



Public Order, Safety and Regulatory Services

This industry combines manpower security skills and security related advice with technological and digital capability to patrol, monitor, prevent and respond to security incidents across a range of industrial, commercial and residential sites including private sector facilities, government infrastructure, airports, entertainment precincts and licensed venues.

Industry Developments and Workforce Issues

Investigation and Security Services

Demand. The manpower security industry is predominately split into three distinct sections: a number of very large multi-national companies each employing in excess of 5,000 permanent part-time and full-time officers, not involved in event security; other multi-national businesses which operate in selected markets, directly employing between 500 and 1,500 permanent part-time and full-time staff, with top-ups of casual staff as needs arise; and state-based businesses characterised by a transient workforce with security organisations utilising staff across their operations and contracts, including those which deploy several hundred casual crowd controllers for event-based security. Despite a significant proportion being employed on a casual basis (an estimated 47% nationally),¹ rostering arrangements allow for sharing of trained staff across industry, enabling security officers to supplement their incomes by working multiple jobs. Predominantly male, security officers and crowd controllers play an important part in preventing and responding to incidences, while supporting a network of security alarm monitoring centres. The most recent national labour market outlook estimates a 9.9% employment growth for security officers and guards over the five years to 2023.² It is estimated Western Australia has in excess of 15,000 licensed security individuals. Close to half are licensed security officers and crowd controllers working in the greater Perth metropolitan.³

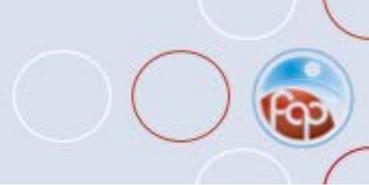
Licensing Requirements. In order to work as a security officer, candidates are required to complete the Certificate II in Security Operations and have been issued with a Security Officer/Crowd Controller's licence from WA Police Licensing under the Security and Related Activities (Control) Act 1996 Western Australia. The qualification is linked to the licence and successful completion enables people to work in the security industry. Recent changes to Certificate II in Security Operations will ensure graduates of the new qualification will enter the industry with both Security Officer and Crowd Controller licences. The Certificate III in Security Operations provides security industry employees with further training options where additional licences can be gained depending on job requirements. It is more suited to advanced security officers such as those employed in control rooms and monitoring stations⁴ and is often client driven for those in manpower roles. As part of the recent review of the suite of security operations qualifications, the CPP Property Services Training Package now has six new skill sets with the intention of aligning licensing requirements across all jurisdictions. Skill sets include: baton and handcuffs; canine; cash-in-transit; control room operations; firearms; and monitoring centre operations. The Certificate IV and Diploma focus on security and risk management. In WA these are used for

¹ Australian Strategic Policy Institute, [Safety in numbers: Australia's private security guard force and counterterrorism](#), October 2018.

² Australian Government, Department of Jobs and Small Business, Labour Market Information Portal, Employment Projections, [Occupation projections five years to May 2023](#).

³ The Security Agents Institute of Western Australia, [Security Industry & WA Police Service Emergency Response & Consequence Management](#).

⁴ Australian Strategic Policy Institute, [Safety in numbers: Australia's private security guard force and counterterrorism](#), October 2018.



security adviser and consultant licenses. Some industry operatives have noted concerns around agent licensing, believing the application process, screening and operating governance should be more stringent to strengthen attainment of licences and practice integrity.

Training. Seen for its entry-level employment opportunities, the security manpower industry has a large unskilled element⁵ and attracts people from diverse ethnic backgrounds. Upon Certificate II completion, few seek further study. Discussions with industry indicate that while companies recognise the Certificate III can provide growth opportunities for selected security officers into roles requiring more leadership skills, majority of security companies employing security officers have a small portion of staff with a Certificate III. With the exception of Crown Perth, these are acquired through a training provider delivering institutionally, predominantly completed in staff own time, with training costs covered by the employer when these are required by clients and can be absorbed into pricing structures. While some employers provide additional in-house, client and site-specific training to complement nationally accredited qualifications applicable to the context of their business, other organisations rely on having access to trained operatives. According to national NCVER figures, 7,898 participants completed the CPP30411 Certificate III in Security Operations qualification in 2017.⁶ In Western Australia, from 2014 to 2018 a total of 503 people enrolled in the qualification either as a traineeship or via institutional delivery: 223 of these were enrolled as trainees which equates to 64% of all enrolments in that 5 year period.⁷ A recent report identifies lack of clearly defined pathways and poor opportunity for career progression as key barriers to attracting high calibre candidates to the industry, suggesting the security guard sector should consider a career progression model for security officers. They argue better pathways to more senior positions would make the guarding manpower sector a more attractive career prospect.⁸ Attempts are being made to address this. The recent review of the security operations qualifications have resulted in the development of a new qualification, Certificate III in Close Protection Operations, with specialist competencies in the provision of close protection services.

