

Australian
Industry and
Skills Committee

CASE FOR CHANGE TO UPDATE SECURITY TRAINING

Property Services IRC
Artibus Innovation

February 2022

1. Administrative information

For a list of the products proposed to be reviewed as part of this project, please see **Attachment A**.

Name of IRC(s):	Property Services IRC
-----------------	-----------------------

Name of SSO:	Artibus Innovation
--------------	--------------------

1.1 Name and code of Training Package(s) examined to determine change is required

CPP20218 Certificate II in Security Operations
CPP31318 Certificate III in Security Operations
CPP20319 Certificate II in Technical Security

2. The Case for Change

For information on the job roles to be supported through the proposed qualifications updates, enrolments data, completion rates, and the number of RTOs delivering these qualifications please see **Attachment B**.

2.1 Rationale for change

1. **Replace two misaligned communication units in CPP20319 Certificate II in Technical Security qualification.**

Two units from the security operations qualifications were included as core units within the Certificate II in Technical Security. It has since been identified that these units are not suitable for inclusion as they require candidates to demonstrate interactions with physically aggressive customers which is a function of crowd controllers but not security installers. The development process will be determined if the following units of competency are more fit for purpose; [BSBXC301 Engage in workplace communication](#) and [BSBOPS203 Deliver a service to customers](#).

2. **Update entry requirements in CPP31318 - Certificate III in Security Operations to remove learner barriers.**

It has been identified since endorsement in 2018 that the entry requirement for the Certificate III in Security Operations, 'Must hold a current Security Officers licensing in the relevant jurisdiction' can cause a lengthy delay for candidates wishing to undertake the cash-in-transit pathway. The application, probity, and issuance of a Security Officers license can take several months.

An administrative change is required to align the training package with industry and regulator expectations and remove the barrier to the learner by amending the entry requirements to read, 'Must hold either the CPP20218 - Certificate II in Security Operations OR a current Security Officers licence in the relevant jurisdiction'. This will remove the need for a licence application until the learner has completed their training.

3. **Development of 3 new units of competency for CPP31318 – Certificate III in Security Operations which will also be packaged into the updated skill set CPPSS00044 - Provide Security Services in a Health Care Environment.**

- The skills and knowledge for these three units will cover the purpose of the security role in a health care setting. Topics included in the reviewed or developed units will cover:
 - legislative and organisational requirements in the health care environment
 - medical and clinical terminology
 - knowledge of mental illness
 - knowledge of emotional trauma and trauma as a life experience (both for patients and family/carers)
 - strategies for security response

- relevant documentation is completed and securely maintained with due regard to confidentiality in accordance with health procedures
- working as part of a team with clinicians to deliver services to assist patients
- deal constructively with conflict, within the organisation's established processes

Understanding aggression as a clinical issue

- understanding and implementing infection control practices

4. Review and update CPPSS00044 - Provide Security Services in a Health Care Environment skill set and related unit to describe the skills needed to security operations in the Health Care Environment

Security staff working in a health environment are primarily interacting with (and assisting in managing the behaviour of) patients who are in health setting to receive treatment and care. In many cases the security related risk arises from the clinical conditions being experienced by these patients and the security response needs to be adapted to take this into account. Unlike other industries security staff in the health environment work as part of a team, with clinical colleagues to manage risk arising from patients. In this context the specialised skills needed by security officers to react, interact and protect people and property in a health setting are not currently covered, nor adequately addressed in other security industry units of competency. The specialised skills and knowledge required by security officers working in health settings has been brought into sharp focus by the unprecedented pressures created by COVID 19.

The existing Skill Set contains superseded units and is no longer aligned with industry expectations.

2.2 Evidence for change

- These issues have been identified through regular communication with industry stakeholders and validated through correspondence with industry, regulators and RTOs who are directly impacted. The issues relate to:
 - updates to other training packages i.e. (HLTAID update makes existing core superseded)
 - impracticality and unsuitability of units for intended application
 - entry requirements and delays impacting learners.
- The need to review and update the specialised skill set addressing the competencies required to deliver professional security operations in the health environment was raised initially by NSW Health as an area of significant risk to the safe and effective operation of the health system. Further consultation has indicated that this need is common across all jurisdictions and within both public and private health environments.
 - The current gap in fit for purpose, competency-based training for security officers to develop the specialised skills required to perform a security role in a health environment can contribute to an increased risk to the safety of other security officers, patients and staff.
 - A standardised nationally recognised skill set creates the potential for increased mobility within the security workforce, has the potential to create a fit for purpose recruitment pool/workforce and allows for individual security staff to demonstrate specialist expertise in this environment. It also has the potential to create a meaningful professional development pathway for security staff who seek to broaden their skill sets in the security industry.
 - Redevelopment of this skill set will support health organisations to deliver standardised competency-based training to their security workforce to continuously improve the delivery of security operations in the health sector.

2.3 Consideration of existing products

- The proposed changes to the communications units will draw on existing units from CPP or BSB packages that are most relevant for the Technical Security roles.
- Changing the entry requirement does not require unit changes.

Provide Security Services in a Health Care Environment Skill Set

- Existing security units will be considered for inclusion in the health safety practices where applicable.
- Existing HLT and infection control units will be included where required to meet employer expectations.

2.4 Approach to streamlining and rationalisation of the training products being reviewed

- This project will draw on existing units, where possible, to better address the needs of learners and employers.

3. Stakeholder consultation

3.1 Stakeholder consultation undertaken in the development of Case for Change

*For a full list of industry-specific stakeholders that actively participated in the stakeholder consultation process undertaken to develop the Case for Change, please see **Attachment C**.*

- Artibus maintains regular communication with the security industry directly with representatives of peak bodies, through attendance at forums, via FAPS Training Council and ASIAL newsletters and direct inbound enquiries.
 - These issues have been raised by industry stakeholders and added to the continuous improvement register
 - Direct engagement with 75 industry stakeholders was used to validate the proposed changes and to ensure industry supported the review. This drew from previous TAG members, the Artibus database and industry networks through national associations
 - This included
 - Industry associations
 - ASIAL
 - SPAAL
 - ASIS
 - STA
 - Regulators – All states and territories
 - Employers
 - MSS for security operations
 - Prosegur for CIT
 - RTOs
- Artibus also used its communication channels comprising newsletters and social media to inform its stakeholders in the property services industries of the proposed project and to invite any feedback.

