

CASE FOR CHANGE

SECURITY OPERATIONS REVIEW

CPP PROPERTY SERVICES TRAINING PACKAGE

JANUARY 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 licensed security personnel operating across Australia.

REVIEW

This Case for Change proposes the review of 3 Security Operations 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 proposes the following activities:

1. align packaging rules against the scope of activities of security occupations;
2. update the content of the Units of Competency to meet industry need;
3. address ASQA’s Security Review recommendations;
4. streamline 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 Australian Skills Quality Authority (ASQA) Report: *Training in Security Training Programs in Australia*;
- the policy to streamline Training Packages to the *2012 Standards for Training Packages*; and
- the opportunity to improve and futureproof the training and assessment of the qualifications.

VALUE STATEMENT

The benefits of the changes far outweigh the cost and will address the systemic and outstanding issues raised by the ASQA Security Review relating to training and assessment and public safety.

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A. Administrative Information

Name of IRC: Property Services Industry Reference Committee (IRC)

Name of SSO: Artibus Innovation

Training Package: CPP07 Property Services Training Package

Proposed Qualifications for Review:

Code	Title
CPP10107	Certificate I in Security Operations
CPP20212	Certificate II in Security Operations
CPP30411	Certificate III in Security Operations

This Case for Change responds to the outcomes and key issues raised by the Australian Skills Quality Authority (ASQA) regarding the training and assessments gaps in the Security Operations qualifications.

B. Methodology Review

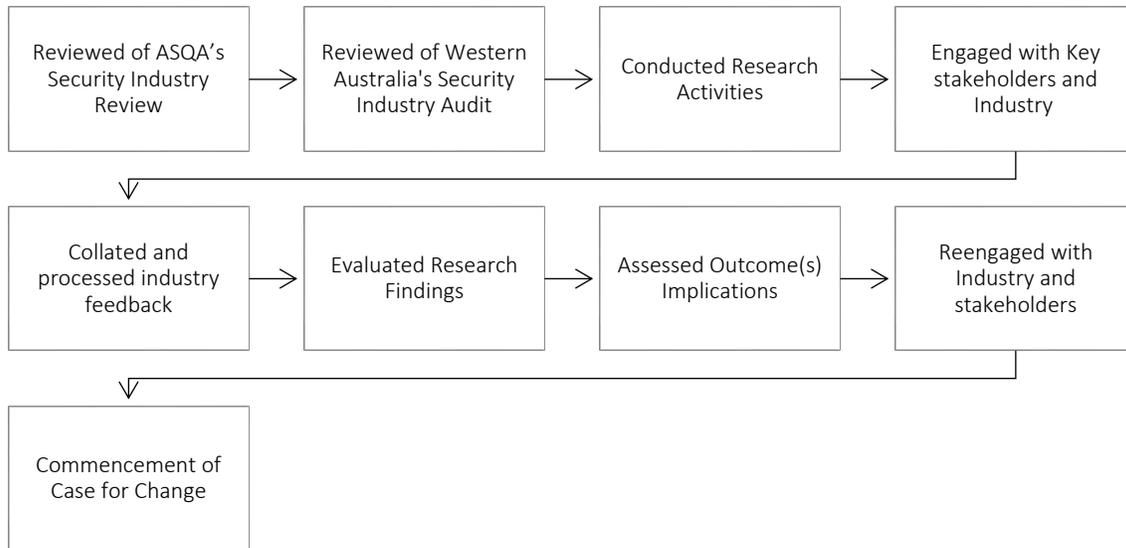
Stakeholder Consultation and Industry Engagement

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

- face-to-face consultation with the:
 - jurisdictional regulators of the Security industry (i.e. state and territories);
 - Security Industry Regulators Forum (SIRF);
 - Queensland Training Ombudsman; and
 - Queensland Department of Education and Training.
- telephone discussions with the Industry Skills Advisory Council in the NT;
- industry engagement through online forums and platforms;
- consultation with State Training Authorities (STAs) and industry training advisory bodies; and
- discussions with representatives of the Australian Security Industry Association Limited, Security Providers Association of Australia and the Facility Management Association of Australia.

Evidence-Based Research Activities

The following research successive activities were undertaken to identify the skills and knowledge gaps in the Security qualifications.



Analysis

To properly assess job roles with the emerging skills in the Security Operations industry, the following preliminary analysis was undertaken on the following components:



This analysis enabled a consistent mapping across all jurisdictions on:

- 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.

C. Outcome of the Review

Imperative(s) for Change

Through key stakeholder consultation, the outcomes of the review stipulate the following:

- 1) there is no longer a requirement by the industry and regulators for Certificate I in Security Operations and it should be deleted from the qualification;
- 2) a need for appropriate alignment of qualifications and levels to job roles and the ability to map career paths and strategies to attract, retain and develop the workforce;
- 3) greater guidance required by the industry in terms of assessment requirements would be beneficial in creating a quality training outcome;

- 4) an overhaul of security qualifications certificate II is a very high priority for the industry and jurisdictions such as the NT;
- 5) regulators could assist in determining how long it should take to gain a qualification that would meet licensing requirements; and
- 6) 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.

