**CASE FOR CHANGE**

**SECURITY OPERATIONS REVIEW**

**CPP07 PROPERTY SERVICES TRAINING PACKAGE**

**FEBRUARY 2017**

**EXECUTIVE SUMMARY**

**OVERVIEW**

The Security Operations industry plays an important role in safeguarding the interests of Australian businesses, government and the general community. There are currently over 100,000 [[1]](#footnote-1) licensed security personnel operating across Australia.

This Case for Change is the result of a review of three (3) Security Operations qualifications in the *CPP Property Services Training Package*:

* Certificate I in Security Operations;
* Certificate II in Security Operations; and
* Certificate III in Security Operations.

**PROPOSED CHANGES**

This Case for Change identifies the following:

* reviewing the qualifications against the scope of activities of security occupations;
* updating the content of the units of competency to better meet industry and regulatory requirements, job roles and occupational outcomes;
* addressing Australian Skills Quality Authority’s (ASQA) Security Review recommendations; and
* streamlining the qualifications to meet the *2012 Standards for Training Packages* and address:
  + training and assessment requirements;
  + language, literacy, and numeracy issues; and
  + workplace safety and skills (i.e. safe restraint techniques).

**DRIVERS FOR CHANGE**

The proposed changes are driven by:

* the ASQA’s Report: *Training in Security Training Programs in Australia,* a result of successive coroner’s reports that have identified the need for better training in key safety issues such as positional asphyxiation and the intervention of security personnel in the course of incident control, particularly around licensed premises, plus inconsistent licensing arrangements across states and territories that has impacted on the quality and integrity of training delivery;
* the policy to streamline Training Packages to the *2012 Standards for Training Packages*; and
* the opportunity to improve and future-proof the training and assessment components of the qualifications to meet current and emerging changes in the industry.

**RECOMMENDATIONS:**

* core set of units of competency agreed by regulators and industry to be designed, supported by skill sets aligned to various job roles;
* Certificate I in Security Operations be reviewed as a part of Security occupational pathways.

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# ADMINISTRATIVE INFORMATION

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| **NAME OF IRC:** Property Services Industry Reference Committee (IRC)  **NAME OF SSO:** Artibus Innovation  **TRAINING PACKAGE:** CPP07 Property Services – Security Operations  **DESCRIPTION OF DEVELOPMENT OF CASE FOR CHANGE:**  This Case for Change considered the following:   * outcomes and key issues raised by the Australian Skills Quality Authority (ASQA) regarding the training and assessments gaps in the Security Operations qualifications; * successive coroners’ reports that have identified the need for better training in key safety issues, critical skills and knowledge such as positional asphyxiation; * the concerns raised by the Queensland government regarding the integrity of training delivery resulting in: *A Review of Training and Assessment for Queensland’s Security 2016;* * requirements of the State and Territory Regulators; * the requirements of industry - job roles, occupational outcomes and future proofing; and * the need to transition the qualifications to the *2012 Standards for Training Packages*.   The qualifications to be reviewed are:   |  |  | | --- | --- | | **Code** | **Title** | | CPP10107 | Certificate I in Security Operations | | CPP20212 | Certificate II in Security Operations | | CPP30411 | Certificate III in Security Operations |   Evidenced based research, including a detailed analysis of licensing requirements across all jurisdictions, consultation with key industry employers and enterprises, associations – both training and industry, the Queensland (Commonwealth Games), and Northern Territory (coronial inquiries) governments along with industry advisory bodies, and AQSA, resulted in the need for several key changes to the qualifications.    Consideration should be given to identifying the potential for core competencies to address regulatory requirements and skill sets to support the various job roles in the industry.  Therefore the changes recommended include:   * the establishment of a core set of units that would be agreed to by both industry and the regulators, enabling consistency across all jurisdictions, supported by skill sets; * Certificate I in Security Operations to be reviewed based on both regulatory and industry requirements; and * transitioning units to the *2012 Standards of Training Packages*. |

# THE CASE FOR CHANGE

The proposed changes are driven by:

* requirements identified in the ASQA Report: *Training in Security Training Programs in Australia* as a response to:
  + successive coroners’s’ reports that have identified the need for better training in key safety issues, critical skills and knowledge such as positional asphyxiation; and
  + inconsistent licensing arrangements across states and territories that has impacted on the quality and integrity of training delivery;
* the need for units of competency and qualifications to better align to the requirements of the industry and the roles performed by security personnel;
* the policy to streamline Training Packages to the *2012 Standards for Training Packages*; and
* the opportunity to improve and future-proof the training and assessment components of the qualifications to meet current and emerging changes in the industry.

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| **EVIDENCE ON WHICH IRC RECOMMENDATIONS FOR CHANGE ARE BASED**  The following research, consultation, and successive activities were undertaken to identify the skills, issues, and knowledge gaps in the Security qualifications.  **ANALYSIS**  To assess job roles with the emerging skills in the Security Operations industry, the following preliminary analysis was undertaken on the following components:  The analysis enabled a consistent mapping across all jurisdictions to determine:   * occupation definitions and their variations (i.e. Security Guard 🡪 Armed Security Guard); * the scope of activities per occupation; and * the relationship between the required skills and knowledge in relation to the emerging industry demands, and related security licensing across all occupations and jurisdictions. |

**RECOMMENDATIONS**

Through research, detailed analysis and testing of licensing requirements across all jurisdictions, plus consultation with key industry employers and enterprises, Associations – both training and industry, STAs and ASQA the following changes are recommended:

* the establishment of a core set of units, that would be agreed to by both industry and the regulators, enabling consistency across all jurisdictions;
* Certificate I in Security Operations to be further investigated as to its relevance to industry and the regulators, currently there are no industry or regulatory requirements for this qualification, plus poor enrolments provide the potential to remove it from the suite of Security Operations qualifications;
* appropriate language, literacy and numeracy (LL&N) skills should be aligned to the requirements of the industry for all students when assessing against training outcomes in the security industry; and
* streamlining the qualifications to meet the *2012 Standards for Training Packages* and address:
  + training and assessment requirements;
  + language, literacy, and numeracy issues; and
  + workplace safety and skills (i.e. safe restraint techniques) raised through coroner’s reports.

# INDUSTRY SUPPORT FOR CHANGE

**Stakeholder Consultation and Industry Engagement Refer to Attachment B**

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| **OVERVIEW OF ISSUES:**  **1. ASQA**  The ASQA review identified the following key issues:   * short course duration and assessment; * deficient skills and knowledge, raised through successive coronial reports; * inferior language, literacy and numeracy skills held by students and graduates of the courses; * poor quality of training and assessment, which calls into question the integrity of qualifications; * regulatory issues including inconsistent licensing arrangements between jurisdictions resulting in poor quality training outcomes; and * online and distance learning and its impact on the quality of learning outcomes.   **2. SECURITY REGULATORS (STATE AND TERRITORY GOVERNMENTS)**  Consultation and jurisdictional comparison of training and licensing requirements identified the following issues:   * a need for the review of security qualifications, particularly Certificate II is a very high priority for the industry and jurisdictions such as the Queensland and the NT – Queensland because of the Commonwealth Games and the NT because of adverse coronial findings in security related deaths; * licensees should maintain currency in critical skills and knowledge as coroner’s reports have identified the need for better training in key safety issues such as positional asphyxiation; * misalignment between the occupations and qualifications, and between qualifications and license requirements; and * mutual recognition - difficult to implement due to regulatory inconsistencies.   **3. INDUSTRY**  Industry engagement, including RTOs, highlighted the following issues:   * qualifications and units of competency need to better align with the requirements of industry and the roles performed by security personnel; * different security license requirements across jurisdictions create confusion; * no longer a requirement by the industry and regulators for Certificate I in Security Operations as it is considered obsolete and it could be removed; * poor quality assessment; * widely varying assessment conditions in the delivery of security training, and * language, literacy and numeracy skills need to align with industry’s expectations.   There is a consistent view amongst industry, STAs and the regulators and particularly Queensland, given the 2018 Commonwealth Games, that there is an immediate need for Security Operations qualifications to:   * be updated and re-designed to better meet industry and regulatory requirements, job roles and occupational outcomes; * address the recommendations of the ASQA Review; and * be streamlined to meet the 2012 Standards for Training Packages and address training, assessment, LL&N and workplace safety issues. |

There have been no dissenting views that have emerged during the development and consultation of this Case for Change.