Technology and Automation. Adoption of technology such as CCTV, access control systems and online security platforms continue to shape the security industry and increasingly support the role of security officers. As this increases, gradually roles will move towards an integration of traditional manpower skills with technological and digital capability. The impact of technology will require greater technical literacy from entry level workers, while training providers will need to work with industry to ensure they are able to provide suitable, equipment specific training. Use of computerised central alarms and the widespread rollout of security cameras are reducing heavy reliance on manpower numbers.⁹ Discussions with industry already point to staff re-allocation into new work opportunities as some manpower roles reduce due to such technology. In their 2017-2020 Skills Forecast and Proposed Schedule of Work, Artibus Innovation identified growth in security and central monitoring systems, with digitisation and automation software driving integrated technological capability and change.¹⁰ The growing use of technologies such as CCTV and online security platforms and their application in crime prevention have led to a review of technical security qualifications to ensure graduates have the skills and knowledge to operate, install and maintain these technologies. These vocational qualifications have also incorporated training for digital skills and knowledge for emerging technologies within the security industry.¹¹ Electronics, ID scanning, 3D imaging, biometrics, visual authentication, cloud-based dispatch systems and implementation of smart devices and lone worker technology to maintain safety continue to enhance the sector and improve its operating capabilities. While still in infancy, drones, sensors, artificial intelligence, facial recognition software, behaviour analysing technology and robots will affect crowd management, surveillance and monitoring into the future.¹² Static guard roles are at risk of displacement due to increasing automation processes, particularly as these become more affordable and are combined with access controls, such as swipe cards. Although already in limited

⁵ Australian Strategic Policy Institute, [Safety in numbers: Australia's private security guard force and counterterrorism](#), October 2018.

⁶ Artibus Innovation, [Property Services IRC Skills Forecast and Proposed Schedule of Work](#), 12 March 2019.

⁷ Department of Training and Workforce Development, COGNOS, *All VET (WA) – Course Enrolments – CPP30411 Certificate III in Security Operations*, received from DTWD on 21 May 2019.

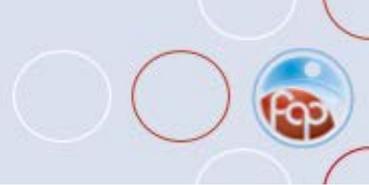
⁸ Australian Strategic Policy Institute, [Safety in numbers: Australia's private security guard force and counterterrorism](#), October 2018.

⁹ Ibid.

¹⁰ Artibus Innovation, [Property Services IRC Skills Forecast and Proposed Schedule of Work, CPP Property Service, 2017](#).

¹¹ Artibus Innovation, [Property Services IRC Skills Forecast and Proposed Schedule of Work](#), 2 May 2018.

¹² Australian Strategic Policy Institute, [Safety in numbers: Australia's private security guard force and counterterrorism](#), October 2018.



commercial use, high costs prohibit broad industry application of biometric technology. Long term, this technology will transform static or repetitive job roles which rely on tasks that can be automated.

Language, Literacy and Numeracy. Due to the high number of migrants and underqualified workers employed in this sector, LLN and customer service deficiencies are an area of concern for industry and stakeholders. The security industry and WA Police (the Regulator), continue to express concerns about the lack of basic English skills held by those wishing to enter the industry upon completion of a Certificate II in Security Operations. The introduction of the mandatory pre-licensing competency test for new entrants is mitigating the number of people entering the workforce with limited English proficiency. Developed and implemented by FAPSTC, the pre-licensing test is administered by the Security Agents Institute of WA Security Testing Centre. A total of 5,200 participants having completed the test since its inception in February 2017.¹³ While the regulated test has alleviated some of these concerns, it continues to be monitored and analysed to ensure its effectiveness and rigour.

Licensing Review. The Security and Related Activity (Control) Regulations 1997 have governed the security industry for over 20 years. Some industry stakeholders would like to see a review of the regulatory requirements for licensing in the security industry, believing the current Regulations do not fully reflect the industry as it is today or where it is likely to be in the future.

Identifying Human Behaviours and Movement. With growing concerns in the community of terrorism, it will become increasingly important for those in the industry to up-skill to be able to identify suspicious or criminal behaviour while still treating customers with respect and without discrimination. Although currently lacking the appropriate and consistent training in the area of terrorism preparedness and response,¹⁴ deployed security officers are well placed to assist in the recognition and deterrence of threatening situations. In line with this, review of the security operations qualifications have incorporated elements related to counterterrorism, including competencies around recognition of anomalies and suspect behaviour, identifying security risk situations, appropriate reporting and procedures.

Industry Workforce Priorities

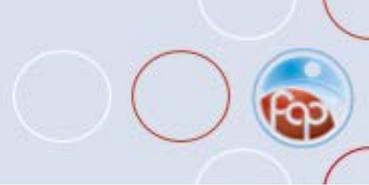
Technology. With the increased use of technology in the industry, ensuring employees are adequately trained and skilled in using new technology is becoming a key priority. Industry will need to work with training providers to deliver specific training outside of the CPP Property Services Training Package to ensure staff maintain current skills and are suitably positioned to take on board emerging innovations.