3.2 Evidence of Industry Support

*For a list of the issues raised by stakeholders during consultation and the IRC's response to these, please see **Attachment D**.*

- Formal support has been received from 31 key stakeholders covering:
 - Security Associations
 - AISA, SPAAL and ASIS
 - Representing security employers
 - Regulators
 - All State and territory regulators responsible for security licensing
 - Employers
 - Prosegur is a specialist cash-in-transit business
 - MSS is the largest manpower business in Australia
 - Monash Health
 - Royal Melbourne Hospital

- NSW Health
 - Royal Brisbane and Women’s Hospital
- Individuals
- RTOs
- RTO association
 - Security Trainers Association represents RTOs servicing the security Industry
- Direct engagement by NSW Health has confirmed interest and support for the skill set from Qld Health and Royal Melbourne Hospital
- The proposal is supported by the Property Services IRC and Australian Security Industry Association Limited (ASIAL) as the security industry representative.
- Written support was received from the following State Training Authorities:
 - NSW, SA, Tas, Vic

3.3 Proposed stakeholder consultation strategy for project

*Note: For a full list of industry-specific stakeholders who are planned to be contacted to participate in the stakeholder consultation process undertaken for this project, please see **Attachment E**.*

- The Property Services IRC will nominate a member to be the project chair for the development of the proposed skill set.
 - The Artibus Innovation project manager, in consultation with the IRC project chair, will develop a project governance plan and stakeholder communication and engagement plan.
 - Information about the project will be disseminated using the Artibus newsletter, social media, and website; industry channels including the Association newsletters and trade briefings, and other related industry associations (e.g., ASIAL, ASIS, Security Trainers Association) relevant union, industry training advisory bodies in each state and territory to assist in identifying rural and regional stakeholders.
 - Stakeholder consultation activities will include:
 - a consultation webinar at the first draft – for stakeholders to provide direct feedback on the training product development.
 - in addition to the consultation webinar, feedback will be invited via an online tool available on the Artibus website, written submissions, online meetings convened as necessary and, where possible, face to face meetings.
- Validation stage of the project, webinar to inform stakeholders of proposed training products and gather final feedback.

4. Licencing or regulatory linkages

- As the change to the entry requirements being proposed relates to qualifications used for licensing, all State and Territory security regulators have been asked to comment on the proposal. No regulatory impact has been identified and all regulators are supportive of the recommended change.
- The proposed changes to the entry requirements will NOT require any changes to regulation or have any impact on regulatory requirements.
- The proposed changes will remove a hurdle for entry into higher level security roles which currently requires learners in some states to 'pause' their training to attain a licence prior to entering the Certificate III in Security Operations.

5. Project implementation

5.1 Prioritisation category

- This review is proposed as a routine project which can be completed in 9 months as minimal training component development work is required
- The security industry is a large employer with high turnover. This combined with high current and forecast demand for security officers and cash-in-transit officers raises the urgency of this review.

5.2 Project milestones

- Key project milestones include:
 - AISC project approval –February 2022
 - DESE commissioned Activity Order –February 2022
 - Training product development and engagement with subject matter experts – February - March 2022
 - Draft 1 consultation/feedback – April 2022
 - Feedback on draft 1 incorporated to produce draft 2 – May 2022
 - Stakeholder consultation for validation of draft 2 – June 2022
 - Quality Assurance – July 2022
 - Final consultation with states and territories – July/August 2022
 - Case for Endorsement submitted for approval September 2022

5.3 Delivery or implementation issues

- As the above changes will occur as a major release the qualifications will be re-coded, although likely to be deemed as equivalent, the change of code may affect regulators who have specifically named qualifications for licensing purposes.

6. Implementing the Skills Minister's Priority reforms for Training Packages (2015 and October 2020)

Highlight how the case for change will address the following priorities:

- Ensure that more information about industry's expectations of training delivery is available to training providers to improve their delivery and to consumers to enable more informed course choices
 - The project will better align training with industry expectations of technical security installers and remove barriers for cash-in-transit officers.
- Ensure the training system better supports individuals to move more easily between related occupations
 - These changes will improve access to advanced training in security by removing a barrier to entry.
- Improve the efficiency of the training system by creating units that can be owned and used by multiple industry sectors
 - The proposed new units will be of benefit to both the security and health industry sectors.
- Foster greater recognition of skill sets and work with industry to support their implementation
 - Use of a skill set to describe the skills specialisation in the health sector rather than a separate qualification.
 - Use of a skill set for health sector work will provide professional development opportunities for existing security officers.

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

Name of Chair

Noel Hamey

Signature of Chair



Date

08/12/21

Attachment A: Training Package components to change

Artibus Innovation

Contact details: jeremy@artibus.com.au

Date submitted: 8/12/21

Project number	Project Name	Qualification/ Unit / Skillset	Code	Title	Details of last review <i>(endorsement date, nature of this update transition, review, establishment)</i>	Change Required
TBA	Security Review	Qualification	CPP20218	Certificate II in Security Operations	Review	Update
		Qualification	CPP20319	Certificate II in Technical Security	Review	Update
		Qualification	CPP31318	Certificate III in Security Operations	Review	Update
		Skill Set	CPPSS00044	Provide Security Services in a Health Care Environment	Review	Update
		Unit	CPPSEC3XXX	Work effectively in a health environment	Establish	New
		Unit	CPPSECXXX	Apply health care security procedures	Establish	New
		Unit	CPPSEC3XXX	Provide security support as part of a clinical response	Establish	New

Attachment B: Job role, enrolment information, the number of RTOs currently delivering these qualifications

Please set out the job roles to be supported through the updated qualifications, enrolment data over the past three years in which data is available for each qualification, completion rates for each qualification, and the number of RTOs delivering these qualifications.

Job role	Qualification to be updated to support the job role	Enrolment data (for the past three years)	Completion rates (for the past three years)	Number of RTOs delivering (for the past three years)
Security Officer	CPP20218 Certificate II in Security Operations	10900	9192	97
Security Officer	CPP31318 Certificate III in Security Operations	775	259	64
Security Technician	CPP20319 Certificate II in Technical Security *	NA	NA	3
Health Sector Security Officer	CPPSS00044 Provide Security Services in a Health Care Environment**	NA	NA	NA

* New qualification

** Current Skill Set but superseded units

Attachment C: List of stakeholders that actively participated in the consultation process of the Case for Change

Name of stakeholder	Title	Organisation	Organisation type (e.g. Employer, peak body, union, RTO, regulator)	Jurisdiction/town/city (e.g. NSW/Sydney)
Max Wilson	Executive Director	ACFIPS	Training Board	NSW
Mark Pasquale	General Manager	SPAAL	Assn	National
Kevin McDonald	General Manager, Systems and Operational Support	MSS Security	Employer	National
Jason Brown	National Security Director	Thales	Employer	National
Greg Wiles		Queensland Rail	Employer	QLD
Martin Argyle	State Security and Training Manager Qld	Prosegur	Employer	National
Cameron Smith	Director Security Licensing and Enforcement Directorate	SLED	Regulator	NSW
Peter Reinhold		OFT Qld	Regulator	QLD

