

**2010**

**WESTERN AUSTRALIA**

**STRATEGIC INDUSTRY AUDIT**

**OF TRAINING IN THE SECURITY INDUSTRY**

**FINAL REPORT**

**May 2011**

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# 2010 WESTERN AUSTRALIAN STRATEGIC INDUSTRY AUDIT OF SECURITY INDUSTRY TRAINING

## 1. Executive Summary

This report documents the findings of the Strategic Industry Audit (SIA) of nationally recognised AQF training in the security industry.

The objective of the audit was to quality assure the training and assessment provided in the security industry and to:

- Determine the level of compliance with the Australian Quality Training Framework (AQTF) *Essential Standards for Registration* by registered training organisations (RTOs);
- Identify and analyse key areas of compliance and non-compliance;
- Identify key issues impacting on training and assessment outcomes and good training and assessment practice;
- Provide comment on whether systematic challenges impact on the delivery of training within the qualifications; and
- Recommend strategies to address key issues and to strengthen the quality of training and assessment for the qualifications.

The SIA focussed on the CPP20207 Certificate II and CPP30407 Certificate III in Security Operations within the manpower sector of the industry.

57 RTOs were identified as being registered in Western Australia (WA) to deliver training in the Certificate II and III in Security Operations. 27 RTOs were selected for audit based on agreed criteria. 24 RTOs were audited comprising 22 WA registered RTOs and two interstate registered RTOs. The three RTOs that were not audited relinquished the qualifications from their scope of delivery prior to audit.

The SIA included a survey of RTOs, site visit audits, student interviews and a survey of employers or clients/end users of security services. A panel of 10 industry advisors was established and provided invaluable advice on industry/regulatory requirements.

Overall, the audit highlighted variable levels of compliance with the AQTF Standards and Conditions of Registration.

- **33%** (8) of the RTOs were found to be fully compliant with all the AQTF Standards and Conditions of Registration;
- **38%** (9) had minor non-compliances;
- **12%** (3) had significant non-compliances; and
- **17%** (4) were found to have critical non-compliances.

At least 50% of the RTOs audited were found to be non-compliant in relation to staff, facilities, equipment and training/assessment materials (**Standard 1.3**) and assessment practices (**Standards 1.5a and 1.5b**).

Overall there was a high level of compliance with the Conditions of Registration, however, some non-compliances were found in relation to **Condition 1** (governance) and **Condition 6a** (certification and issuing of qualifications).

Examples of good practice found at audit included:

- Well developed policies and procedures;
- Excellent links with security industry networks; and
- Well developed resources and learning materials.

Students who participated in the survey were very positive in their views of the qualifications and their training experiences overall. Comments from auditors who interviewed the students supported this view.

Key issues identified at audit include:

- Assessment arrangements and staff, facilities and equipment did not meet the requirements of the Training Package – Standards 1.3 and 1.5;
- Variable duration of training for both qualifications;
- Concern from RTOs about:
  - duration of training;
  - language and literacy skills of graduates; and
  - variations in licensing requirements between jurisdictions.

The following recommendations are proposed to address the key findings of the SIA.

#### **Recommendation 1: Ongoing Compliance**

That the Training Accreditation Council (TAC) retains the Certificates II and III in Security Operations as the ongoing focus of its audits in 2011/2012. This will enable verification of ongoing compliance and the deployment of corrective action taken by RTOs found to be non-compliant at audit.

#### **Recommendation 2: Implementation of Revised Security Qualifications**

That TAC ensures that RTOs applying to amend their scope of delivery to add the current or revised Certificate II and III qualifications be subject to a site visit audit, with industry advisors in attendance where possible.

#### **Recommendation 3: Capacity Building**

That the Financial, Administrative and Professional Services (FAPS) Training Council provides input to the development of national strategies and resources for security industry RTOs. This will ensure that resources and professional development opportunities for trainers and assessors include the following areas for capacity building identified in the audit:

- Development of training and assessment (including RPL) strategies, tools and materials that meet the requirements of the CPP07 Training Package and the regulatory and workplace requirements;
- Creation of simulated training and assessment environments that resemble the workplace as closely as possible;

- Customisation of delivery and assessment strategies to meet the individual needs of learners; and
- Provision of opportunities to validate and moderate assessment tools, strategies and systems.

#### **Recommendation 4: Language and Literacy**

That the WA Police Licensing Enforcement Division, in consultation with industry representatives and the FAPS Training Council, identifies and specifies the workplace communication requirements for the different job roles associated with the Certificates II and III in Security Operations. This will enable RTOs to gain a deeper understanding of the workplace language and literacy requirements and support the development of appropriate delivery and assessment strategies.

#### **Recommendation 5: Licensing Arrangements**

That WA Police Licensing Enforcement Division continues to ensure that RTOs are kept informed of progress with national and state developments in relation to the harmonisation of qualifications for security licensing. This could be achieved through the RTO network forums currently facilitated by the FAPS Training Council, as well as through newsletters to security networks and information on the regulator's website.

#### **Recommendation 6: Communication Strategy**

That TAC disseminates the final report of the SIA to stakeholders, including:

- National Quality Council
- Australian Skills Quality Council (ASQA)
- Minister for Training and Workforce Development
- Director-General Department of Training and Workforce Development
- WA Security Industry Advisory Council
- FAPS Training Council
- WA Police Licensing Enforcement Division; and
- Key security industry associations.

That TAC also communicates the outcomes of the SIA through the TAC website and *TAC Update* Newsletter and directly to the RTOs with the security qualifications on their scope of delivery.

#### **Recommendation 7: Outcomes of National Review of Security Industry**

That all parties with responsibility for implementing the above recommendations also note the findings of the *National Review of the Implementation of the AQTF as it relates to the Private Security Industry* (report to the National Quality Council) and consider the implications of those findings for actions proposed in relation to this report.