ASQA’s Training-Package-Specific Recommendations

The ASQA report identified the requirement for a Case for Change through the following key issues:

- Short course duration and assessment;
- Poor language, literacy and numeracy skills held by students and graduates of the courses;
- Inconsistency in requirements between jurisdictions, which compromise quality outcomes;
- Poor quality of training and assessment, which calls into question the integrity of qualifications;
- Regulatory issues, related to both state and territory licensing authorities and VET regulators, the training package; and
- Online and distance learning and its impact on the quality of learning outcomes.

Scope of Work

The revised qualifications will address the requirement for:

- a quality occupational outcome for the industry reflecting contemporary skilling and safety needs of current and future job roles;
- appropriate training and assessment requirements;
- volume of learning - translated as duration of training - auditable hours, assessment written to articulate and reflect key industry and regulatory requirements;
- consistent set of qualifications or units of competency that can be mandated for licensing purposes across all jurisdictions;
- the units, and therefore the qualifications, required for licensed security activities are:
 - accurately aligned to job roles
 - appropriate to the AQF level
- training fit for purpose to address public safety; and
- skills gaps and safeguard licensing awareness requirements.

D. Impact of the Proposed Changes

As a result of this review, industry organisations, regulators, key stakeholders, and Registered Training Organisations (RTO's) can expect:

- an adequate implementation of ASQA's recommendations in the qualifications;
- qualifications that align to the *2012 Standards for Training Packages* and industry needs;
- clear standardise Units of Competency that address:
 - jurisdictional licensing;
 - risks minimisations strategies;
 - training and assessment requirements
 - language, literacy, and numeracy skills; and
- workplace safety practices.

There are minimal impacts on the industry: the benefits outweigh the cost.

E. Outstanding Issues

The table below details outstanding issues relating to the qualifications:

Issue	Jurisdiction(s)
Updating qualifications to the <i>2012 Standards for Training Packages</i>	Department of Education and Training
Implementation of ASQA's Security Review recommendations	Department of Education and Training, AISC and Industry regulators
Commonwealth Games, Gold Coast, 2018	Commonwealth of Australia, Queensland, Department of Tourism, Australian Federal Police, and Queensland Police Department

F. Project Plan and Development of Work

PROJECT TIMELINE

Activity	Date
Project Commencement	October 2016
ASQA's Review	October 2016
Security Industry Regulator Forum	October 2016

Consultation – Regulators/Industry	October – December 2016
First Draft of Case for Change	December 2016
Consultation – First Draft Review	December 2016 – February 2017
Ongoing Research and Consultation	January – November 2017
Submit Case for Endorsement to Department of Education and Training	December 2017

See **Appendix B: Project Plan** for a detailed account of the project scope and key milestones.

G. Training Product Review Status

1. Please complete table at Attachment A

H. IRC Signoff

IRC Chair comments:

Signed for and on behalf of the **Property Services IRC** by its appointed Chair.

(Noel Hamey)

Signature of Chair

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ATTACHMENT A: TRAINING PACKAGE REVIEW SCHEDULE**Schedule of Review of Training Products – 2016****Artibus Innovation**Contact details: david@artibus.com.au Ph: 03 6218 2841

Date submitted: [Insert date submitted]

Training Package Name	Training Package Code	Qualification Name	Qualification Code	Unit of Competency Name	Unit of Competency Code	IRC Name	Review status (Set options)	Change Required (Set options)
Property Services	CPP07	Certificate 1 in Security Operations	CPP10107			Property Services		
Property Services	CPP07	Certificate II Security Operations	CPP20212			Property Services		
Property Services	CPP07	Certificate III Security Operations	CPP30411			Property Services		

Notes:

1. Fields with X would have been completed when the initial four-year schedule was agreed and updated annually. The Department will maintain this excel table and will send to the SSO the version of the table with the additional columns highlighted in beige once the four year has been approved by AISC.
2. The *Review status* field will be completed for each training product scheduled in that year. This will be a drop down list from which one of the following options can be chosen:
 - 2.1. Completed
 - 2.2. Included in another business case
 - 2.3. No, postponed review
3. The *Change Required* field will be completed for each training product scheduled in that year that are considered as part of the business case. This will be a drop down list from which one of the following options can be chosen:
 - 3.1. No change, to be scheduled for review in four years
 - 3.2. No change, to be scheduled for review in less than four years
 - 3.3. No change, costs of change are greater than the benefits of change
 - 3.4. Change, likely to be recommended for removal from the national training system
 - 3.5. Change, costs of change are less than the benefits of change

Notes

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- Completed
- Included in another business case
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The Change Required field will be completed for each training product scheduled in that year that are considered as part of the business case. This will be a drop down list from which one of the following options can be chosen:

- No change, to be scheduled for review in four years
- No change, to be scheduled for review in less than four years
- No change, costs of change are greater than the benefits of change

Change, costs of change are less than the benefits of change

Signoff

This Case for Change was agreed as the result of a property constituted IRC decision.
Signed for and on behalf of the Property Services IRC by its appointed Chair.

Signature of Chair

Date:

ATTACHMENT B: PROJECT SCOPE

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															█

Technical Advisory Committee

Preliminary identification of representatives on the technical working group has been provided through consultation with industry and STAs.

Representatives	Member
ASIAL	1
Security Industry Reference Forum	2
MSS and Wilson (ASIAL represents the SMEs)	2
Security Trainers Association	1
State Industry Advisory (TBD)	1

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References and Resources

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