1. **Internal documentation**

* **PCI-DSS Information for Managers**

To give those responsible an understanding of the security implications of handling card data to ensure their teams and processes are operating according to University policy and industry standards.

Ideally Staff should attend the Foundation course and possibly the Practitioner course after reading this document. Intended for managers and supervisors of teams which handle cardholder data, or who manage an online or other automated / electronic payment stream.

* **PCI-DSS Awareness Module**

To introduce staff to the PCI DSS requirements, explain why they are so important, and give some examples of how they might be applied to their working practices

Ideally Staff should attend the Foundation course after reading this document. Intended for members of staff responsible for processing card payments and those who handle cardholder data as part of their job role.

* **PCI-DSS Awareness Module – face to face**

To introduce staff to the PCI DSS requirements, explain why they are so important, and give some examples of how they might be applied to their working practices

Intended for staff who process face-to-face card payments only as part of their job role.

* **PCI-DSS – Cardholder Data Received by Telephone**

Intended for staff that process card payments by telephone only

1. **External Offsite Training**

**SIG Training Events**

Liverpool Hope is a member of the PCI DSS Special Interest Group (PCI-DSS SIG) which comprises of HE/FE institutions who believe that by working together and sharing collective resources the process of achieving and maintaining compliance will become easier to understand, manage and apply. The SIG group provides the following FREE training. Training takes place at strategic sites around the country.

* **PCI DSS Foundation** (1 day) - An introduction to PCI DSS; enabling delegates to gain a base level of understanding of the standard as a whole, its intent, and what this actually means to a typical institution including the kind of scenarios it is likely to encounter (i.e. how to analyse compliance for areas of the institution which process card data).

Intended for managers, supervisors and other staff directly handling cardholder data, or staff who manage an online or other automated / electronic payment stream.

* **PCI DSS Practitioner** (2 day) - Building on the Foundation Course, this training is designed for those who are responsible for implementing and managing PCI DSS. The content will be more technical and in-depth than the Foundation Course. For day two of the practitioner the delegate can either attend the IT strand or the Finance strand depending on the focus of the individual.
* **PCI ISA Training** (2 days) - The Payment Card Industry Security Standards Council Internal Security Assessor (PCI SSC ISA) Program provides institutions the opportunity to build their internal expertise and strengthen their approach to payment data security, as well as increase their efficiency in obtaining compliance. This is the premier qualification for individuals involved in PCI DSS and ultimately all institutions should look to have at least one ISA-qualified team member.