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# IMPACT OF THE PROPOSED CHANGES

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| As a result of this review, the industry sector, regulators, key stakeholders, and Registered Training Organisations (RTO’s) can expect:   * implementation of ASQA’s recommendations in relation to the qualifications and requirements to improve skills and knowledge in terms of the safety issues raised through coronial reports; * qualifications that align to the *2012 Standards for Training Packages* and industry needs; * a quality occupational outcome for the industry reflecting contemporary skilling needs of current and future job roles; * consistent set of qualifications or units of competency that can be mandated for licensing purposes across all jurisdictions; * training fit for purpose to address public safety; and * clear standardised units of competency that align to the *2012 Standards for Training Packages* and address:   + jurisdictional licensing;   + risk minimisation strategies;   + clear training and assessment requirements;   + language, literacy, and numeracy skills; and   + workplace safety practices.   The risks for not implementing the changes include, but are not limited to:   * ASQA’s recommendations are partially or not fully implemented, resulting in the continuation of poor training delivery; * the qualifications will not be fit for purpose particularly in relation to future job roles, resulting in skill shortages in the industry; * skills gaps in employees meeting and understanding the importance of licensing requirements to foster a greater understanding of the requirements of compliance and managing public safety; and * poor quality training resulting in concerns, such as public safety, not being addressed.   **Value Statement**  The benefits of the changes far outweigh the cost and will address the systemic and outstanding issues raised by the ASQA report  **The estimated timeframes to implement the proposed changes to the qualifications:**  **Refer Attachment C** |
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# IMPLEMENTING COAG INDUSTRY SKILLS COUNCIL (CISC) REFORMS FOR TRAINING PACKAGES

The revised qualifications will enable:

1. Certificate I in Security Operations to be appropriately positioned to determine whether or not it is obsolete to the requirements of industry;
2. quality assessment, and simulated workplace environments to provide more practical perspectives resulting in qualifications that can demonstrate quality, relevance and utility;
3. a quality occupational outcome for the industry, reflecting contemporary skills and safety knowledge and understanding of current and future job roles;
4. a consistent set of qualifications or units of competency that can be mandated for licensing purposes across all jurisdictions; and
5. the introduction of skill sets to support the various occupational streams that exist now and potentially into the future.

**This Case for Change was agreed to by the Property Services IRC**



Noel Hamey Signature of Chair

Date: 13/02/2017

# ATTACHMENT A: Training Package components to change

**Artibus Innovation**

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Date submitted: 10th February 2017

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| Training Package Code | Training Package Name | Qualification Code | Qualification Name | IRC Name | Review status | Change Required |
| CPP07 | Property Services | CPP10107 | Certificate I in Security Operations | Property Services |  |  |
| CPP07 | Property Services | CPP20212 | Certificate II Security Operations | Property Services |  |  |
| CPP07 | Property Services | CPP30411 | Certificate III Security Operations | Property Services |  |  |

# ATTACHMENT B: STAKEHOLDER CONSULTATION METHOD

**Stakeholder Consultation and Industry Engagement**

The following consultative practices were implemented to assess and understand the key issues in the Security industry:

* face-to-face consultation with the key stakeholders including jurisdictional regulators through the Security Industry Regulators Forum (SIRF); Queensland Training Ombudsman; and Queensland Department of Education and Training, industry advisory bodies.
* telephone discussions with the Industry Skills Advisory Council in the NT;
* discussions and attendance at forums and meetings with representatives of the Australian Security Industry Association Limited, Security Providers Association of Australia and the Facility Management Association of Australia;
* online forums and formal distribution of the Case for Change to the STAs and key industry stakeholders.