Ethan Sandery	Manager, Occupational Licensing	Consumer & Business Affairs SA	Regulator	SA
Kat Fleck		Access Canberra	Regulator	ACT
Dale Bell	License Enforcement Division	License Enforcement Division WAPOL	Regulator	WA
Marita Cabot	Principal Occupational Licensing Officer	NT Government	Regulator	NT
Dina Collison	General Manager	Morrissey Group	RTO	QLD
Richard Franks	Chief Executive Officer	NSTA	RTO	QLD
Paul Smith	Training Development Manager	Comtech	RTO	National
Mark Costello	Director	Asset College	RTO	National
Juliana Fitzpatrick	Principal Consultant Skills Capacity	Dept Innovation and Skills SA	STA	SA
Allan Jones	Chief Executive Officer	FAPSTC	Training council	WA
John Fleming	General Manager	ASIAL	Assn	National
Paul Stalio	President	Security Trainers Association	Assn	National
Paul Connor	A/S/Sergeant Licensing Regulation Division	Licensing and Regulation Division Victoria Police	Regulator	Victoria
Michelle O'Herrernan		Ministry Of Health	Employer	NSW

Kathy Pavlich		Ministry Of Health	Employer	NSW
Anna Thomas		FAPS Training Council	Training Council	WA
Susan Crossley		FAPS Training Council	Training Council	WA
Lisa Stockley	General Manager – Industry Regulation	Security License Enforcement Division – NSW Police	Regulator	NSW
Peter Johnson	Compliance and Regulatory Affairs	ASIAL	Association	National
Aydin Tat	Program Director	Advance Training	RTO	Victoria
Lauren Hollows		Comtech	RTO	National
Dominic Schipano	CEO	CITT/ADTIA	ITAB	Victoria
Lita Olsson	Clinical Lead	Queensland Occupational Violence Strategy Unit, Royal Brisbane and Women’s Hospital	Employer	Qld
David De Francesco	Director of Security and Safety	Royal Melbourne Hospital	Employer	Victoria
Steve Bills	Director – Security and Emergency Management	Monash Health	Employer	Victoria

Attachment D: Issues Raised by Stakeholders during consultation on the development of the Case for Change

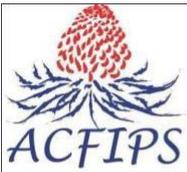
Stakeholder Type	Issues Raised	IRC's Response to Issues Raised
Industry Reference Committee (IRC) Representatives		
Peak Industry Bodies		
Employers (Non-IRC)		
Regulators	The Security Licensing and Enforcement Directorate (SLED) NSW raised concern about currency of first aid and entry requirements for Certificate III in Security Operations	Include in case for change
Registered Training Organisations (RTOs)	<ol style="list-style-type: none"> 1. Consideration of revised PC in Cert II Security operations relating to positional asphyxia. 2. Appropriateness of security operations communication and customer service units for technical security training 	Consider both issues in the case for change
Training Boards/Other		
State and Territory Training Authorities (STAs)	Potential impacts of entry requirement changes on inappropriate entry to traineeships	Not deemed an issue as a security license is required for employment and change only impacts learners' ability to gain higher level license.
Unions		
<i>Please add other categories as appropriate</i>		

Attachment E: List of stakeholders to be contacted as part of the development of the Case for Endorsement

Name of Stakeholder	Title	Organisation	Organisation type (e.g. Employer, peak body, union, RTO, regulator)	Jurisdiction/town/city (e.g. NSW/Sydney)
Max Wilson	Executive Director	ACFIPS	Training Board	NSW
Mark Pasquale	General Manager	SPAAL	Assn	National
Kevin McDonald	General Manager, Systems and Operational Support	MSS Security	Employer	National
Jason Brown	National Security Director	Thales	Employer	National
Greg Wiles		Queensland Rail	Employer	QLD
Martin Argyle	State Security and Training Manager Qld	Prosegur	Employer	National
Cameron Smith	Director Security Licensing and Enforcement Directorate	SLED	Regulator	NSW
Peter Reinhold		OFT Qld	Regulator	QLD

Name of Stakeholder	Title	Organisation	Organisation type (e.g. Employer, peak body, union, RTO, regulator)	Jurisdiction/town/city (e.g. NSW/Sydney)
Ethan Sandery	Manager, Occupational Licensing	Consumer & Business Affairs SA	Regulator	SA
Kat Fleck		Access Canberra	Regulator	ACT
Dale Bell	License Enforcement Division	WAPOL	Regulator	WA
Marita Cabot	Principal Occupational Licensing Officer	NT Government	Regulator	NT
Dina Collison	General Manager	Morrissey Group	RTO	QLD
Richard Franks	Chief Executive Officer	NSTA	RTO	QLD
Paul Smith	Training Development Manager	Comtech	RTO	National
Mark Costello	Director	Asset College	RTO	National
Juliana Fitzpatrick	Principal Consultant Skills Capacity	Dept Innovation and Skills SA	STA	SA
Allan Jones	Chief Executive Officer	FAPSTC	Training council	WA

Name of Stakeholder	Title	Organisation	Organisation type (e.g. Employer, peak body, union, RTO, regulator)	Jurisdiction/town/city (e.g. NSW/Sydney)
John Fleming	General Manager	ASIAL	Assn	National
Paul Stalio	President	Security Trainers Association	Assn	National
Paul Connor	A/S/Sergeant Licensing Regulation Division	Licensing and Regulation Division Victoria Police	Regulator	Victoria
Michelle O'Herrernan		Ministry Of Health	NSW Gov	NSW
Kathy Pavlich	Security and Risk Management Teacher	TAFE NSW	RTO	NSW
Anna Thomas		FAPS Training Council	Training Council	WA
Susan Crossley		FAPS Training Council	Training Council	WA
Lisa Stockley	General Manager - Industry Regulation	Security License Enforcement Division	Regulator	NSW
Peter Johnson	Compliance and Regulatory Affairs	ASIAL	Association	National
Aydin Tat	Program Director	Advance Training	RTO	Victoria
Lauren Hollows		Comtech	RTO	National
Dominic Schipano		CITT/ADTIA	ITAB	Victoria



Arts, Communications, Finance Industries and Property Services Ltd

ACFIPS is an Industry Training Advisory Body • ABN 55 074 207 784

Email: max.wilson@acfips.org.au • Phone: (02) 9979 1470 • Fax (02) 9979 1599 • PO Box 985, Newport Beach NSW 2106

12 August 2021

Jeremy Rose

Industry
Manager Artibus
Innovation

jeremy@artibus.com.au>

RE: ACFIPS support for minor changes to the Security Industry Training Package

Dear Jeremy

Good to talk with you recently regarding the work that Artibus is undertaking to make changes to the Security Training Package to meet industry requirements.