Quality of Training. Industry continues to express concern about the depth, breadth and duration of training provided by some organisations delivering the Certificate II in Security Operations. WA Police already mandate the minimum number of training hours required for training delivered for licensing purposes (80 hours for security guards). This is set for review, in consultation with industry and RTOs, following release of the new Security Operations qualifications. Other measures which have been put in place to mitigate training quality issues are a mandatory pre-licensing competency test for new entrants prior to certification following completion of Certificate II in Security Operations and a mandated supervisory component currently in place under the Certificate III Security Operations traineeship contract. Industry recommends the existing supervision policy is retained under the new qualification, endorsed earlier this year.

Traineeship Harmonisation. Crown Training is the only RTO participating in the traineeship arrangement in WA. Crown Perth's infrastructure and size enable capacity to enter into a traineeship contract with their employees. Discussions with other employers within the sector indicate lack of such capacity which is why other organisations and individuals use the institutional study option for further training. The superseded CPP30411 Certificate III in Security Operations is scoped for delivery as a traineeship in Victoria, Queensland, Tasmania and Western Australia. WA is the only state with it being

¹³ Financial, Administrative & Professional Services Training Council Incorporated. Figures reported as at May 2019.

¹⁴ Australian Strategic Policy Institute, *Safety in numbers: Australia's private security guard force and counterterrorism*, October 2018.



a 6-month traineeship. The remaining three states have it as 12 months duration. The new, non-equivalent CPP31318 Certificate III in Security Operations is currently not scoped for delivery in WA. Crown Training is intending to add this qualification on their scope of registration for delivery in 2020 but see the current traineeship duration of 6 months as inadequate for delivery of CPP31318 due to the considerable changes to the qualification, broader Training Package packaging rules and supervisory requirements. A 12-month traineeship for security officers will align with the nominal duration in other states which until now have had more time for delivery of a qualification lighter in content and assessment rigour (superseded CPP30411). This is currently under review with the State Training Board.

Skills Development. The security industry in Western Australia provides services across three key areas: personnel, electronic and physical security.¹⁵ Security officers have evolved into brand ambassadors for the companies which employ them, providing various forms of base-line security. Progressively, innovative technologies are moving security personnel from physical guarding to remote and virtual guarding.¹⁶ They observe and report activity, protect client assets and monitor sites and events both physically and remotely. The development of soft skills are critical to the manpower security industry. Security officers rely heavily on their interpersonal, communication, emotional intelligence and conflict resolution skills in order to assess and respond to situations in a professional manner. Excellence in customer service together with the ability to interact with people and build rapport are fundamental to the role and will become even more important in the coming years. These skills, although essential in many security roles, are often flagged as lacking by employers. While the mandatory pre-licensing competency test screens potential new entrants, English proficiency continues to be a challenge as a significant portion of existing staff come from non-English speaking backgrounds (anecdotally between 40 to 45%). The need for computer literacy is also on the rise as use of smart technologies are integrated into day-to-day operations.

Professionalism and Career Progression. While the completion of a Certificate II may be sufficient for many of the manpower roles being performed, experienced and well regarded security workers who complete the Certificate III in Security Operations have greater work options (including roles that require leadership skills) and the ability to increase their earning potential, driven by higher paying clients requiring this qualification by contracted staff. Some larger organisations invest in the development and training of their security staff as a means of recognition and retention of talent. Their aim is to lift the professionalism of the workforce and produce quality security officers with broad capabilities integrated across their varied business security needs. Overall, however, relatively few security officers hold a Certificate III qualification. The industry is traditionally seen as a stop gap and attracts a very transient workforce. To improve the community's perception of the industry it will become increasingly important to improve the professionalism and earning opportunities in the industry and ensure those entering can see a long term career path. This will help to attract people into the industry that want to stay and develop skills while embracing new training that is available.

Counterterrorism. The risk of terrorism is impacting the security industry. State security discussions and counterterrorism planning around emergency response and consequence management are incorporating private security manpower into their strategy, recognising their potential to help prevent attacks and ability to respond to security incidents. The move to integrate additional manpower in case of threat escalation and emergency response¹⁷ will require companies to develop existing staff with counterterrorism awareness, terrorism preparedness and response training. While new licenced entrants into the industry will cover units related to counterterrorism, recognition of anomalies and reporting of suspicious behaviours, a lag will exist while training providers adopt the new qualification in security operations, yet to be scoped for delivery in WA. A security officer's ability to respond to critical incidents and hostile threats such as terrorism will be reliant on continued and appropriate skill development and procedural competence, underpinned by consistent vetting, training and licensing.¹⁸ Similarly, developing strategic plans collaboratively with security, Police, hospitality and event management sectors, shopping centre and venue management is becoming increasingly important to

¹⁵ The Security Agents Institute of Western Australia, [Security Industry & WA Police Service Emergency Response & Consequence Management](#).

¹⁶ MA Services Group, [Rapid Rise of the Security Industry in Australia and Where It's Going in the Future](#).

¹⁷ The Security Agents Institute of Western Australia, [Security Industry & WA Police Service Emergency Response & Consequence Management](#).

¹⁸ Ibid.



ensure all staff are suitably trained and capable of preparing for and responding to lock down or evacuation situations.