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| Stakeholder Consultation | |
| Name of Stakeholder | **Detail method(s) and Scale of Consultation** |
| ASIAL Australian Security Industry Association Ltd | Industry Association representing industry - 3 x Face to face consultations to establish requirements of industry in relation to the qualifications  2x feedback received on the Case for Change. |
| SIRF | Regulators - 2 meetings to establish the position of regulators and the requirements of units of competency and licensing requirements. Out of session feedback provided on licensing requirements, via email.  Consulted with SIRF members from each jurisdiction to the establish training and licensing requirements – enabling a jurisdictional comparison to inform case for change |
| Security Trainers Association | Representing RTOs – phone interview, follow up with face to face meeting with the STA members at their General Meeting |
| MSS | Employers Telephone hook up to discuss roles and skilling required |
| SNP | Employer – integrated security approach – requirements for skilling and training now and into the future |
| NSW Regulator | Regulator – discussion re-emerging skills needs relating to counter terrorism |
| Queensland Training Ombudsman | Representing Minister for Training and Skilling and Justice - 2X face to face – provided input to the Qld Review and received feedback re Case for Change |
| Crown Casino | Employer – potential Industry Working Group member |
| Australian Concert and Entertainment Security Pty Ltd | Employer – potential Industry Working Group member |
| Facilities Management Association of Aus | Face to face meeting to discuss role of security personal in facilities management. |
| Financial Administrative and Professional Services Training Council WA | Preliminary discussions face to face to ascertain WA position re Security Industry – they are working closely with the regulator to implement a “screening system” to manage quality training outcomes |
| Artibus Innovation Stakeholder  List | Newsletter distributed to whole stakeholder list inviting input and project details added to the Artibus Innovation website. Numerous email and forum replies were received. Over 51 emails have been received. |
| SA STA | Welcomes the review of the training package and has advised that United Voice SA would like to be involved in the development of the Security Qual |
| Victoria STA | Provided advice to be incorporated in the development of the Security Qualification |

# ATTACHMENT C: PROJECT PLAN

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| **ACTIVITES** | **YEAR** | | | | | | | | | | | | | | |
|  | **2016** | | | **2017** | | | | | | | | | | | |
| **OCT** | **NOV** | **DEC** | **JAN** | **FEB** | **MAR** | **APR** | **MAY** | **JUN** | **JUL** | **AUG** | **SEP** | **OCT** | **NOV** | **DEC** |
| Review ASQA's Security Audit |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Review Western Australia Security Audit |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Consultation - Stakeholders, Subject Matter Experts, Regulators |  | | |  |  |  |  |  |  |  |  |  |  |  |  |
| Security Industry Regulator Forum - Conference |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |
| Technical Writing Team Established |  |  | | | | | | | | | | | | |  |
| Research - Occupations per Jurisdictions |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Research - Occupations and UoC |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Research - Occupations and Security Regulatory Frameworks |  | | |  |  |  |  |  |  |  |  |  |  |  |  |
| Research - Occupations and 'Scope of Activities' |  | | |  |  |  |  |  |  |  |  |  |  |  |  |
| Research - Data Assessment and Processing |  | | |  |  |  |  |  |  |  |  |  |  |  |  |
| Consultation - Regulators: Input on 'Scope of Activities |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |
| Case for Change - Draft |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Consultation - Draft Components Revision by Jurisdictions |  |  |  | | |  |  |  |  |  |  |  |  |  |  |
| Update Companion Volume Implementation Guide |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |
| Upload Case for Change on Artibus Website |  |  |  |  |  |  |  |  | | |  |  |  |  |  |
| Upload Draft Components to TPCMS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Consultation - STA and Industry Review |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |
| Research - Process Feedback in to Case for Change |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |
| Submit to the Department of Education and Training |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

1. ASIAL Security Training 11 May 2016. [↑](#footnote-ref-1)