I understand that you are required to submit a proposal to AISC to make 3 minor amendments to the Security Training Package. ACFIPS supports the changes as outlined which include.

1. Update entry requirements to remove learner barriers. Since endorsement in 2018 it has been identified that the entry requirements for the Certificate III in security operations can cause a delay for candidate wishing to undertake the cash-in-transit function as they do not allow for entry into the certificate III until they hold a security officer license. The time taken to allow for application, probity, and issuance of a license can delay candidates by several months.

An administrative change is required to align the training package with industry and regulator expectation and remove a learner barrier by amending the entry requirements to read, '**Must hold either the CPP20218 Certificate II in security operations OR a current Security Officers licensing in the relevant jurisdiction**'. This will remove the need for licence application until the learner has completed their training.

2. Replace misaligned communication units in the technical security qualifications. In order to streamline the technical security training package units from the security operations qualifications were included as core units within the Certificate II in Technical Security. It has since been identified that these units are not suitable for inclusion in this function as they require candidates to demonstrate interactions with intoxicated and/or aggressive customers which is a function of crowd controllers but not security installers. We intend to identify suitable replacement units with preference given to currently endorsed units from either the BSB or CPP training packages such as <https://training.gov.au/Training/Details/BSBXC301>

3. Update the superseded HLTAID003 unit to the most current unit. We understand that since the endorsement of the Security qualifications the first aid unit, which is core, has been superseded. This creates a misalignment with industry and regulator expectations and may disadvantage learners and RTO's

I wish you every success in your submission to AISC

Regards

Executive Director

10 August 2021

Mr Jeremy Rose
Artibus Innovation
PO Box 547

North Hobart
Tasmania 7002



MISTW.IAH RCIRHM' INDUPHIV
ASSOCIMOMUHTUI

Dear Jeremy,

The Australian Security Industry Association Limited (ASIAL)

ASIAL is the peak national body representing security professionals in Australia. The Association is comprised of 2,750 members ranging from large corporate entities to small and medium sized operations. ASIAL members provide a broad range of services and perform a vital role as part of Australia's national security mix.

ASIAL is committed to developing and promoting the highest professional standards in the industry.

As such we would be pleased to support the three (3) points referenced in your letter.

1. Update of the requirements to remove learner barriers.
2. Replace misaligned communication units in the technical security qualification.
3. Update the superseded HTLAID003 unit to the most current unit.

If you require further information, please let me know.

Your Sincerely

A handwritten signature in black ink, appearing to read 'John Fleming', is written over a light blue background.

John Fleming
General Manager

Security Industry House PO Box 1338 Crows Nest NSW 158

P: 1300 127 425 E: security@asial.com.au

ABN 91000 813 365

www.asial.com.au





10/08/2021

Jeremy Rose
Industry Manager

PO Box 547, North Hobart, Tas 7002

Dear Jeremy

RE: Support for Change

There are 3 points I would like to confirm industry support:

1. Update entry requirements to remove learner barriers.

The Association supports the move to not necessarily have a Security Licence but to have completed CPP20218 Certificate II in Security Operations. The condition that they have a licence to enter Certificate III makes no sense when the employee can obtain a licence and enter Cert III with no experience.

2. Replace misaligned communication units in the technical security qualifications.

Units relevant to the technical sector is acknowledged and should not include "dealing with intoxicated persons". There are other units in the security/business package that will benefit the technical sector and the STA would like to partake in the choice of those units from an external perspective.

3. Update the superseded HLTAID003 unit to the most current unit.

It is important that we add HLTAID011 Provide First Aid and remove the superseded unit HLTAID003 from the Security Training Package (CPP). This was an ongoing concern with the previous package as this superseded unit dragged on until the change Security Training Package.

Regards



Paul Stalio

President, Security Trainers Association Inc.

Ph: 0409 446 976 | president@securitytrainersassociation.com.au

www.securitytrainersassociation.com.au

PO Box 372 Rosanna VIC 3084.

Security Trainers Association
PO Box 372 Rosanna VIC 3084

Ph: 0409 446 976 W: www.securitytrainersassociation.com.au E: info@securitytrainersassociation.com.au

From: DeFrancesco, David <David.DeFrancesco@mh.org.au>
Sent: Wednesday, 17 November 2021 1:18 PM
To: Kathy Pavlich (Ministry of Health) <Kathy.Pavlich@health.nsw.gov.au>
Cc: 'steve.bills@monashhealth.org' <steve.bills@monashhealth.org> **Sub-
ject:** FW: Security Skill Set

Hi Kathy,

Happy to catch up and discuss further. Definitely interested in improving security skill sets in health.

Perhaps an initial meeting with Steve and I?

Regards

David

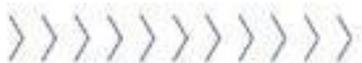


David De Francesco | Director Security and Safety

The Royal Melbourne Hospital – City Campus, Level 8
300 Grattan Street | Parkville Victoria 3050

T: + 61 400 557 669

david.defrancesco@mh.org.au | thermh.org.au



The Royal Melbourne Hospital acknowledges the Kulin nations as the Traditional Custodians of the land on which our services are located. We are committed to improving the health and wellbeing of Aboriginal and Torres Strait Islander peoples.

To: DeFrancesco, David <David.DeFrancesco@mh.org.au>

Cc: Kathy.Pavlich@health.nsw.gov.au; Scott Overend (scott.o@nitd.com.au) <scott.o@nitd.com.au>

Subject: RE: Security Skill Set

No I didn't. Thanks for passing this on Dave.

Kathy,

We have been looking to create an endorsement to the current Cert II or create a Cert III for health security for the last couple of years. I have been working with Scott Overend from NITD who does our code grey training to develop the course and look for funding options. Scott has developed a number of units and is working through the detail of how to implement.

Additionally, of interest to you may be that we have recently formed the Victorian Health Security Network (VHSN) which brings together security managers from all metropolitan health services and the major regional health services. One of the common issues that has been identified by all services is the difficulty in recruiting the right people for health security. Health security is unique in the Security industry in both the people that we deal with and the skills that we require of our staff. We are the only part of the security industry that can't remove the people that cause us trouble (because they are there for treatment!) and we need staff with excellent communication skills and empathy. Empathy in particular is a difficult skill to find in an industry that pays peanuts and relies so heavily on immigrant populations.

