certification or Emergency/Disaster Management?**

Certification is often confused with Accreditation. They are two completely different activities. Normally certification should be made by an accredited Institution. Unfortunately, the accreditation process is expensive, takes a long time and there are extremely hard requirements to be satisfied by the Institution asking to be accredited. That is why we have different proposals for certification coming from Institutions that didn't go through the accreditation process. What will be the value of such certifications? It depends on the level of trustworthiness of the certification Institution.

## Next TIEMS Newsletter

The next TIEMS Newsletter is planned for May 2021

TIEMS issues two electronic newsletters quarterly, the Regular Newsletter and the Newsletter - Special Edition, and they are distributed to more than 100 000 experts worldwide, with articles on global emergency and disaster management events and activities, TIEMS news, etc.

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