



SUPPLEMENTARY INFORMATION

GENERAL Q&A

What is BSAFE?

BSAFE is the new online security awareness training. It replaces both Basic and Advanced Security in the Field.

Who needs to do it?

BSAFE is mandatory for all UN personnel, including staff, interns and consultants. BSAFE is also highly recommended for dependants.

Why do I need to do it?

Completion of BSAFE is required in the Security Policy Manual according to the Framework of Accountability, under roles and responsibilities for personnel employed by the Organizations of the United Nations System.

What does it cover?

BSAFE contains the revised and updated versions of ALL material currently available in Basic Security in the Field (BSITF) and Advanced Security in the Field (ASITF), with the exception of convoy management.

BSAFE also features such new topics as security risk management, sexual exploitation and abuse, diversity and gender issues, etc.

How is the course structured?

The BSAFE course uses the format of a narrative storyline. Learners will be introduced to the material as it is experienced through the eyes of a cast of fictional staff, representing various aspects of security.

BSAFE uses informal language and expressions to facilitate comprehension and to best approximate the personality/function of the character.

Are there any technical requirements?

BSAFE was written in HTML5 and does not require any external plug-ins. Most of the course is read-only, but there are a few dialogues and audio parts. Transcripts have been provided for the audio.



Is BSAFE accessible?

The course has been designed to support a wide range of learners with disabilities.

Can I take BSAFE on my mobile device?

BSAFE is mobile friendly, thus accessible by computers, tablets and smart phones. The course contents will resize to fit each device.

How do I complete it?

Systematic completion of the full BSAFE course is strongly encouraged to ensure that comprehensive understanding of basic security is achieved by all staff. However, learners can skip to the assessment if they think they are sufficiently proficient.

The assessment consists of 50 questions, randomly drawn from a database covering all topics in the course. Learners must obtain a minimum score of 80 percent to pass. A notification with the assessment score will appear on the screen after the learner has completed the assessment.

If the learner fails, he/she can take the assessment as many times as needed to pass.

What if I cannot finish it in one sitting?

BSAFE has a bookmarking feature, allowing the system to “remember” where the user was, in case the course cannot be completed in one sitting.

For how long are BSAFE certificates valid?

Once the certificate is obtained, it will not expire.

Is there a cut-off date?

All UN personnel must take the BSAFE course and obtain a certificate by **30 June 2019**. Until that time, certificates for Basic and Advanced Security in the Field will still be valid.

Where can I take this course?

BSAFE will be released in English and French in the fall of 2018 and in the other UN official languages by early 2019.

BSAFE will be available at training.dss.un.org and may be found on Learning Management Systems (LMS) belonging to UN agencies, funds and programmes and the Secretariat.



How can I verify completion?

If your agency has a Learning Management System, contact your relevant staff to find out ways to access BSAFE completion records.

If your staff have completed the BSAFE course using the UNDSS Learning Management System (in instances when agencies do not have an LMS), ask your agency's security focal point to access the BSAFE completion records available at UNSMIN.org. The existing report will soon be updated to reflect BSAFE completions, as well.

Provisions are being made to create a tool to check BSAFE completions across the UNSMS.



INFORMATION FOR LMS MANAGERS

Where can I obtain the course to install in my learning management system?

BSAFE SCORM files will be made available in unsmin.org, under “Training”. Please contact your security focal point, who should have access to download it.

What is the course format? Can I take the course on my smart phone?

BSAFE is written in HTML5 and is mobile-friendly, meaning it can be viewed by all modern web browsers, tablets and smart phones. Course contents are responsive, meaning they will adapt to fit the user’s screen.

Is there audio or video?

Most of the course is text, though there are a few audio parts. Audio transcripts were provided, as well

Do we need to install any plug-ins?

No additional plug-ins will be necessary.

What if I cannot take it in one sitting?

BSAFE has a bookmarking feature, allowing the system to “remember” where the user was, in case the course cannot be completed in one sitting.

How is BSAFE distributed? How large is the file?

BSAFE is distributed as a SCORM 1.2 file. Each language-specific BSAFE SCORM is roughly 22MB in size. This includes both course and assessment.

What about the certificate?

The certificate will not be produced in the SCORM. Rather, it needs to be set up so it is produced by the Learning Management System (LMS).

Is BSAFE copyright protected?

Yes, BSAFE is copyright protected. It cannot, under any circumstances, be shared or utilized without the express permission of UNDSS.



INFORMATION FOR SUPPORT STAFF / HELP DESK

GOING THROUGH THE COURSE

How does the course work?

You go through each of the chapters and take an assessment at the end. However, if you think you know enough you can jump to the assessment at any time.

How do I navigate the course?

BSAFE is written as a story. Simply follow the chapters. At the end of each chapter, there's a button labelled "continued". Click on that button and the next chapter will appear.

Can I skip chapters?

BSAFE follows a story format, in which one chapter builds on the next. However, you can use the menu on the left to jump to another chapter, if you wish.

Do I need to complete all the chapters?

No. Although a lot of work has been put into revising material, you can jump to the assessment any-time you wish.

Do I have to take it within one hour?

We have tested the course with native and fluent English speakers. In 80% of the time, they were able to go over the course material within an hour. However, if you can take as much time as you need.

One of the characters in the story looks familiar. Are they based on real people?