The other issue that hampers health security is a lack of government understanding about the necessity of security in health. For too long security has been (and still is) seen as a peripheral part of running a health service rather than being an essential part of the health service. In Victoria, this is evidenced as much by the lack of consistent numbers of security across the health services. Monash Health is the largest health provider in the state (arguably the country) and has the largest security workforce as well but when we did some benchmarking in late 2019, it showed just how disparate the numbers of security were across some of the health services. The numbers of

the security seems to depend largely on the support the Executive provides to the area and the funding that can be found for it. In my opinion it should be a designated part of the budget however that is clearly not the way government sees it.

Over the last three years code greys across our network have doubled from about 800 – 900 per month to 1500 per month. Whilst we have seen a slight drop in recent months, we are still averaging around 1300 – 1400 per month. As we hear at our VHSN meetings, this is the same across all the health services.

Apologies for getting on my soap box(!) but the training side of things is something that I see as crucial so I am very interested to know what you are doing in NSW and if we can be of any assistance or see any benefit. I have never heard of anyone in the Victorian Dept of Health in a position such as yours so I am very interested in any work you are doing in this area.

Regards,

Steve Bills

Director

Security & Emergency Management | Monash Health

T: 0427 782527

From: Lita Olsson <Lita.Olsson@health.qld.gov.au>

Sent: Thursday, 18 November 2021 12:12 PM

To: Kathy Pavlich (Ministry of Health) <Kathy.Pavlich@health.nsw.gov.au>

Subject: RE: Security Skill Set

Hi Kathy,

Thank you so much for reaching out.

Queensland Health is currently in the process of developing a security framework, and with the aim to provide some standardised processes for healthcare security officers around:

- Recruitment
- Orientation
- Induction
- Professional Development

Having said that, a nationally-recognised skill set would be fantastic! I would love to hear more about what is being proposed / considered as part of the work being undertaken by Artibus. Are you able to share anything further?

Please consider this as in-principle support from Queensland Health.

I look forward to hearing more.

Thanks,

Lita

Lita Olsson

Clinical Lead

Queensland Occupational

Violence Strategy Unit

Level 6, Block 7

Royal Brisbane and Women's Hospital

Herston QLD 4029

Ph: (07) 3647 9748

Ph: 0438 451 575

lita.olsson@health.qld.gov.au

From: Connor, Paul <paul.connor@police.vic.gov.au>

Date: Wednesday, 10 November 2021 at 10:02 am

To: Jeremy Rose <jeremy@artibus.com.au>, Aydin Tat

<atat@advancetraining.com.au> **Cc:** Peter Johnson <peter@asial.com.au>, Mehmet

Tat <mtat@advancetraining.com.au>, Pinner, David

<david.pinner@police.vic.gov.au>

Subject: RE: Security Review 2021/2022

OFFICIAL: Sensitive

Hello Jeremy

In principle LRD supports the National project that you are seeking to have implemented

PI keep us in the loop as the project moves along

Regards

Paul Connor

A/S/Sergeant 30279

Licensing Regulation Division. PH 8335 7544

Victoria Police Centre, 311 Spencer Street, Docklands Vic 3008



Lisa Stockley

Assistant Director (Industry Regulation)

[Security Licensing & Enforcement Directorate](#)

2 Dawn Fraser Avenue, Sydney Olympic Park

E: stoc1lis@police.nsw.gov.au P: 02 8286 4310 E/N: 39310 M: 0419 300 928

FB: <https://www.facebook.com/SLEDNSW/>

Hi Jeremy

In response to Susan Crossley's email below, I would very much like to assist (be involved) in this project. PCT is WA's longest serving RTO in security, risk management and investigations training (22 years.) Thank you for considering PCT.

"Hi Craig, I hope you are doing well. I'm not sure if we mentioned at our meeting a few weeks ago, but Artibus is looking to review the Security qualifications to address issues raised through their continuous improvement process and feedback received from industry stakeholders.

At present, it is envisaged that there are three particular areas that need addressing:

- updating the entry requirements to remove learner barriers for the Certificate III in Security Operations
- replacement of misaligned communication units in the technical security qualifications
- updating the superseded HLTAID003 unit to the most current unit.

If you are interested in having input on the project, please contact Jeremy Rose at Artibus directly. He can be reached at jeremy@artibus.com.au.

Kind regards,

Susan Crossley

Kind regards,

Craig MacKellar

Paragon Corporate Training

C4, 58 Newcastle Street, Perth WA 6000

T 08 9227 5125 M 041 718 6380



Hi Jeremy, Thanks for the catch up yesterday.

I am now working with NSW Health and currently undertaking a skills audit for security in the health environment. I have found that there are definitely different skills required then other security positions.

As discussed I am hoping for support from Artibus to explore the opportunity to develop a specialist skills set in the CPP training package for Security in the Health Environment.

I have put in a call to ASIAL also discussed this with my Director who has the contacts to reach out to our health counterparts in other states.

Enjoy your day.

Kathy Pavlich

Principal Educator, Security Risk Improvement Unit | **Workplace Relations**

NSW Ministry of Health

1 Reserve Road, St Leonards NSW 2065

Locked Mail Bag 2030, St Leonards NSW 1590

Tel 02 9859 5474 | Mob 0404 846034 | kathy.pavlich@health.nsw.gov.au

www.health.nsw.gov.au



This message is intended for the addressee named and may contain confidential information. If you are not the intended recipient, please delete it and notify the sender.

From: Martyn Argyle <Martyn.Argyle@prosegur.com>

Date: Wednesday, 30 June 2021 at 1:31 pm

Subject: RE: Update to Security Training Package and entry requirements

Hi Jeremy

Please see my below responses:

Point 1. Would it be possible to enrol in a Cert II and select any of Cert III endorsements without any prior experience?

This would speed up the process and comply with the criteria and legislation. The individual could then proceed to their State firearms licence.

Point 2. I believe that covering off on “the interactions with intoxicated and/or aggressive customers” & the force continuum is beneficial to the technical security licence as the individual could use this licence and work in Prisons, hospitals, licensed premises etc. They should have the initial knowledge and practical experience to deal with scenarios

Point 3. Agree the new first aid course should be used. There is also HLTAID009 CPR package updated.

Not sure on what the dot points are referring to. I would also like more clarification around what “Updated assessors’ requirements” to is?

I believe that it should be an advanced first qualification to teach the provide first aid units.

Martyn Argyle

Regional Manager (QLD/NT)
Risk, Compliance & Training

107 - 123 Muriel Avenue, Moorooka, Qld. 4105 Australia

Tel: +61 7 3426 6254. Mobile: +617 417 668 397



From: Wiles, Greg

<Greg.Wiles@qr.com.au> **Date:**

Wednesday, 30 June 2021 at 3:31 pm **To:**

Jeremy Rose <jeremy@artibus.com.au>

Subject: RE: Updates to Security
qualifications

Hi Jeremy,

The communications unit change makes sense – appropriate to the nature of the duties – so I would fully support that. I wasn't aware of the inclusion of first aid units in the package, but it looks as though it is only contained in the Cert III. I'm a little conflicted here – if there is a linkage of the Certificate III as a licencing pre-requisite, this would place a new and ongoing training requirement burden on technical security workers. That said, licencing pre-requisites are still up to each state (and as we know these vary), so it may be a moot point.

If I restrict consideration to simply whether it is appropriate to align the first aid training unit with that required across the rest of the industry, then yes that again is a logical change and again I'd fully support it.

Cheers

Greg



GREG WILES

SECURITY TECHNOLOGY ADVISOR

Level 7, 30 Makerston Street

Brisbane, QLD 4000

T: 07 3072 2030

M: 0419 977 207

F: 07 3235 3304

W: queenslandrail.com.au

From: richard.franks@scs.edu.au <richard.franks@scs.edu.au>

Date: Wednesday, 30 June 2021 at 5:31 pm

To: 'Jeremy Rose'

<jeremy@artibus.com.au> **Subject:** RE:

Updates to Security qualifications

Thank you for the opportunity to submit feedback on this important review, my feedback is below.

Query 1

1. Replace misaligned communication units in the technical security qualifications. In order to streamline the technical security training package units from the security operations qualifications were included as core units within the Certificate II in Technical Security. It has since been identified that these units are not suitable for inclusion in this function as they require candidates to demonstrate interactions with intoxicated and/or aggressive customers which is a function of crowd controllers but not security installers. We intend will identify suitable replacement units with preference given to currently endorsed units from either the BSB or CPP training packages

Response 1

This is a similar issue that occurred with monitoring centres where communication with intoxicated customers, yet communication is important and as a security installer whilst not a core function a person must deal with a range of diverse people and situations but not to the extent of a crowd controller.

A suggested unit is:

- CPCPCM2039 - Carry out interactive workplace communication

The above is suggested, there are many other communication units, alternatively developing a specific industry relevant unit is required which is time consuming and expensive and creates another communication unit which is not a preferred option as existing units are able to be contextualised by RTOs to meet specific industry needs.

Query 2

2. Update the superseded HLTAID003 unit to the most current unit. Since the endorsement of the Security qualifications the first aid unit, which is core, has been superseded. This creates a misalignment with industry and regulator expectations and may disadvantage learners and RTOs but forcing learners to complete 2 units. Noting that the new <https://training.gov.au/Training/Details/HLTAID011> is deemed not equivalent.

Response 2

This is urgently required, as significant changes have occurred to meet the needs of first aid stakeholders and the security industry is on the front line and administers first aid daily, it is important that skills reflect community expectations. Also security officers will be disadvantaged because employers will not accept the HLTAID003 unit and security officers will be required to spend hard earned dollars on updating skills

Also because HLTAID003 is not equivalent to HLTAID011 credit transfer will not apply and security officers undertaking further training may suffer financially by being forced to undertake further training.

Richard Franks (CEO)

NSTA Pty Ltd Trading As

Specialised Career Solutions (RTO 32292)

78 The Peninsula Helensvale Qld 4212

Telephone 0439 531 926

Email Richard.franks@scs.edu.au



From: Lauren Hollows <lauren@comtech.edu.au>

Date: Friday, 23 April 2021 at 11:42 am

To: Paul Smith <paul@comtech.edu.au>, Jeremy Rose <jeremy@artibus.com.au>, WendyMcLeod <wendy@artibus.com.au>

Subject: Re: CPP20319 Certificate 2 in Technical Security

Hi all

I believe that inclusion of BSBXCM301 Engage in workplace communication, would be the most appropriate as this is the newest unit and is appropriate for the AQF level.

Kind regards,

Lauren
HollowsQuality
Advisor
Comtech
Training

'Helping to Connect and Secure Australia'

Please note that I only work part time and as such, it may take a few days to reply.

ABN 37 106 989 235

RTO Number 90933

E Mail: lauren@comtech.edu.au

Mobile 0452 533 185

National No: 1300 371 130

Website: <http://www.comtech.edu.au>

From: Paul Smith

Sent: Thursday, 22 April 2021 1:03 PM

To: Jeremy Rose; Wendy McLeod

Cc: Lauren Hollows

Subject: RE: CPP20319 Certificate 2 in Technical Security

Hi Jeremy,

I would replace CPPSEC2105 - Provide quality services to a range of security clients with
CPPSEC2020A - Provide technical security services to clients

And probably one of the BSB units that deals with communicating with clients (but I will have to get
back to you on the specific unit) to replace CPPSEC2101 - Apply effective communication skills to
maintain security

Rgds

Paul

From: Paul Smith <paul@comtech.edu.au>

Date: Tuesday, 20 April 2021 at 11:21 am

To: jeremy@artibus.com.au

<jeremy@artibus.com.au> **Cc:** Lauren Hollows

<lauren@comtech.edu.au> **Subject:** CPP20319

Certificate 2 in Technical Security

Hi Jeremy,

Thank you for your time this morning, I am writing to you as a follow up from our discussion regarding CPP20319 Certificate 2 in Technical Security, specifically 2 of the core units:

CPPSEC2101 - Apply effective communication skills to maintain security

CPPSEC2105 - Provide quality services to a range of security clients

Both of these units have clearly been written to satisfy the role requirements of a security officer conducting security operations and not for a technical security installer. Listed below are some of the performance criteria, knowledge evidence and performance evidence from both units that are not relevant to this role:

Performance Criteria

2.3 Identify conflict situations that may affect service provision, and take required action to minimise impact on client satisfaction.

2.1 Observe the work area and identify person demonstrating disruptive or inappropriate behaviour.

2.3 Explain required behaviour and request modification in a manner that avoids an aggressive or hostile response.

3.1 Check radio or phone features and control functions to confirm sufficient battery and signal levels and that system

is fully operational.

3.2 Select radio channel appropriate for the location and type of communication.

3.3 Convey security risk information using appropriate language, protocols and codes and following standard operating

procedures.

3.4 Receive and answer incoming communications promptly using clear and concise language and following standard

operating procedures.