No. They are fictional UN personnel designed to address an aspect of safety and security.

I've scrolled through the course but then I see a blue button. Should I click on it?

BSAFE uses blue buttons throughout the course to indicate questions posed by the characters. These questions mimic the thought process of the learner and are part of the course design. Simply click on the blue button and the rest of the content will appear.

I clicked on the blue buttons and they have disappeared.

That is normal. Once you click on the blue buttons (which emulate a question by a character in the story), the button disappears.



What do I do if I think the content is wrong?

If you find something you think is wrong, please contact us at UNDSS.learning@un.org

What are some these “bonus materials” you refer to?

UNDSS will periodically supplement materials to dss.un.org/bsafe, which you might elect to download. These will be mostly PDFs that you can print at your own leisure.

INTERACTING WITH THE COURSE

Can I take this course on mobile devices?

Yes, BSAFE was designed to work on mobile devices, such as smart phones and tablets. The contents will resize to fit your media.

If I leave the course at some point, will it remember where I was?

Yes, BSAFE has a bookmarking feature that records where you were last in the course.

Is the navigation menu available on mobile as well?

Yes, simply look for the “hamburger menu” on the top, hand corner.

Can I search for a topic?

Yes. Above the menu, there’s a magnifying glass icon and next to it a search box. You can search words within the course and the assessment.

Can I take BSAFE offline?

If your LMS has an app that allows for offline play, you might be able to view the course materials offline. However, keep in mind you will need to be connected to the internet for the Learning Management System (LMS) to record your completion.

Can people outside of the UN take BSAFE?

Anyone with access to training.dss.un.org can take the course.

Can I take BSAFE in my agency’s Learning Management System?

If your agency/fund or programme have a LMS, you should probably take it there. Secretariat staff are encouraged to take it at OHRM’s Inspira.



Do I need to download a special plug-in to view the course?

No. The course is output as HTML5. Any modern browser should be able to view it.

Can I print/copy the course?

BSAFE is outputted as HTML5 in your browser. You can print each chapter the same way you would print a web page. You can also copy and paste content from the browser.

Is BSAFE available in all official UN languages?

BSAFE in English/French will be launched in the fall 2018. BSAFE in the other official UN languages will be available by spring 2019.

ACCESSIBILITY ISSUES

I cannot play/listen to the audio.

Check your mobile/computer settings. In any case, transcripts have been added to all audio segments.

The font is too small. I cannot read it.

BSAFE is outputted as HTML5 in a browser. You can change browser settings to your liking, including font size.

I am visually impaired. Can I take BSAFE?

Yes. You will need to use a screen reader to follow through the course.

I am deaf. Can I take BSAFE?

Yes. Transcripts have been added to all audio segments, so you can just read them.

Is there narration?

BSAFE is mostly a read-only course. There are only a few segments that include audio.

Is BSAFE accessible?

BSAFE is compliant with several standards of accessibility, being accessible to learners with a wide range of disabilities.



COMPLETING THE COURSE

How do I complete BSAFE?

You must pass the assessment with 80% or above.

Can I skip to the assessment?

Yes. If you think you know enough you can jump to the assessment at any time.

What does the assessment consist of?

The assessment consists of 50 questions covering most topics in the course. Questions are randomly selected. Options are randomly shuffled within each question.

If I fail the assessment, can I take it again?

Yes, you can take it as many times as you wish.

I passed the assessment. How do I get my certificate?

BSAFE certificates will be produced by the Learning Management System (LMS) in which you took the course.

How long are the certificates valid for?

BSAFE certificates do not expire.

I have just completed BSITF/ASITF. Do I need a BSAFE certificate?

BSITF/ASITF certificates will be valid until 30 Jun 2019. After that, BSAFE certificates will be mandatory.

ANNEX ON ACCESSIBILITY

What is Accessibility

Accessibility is essential for developers and organizations that want to create high-quality websites and web tools, and not exclude people from using their products and services, providing equal access and equal opportunity to people with diverse abilities. Visit the following link for more information:

<https://www.w3.org/standards/webdesign/accessibility>

Is BSAFE accessible?

BSAFE was created using Articulate's Rise, which follows Accessible Rich Internet Applications (ARIA) standards for common navigation features, such as buttons, links and forms and for custom features that aren't covered by ARIA, such as interactive markers and sorting activities.

Visit the following link for more information:

<https://articulate.com/support/article/Rise-Keyboard-Accessible-Navigation>

In addition, BSAFE complies with the guidance from Section 508's Amendment to the United States Rehabilitation Act of 1973, which focuses on:

ITEM	WHAT DOES IT MEAN?	STATUS
Alternative Text for Images	Images should include equivalent alternative text (alt text) in the markup/code.	Implemented
Keyboard Input	Some people cannot use a mouse, including many older users with limited fine motor control. An accessible website does not rely on the mouse; it makes all functionality available from a keyboard.	Rise uses custom keyboard navigation that feels natural and intuitive.
Contrast ratio	Sufficient contrast between content and background to be legible.	Implemented
Resizable text	User can change font size	Rise's output is in HTML5 format, which is compatible with the learners' browser, which can be reconfigured to their wishes.
Headings	Clear HTML headings for screen readers	Implemented, though output is dependent on Rise's code.
Multimedia alternatives	Audio should have transcripts for the hearing impaired.	Transcripts for audio have been provided.