4.1 Write security incident details in notebook ensuring information is accurate, concise and easy to read.

4.2 Complete security incident form using clear and concise language and factual accuracy.

Performance Evidence

a person seeking assistance

a person who is showing signs of being under the influence of an intoxicating substance, and seeking assistance

a person from a culturally and linguistically diverse (CALD) background who has little English language and is seeking assistance

one person who is being verbally abusive

one person who is behaving in a physically aggressive manner.

Knowledge Evidence

approved communication terminology, call signs and radio channels used in the security industry

how to read and use non-verbal communication to gain the confidence of others

methods for accessing local youth services

use of force

approved communication terminology, call signs and radio channels used in the security industry

the phonetic alphabet and how it is used

types of non-verbal communication that can increase fear, aggression or hostility in others

ways that social and cultural differences may be expressed.

I wanted to highlight this to you as we are currently experiencing complaints from our students asking why we are assessing them in criteria that has nothing to do with technical security, our only response at present is that we have to as it is written in the unit of competency.

Given the size of the changes required to these units (and that they are still required for a security officer) we strongly recommend that these are removed from CPP20319 Certificate II in technical security and replaced with appropriate units.

Kind Regards

regards

Paul Smith

Training Manager

ABN 37 106 989 235

RTO Code 90933

E Mail: paul@comtech.edu.au

Telephone: (08) 9355 5770
Web-site: www.comtech.edu.au

From: BROWN Jason <Jason.Brown@thalesgroup.com.au>

Date: Thursday, 1 July 2021 at 2:06 pm

To: Jeremy Rose <jeremy@artibus.com.au>

Subject: RE: Update to Security Training Package and entry requirements

Thank you Jeremy

The proposal has my support.

Regards

Jason

Jason L. Brown

National Security Director - Thales Australia and New Zealand

Tel.: [+61 4 0811 5752](tel:+61408115752)

Mob.: [+61 408 115 752](tel:+61408115752)

Chair ISO
Technical
Committee 262
Risk
Management
Chair Australian
Standards MB25
Security and
Resilience
<https://www.linkedin.com/in/jasonbrown7/>

Thales Australia

From: Fitzpatrick, Juliana (DIS) <Juliana.Fitzpatrick@sa.gov.au>

Date: Friday, 2 July 2021 at 4:45 pm

To: Jeremy Rose <jeremy@artibus.com.au>

Subject: RE: Proposed changes to entry requirement for Cert III SecOps [SEC=OFFICIAL]

OFFICIAL

Hi Jeremy

I checked in with our regulator and they don't have any issues with the proposed changes below.

In SA we only require a person to hold a licence before undertaking security training and so there isn't any concern with the proposed change.

(For cash in transit roles a Cert II and a license then the unit CPPSEC3114 is all that is required).

Have a good weekend

Juliana Fitzpatrick

Principal Consultant Skills Capability

PH: 08 8429 3033

E: Juliana.Fitzpatrick@sa.gov.au

Skills Workforce Capability

Department of Innovation and Skills

GPO Box 320, Adelaide, South Australia 5001

Level 4, 11 Waymouth Street, Adelaide 5000



Government of South Australia
Department for Industry and Skills

From: Cameron Smith <smit2cam@police.nsw.gov.au>

Sent: Sunday, July 4, 2021 2:30:55 PM

To: Jeremy Rose <jeremy@artibus.com.au>

Subject: RE: Update to Security Training Package and entry requirements [SEC=OFFICIAL]

Hi Jeremy.

I support the changes, though note that the proposed change to item 1 should read "...OR a current Security Officer licence in the relevant jurisdiction".

I'll email SIRF members and ask that they email you directly with confirmation of each jurisdiction's support. I'm going to make the above change to what I send them. Re-

gards,

Cameron



Cameron Smith

Director

Security Licensing & Enforcement Directorate

Level 9A, 1 Charles Street, Parramatta NSW 2150

E: smit2cam@police.nsw.gov.au P: (02) 8835 8414 E: 28414 M: 0488 080 005

W: www.police.nsw.gov.au/SLED F: <https://fb.me/SLEDNSW>

From: Kevin McDonald <Kevin.McDonald@msssecurity.com.au>

Date: Thursday, 8 July 2021 at 10:41 am

To: Jeremy Rose <jeremy@artibus.com.au>

Subject: RE: Update to Security Training Package and entry requirements

Jeremy

I support the case for change in the 3 points detailed.

Regards

Kevin McDonald

General Manager, Systems & Operational Support

Level 2, Gateway Business Park,
63-79 Parramatta Road Silverwater NSW 2128

† 02 9737 6562 | m 0407595376 | e Kevin.McDonald@msssecurity.com.au



From: Mark Pasquale <mark@spaal.com.au>

Date: Tuesday, 27 July 2021 at 3:37 pm

To: Jeremy Rose <jeremy@artibus.com.au>

Cc: Garry <garry@barstraining.com>

Subject: SPAAL Response - Update to Security Training Package and entry requirements

Dear Jeremy,

Further to your conversation with Garry Oliver.

We provide the following amended submission for consideration.

1. **Update entry requirements to remove learner barriers.** Since endorsement in 2018 it has been identified that the entry requirements for the Certificate III in security operations can cause a delay for candidate wishing to undertake the cash-in-transit function as they do not allow for entry into the certificate III until they hold a security officer license. The time taken to allow for application, probity, and issuance of a license can delay candidates by several months.

SUBMISSION PROPOSED

- a. We would support an administrative change to align the training package with industry and regulatory expectation to read **"Must hold either the CPP20218 Certificate II in security operations OR a current Security Officers licensing in the relevant jurisdiction"**
- b. With regards to the Cash-In-Transit units. It has been noted the requirement for cash in transit operatives to inspect and test technical equipment does not accurately represent the expectations of industry. Where a cash in transit operative might be required to inspect, test or service an ATM for example, they would be trained by their employer in the manufacturer's specifications and the specific requirements of the client. The inclusion of the unit: CPPSEC3018 in the licensing process places an unreasonable and unrealistic barrier to both students and training organisations. We would recommend the following
 - a. For Cash-in-Transit an applicant should be required to successfully complete the units of competency, CPPSEC3119 and CPPSEC3120 ONLY or
 - b. A clear guide to regulators of the meaning of the term "CIT Equipment" should be incorporated into the explanatory notes as some ASQA auditors are taking a very wide interpretation of these meanings
- c. With regards to the Bodyguard category. It has been noted the packaging rules and related licensing requirements for specific specialist work opportunities that might be available to security personnel are currently cumbersome and do not encourage operators to pursue specialised work. With this in mind, our Association would like to recommend a skill set be introduced.
 - a. For bodyguard an applicant should be required to successfully complete the units of competencies incorporated into a new Skill Set, being CPPSEC3021, CPPSEC3022 and CPPSEC3023 and

- b. Must hold either the CPP20218 Certificate II in security operations OR a current Security Officers licensing in the relevant jurisdiction as an entry requirement into this skill set.

2. Replace misaligned communication units in the technical security qualifications.

SUBMISSION PROPOSED

- a. We support this amendment.

3. Update the superseded HLT AID 003 unit to the most current unit.

SUBMISSION PROPOSED

- a. This upgrade must be done in all CPP qualifications where superseded units are found within the qualification:-

- HLT AID 007 – Provide Advanced Resuscitation (superseded) to the new HLT AID 015 (Certificate III in Security Operations and Close Protection Operations)
- HLT AID 006 – Provide Advanced First Aid (superseded) to the new HLT AID 014 (Certificate III in Security Operations and Close Protection Operations)
- HLT AID 003 – Provide First Aid (superseded) to the new HLT AID 011 (Certificate II Security Operations)

- b. Our Association will further recommend that the following unit competency be included as an elective in CPP 31318 – Certificate III in Security Operations

- HLT AID 009 – Provide Cardiopulmonary Resuscitation

Regards

Mark Pasquale

General Manager

Security Providers Association of Australia Limited (SPAAL)

Ph: 1300 369 433

mark@spaal.com.au

www.spaal.com.au



Hi Jeremy

Hope all is well with you

Your email relating to the update to the Security Training Package, did generate a response from industry and I enclose those comments for your consideration.

Industry remains concerned with the following and would like to see an amendment;

Comments:

*Wholeheartedly agree with your **Point 3** – it is important to update the first aid unit for CPP20218.*

*Believe it is important to take this opportunity to include performance evidence requirements for the **prevention of positional asphyxia. Knowledge evidence** was included in three of the units (CPPSEC2104, CPPSEC2106; CPPSEC2112), however currently there is no requirement for RTO's to assess the students in the practical application (**demonstration of skills**) to prevent positional asphyxia eg checking for breathing, constant communication, ensuring no weight is placed on the subject's upper body and placement of the person into a upright, seated or recovery position at the earliest opportunity.*

Recommendation 5 from the "Training in security programs in Australia Report" (ASQA, 2016, P.11), states that:

*In its review of the Certificates II and III in Security Operations, the training package developer specifically reviews the relevant units of competency relating to restraints and the use of restraint techniques, in order to ensure these explicitly embed knowledge and skill requirements to sufficiently address key safety issues such as **positional asphyxiation**.*

*Given the occurrence of incidents in Australia and world-wide involving the failure of Security and Police to prevent positional asphyxia I propose that you update the performance evidence within the unit **CPPSEC2106 Protect self and others using basic defensive techniques**. This will ensure that positional asphyxia is assessed as a skill and is not merely assessed as a short answer and/or multiple choice question. Proposed addition is highlighted below in **red text**.*

CPPSEC2106 Protect self and others using basic defensive techniques Performance Evidence

*To demonstrate competency in this unit, a person must protect self and others using basic defensive techniques for three different threat situations. **One of these situations must involve techniques used to prevent the occurrence of positional asphyxia**. For each threat situation, the person must demonstrate correct techniques for avoidance, body safety and body positioning including:*

- *bladed stance*
- *interview stance*
- *defensive stance.*

Thanks Jeremy for the opportunity to comment and provide feedback from Industry

Regards

Allan

From: Marita Cabot <Marita.Cabot@nt.gov.au>

Date: Monday, 5 July 2021 at 10:03 am

To: jeremy@artibus.com.au <jeremy@artibus.com.au>

Cc: Penny Desouza <Penny.Desouza@nt.gov.au>, Phoebe Sutherland <Phoebe.Sutherland@nt.gov.au>

Subject: FW: Updates to security training package [SEC=OFFICIAL]

Good morning Jeremy, please see below comments in red.

Let me know if you need anything further.

Regards



Marita Cabot

Manager, Occupational Licensing and Associations
Business and Workforce

t. +61 8 8999 1326

Department of Industry, Tourism and

TradeNorthern Territory Government

of Australia

Level 3, NAB Building, 71 Smith Street, Darwin NT 0800

GPO Box 1154, Darwin NT 0801

nt.gov.au

The information in this e-mail is intended solely for the addressee named. It may contain legally privileged or confidential information that is subject to copyright. Use or transmittal of the information in this email other than for authorised NT Government purposes may constitute misconduct under the NT Public Sector Code of Conduct and could potentially be an offence under the NT Criminal Code. If you are not the intended recipient you must not use, disclose copy or distribute this communication. If you have received this message in error, please notify the sender and delete the e-mail. No representation is made that this e-mail or any attached files are free of viruses. Virus scanning is recommended and is the responsibility of the recipient.

1. **Update entry requirements to remove learner barriers.** Since endorsement in 2018 it has been identified that the entry requirements for the Certificate III in security operations can cause a delay for candidate wishing to undertake the cash-in-transit function as they do not allow for entry into the certificate III until they hold a security officer licence. The time take to allows for application, probity, and issuance of a license can delay candidates by several months.
An administrative change is required to align the training package with industry and regulator expectation and remove a learner barrier by amending the entry requirements to read, **'Must hold either the CPP20218 Certificate II in security operations OR a current Security Officer licence in the relevant jurisdiction'**. This will remove the need for licence application until the learner has completed their training. **No comment – we only accept CPP20218 or CPP20212 certificate II in security operations for our crowd controller or security officer licence**

2. **Replace misaligned communication units in the technical security qualifications.** In order to streamline the technical security training package units from the security operations qualifications were included as core units within the Certificate II in Technical Security. It has since been identified that these units are not suitable for inclusion in this function as they require candidates to demonstrate interactions with intoxicated and/or aggressive customers which is a function of crowd controllers but not security installers. We intend will identify suitable replacement units with preference given to currently endorsed units from either the BSB or CPP training packages such as <https://training.gov.au/Training/Details/BSBXCM30> **No comment – we only accept CPP20218 or CPP20212 certificate II in security operations for our crowd controller or security officer licence**

3. **Update the superseded HLTAID003 unit to the most current unit.** Since the endorsement of the Security qualifications the first aid unit, which is core, has been superseded. This creates a misalignment with industry and regulator expectations and may disadvantage learners and RTOs but forcing learners to complete 2 units. Noting that the new <https://training.gov.au/Training/Details/HLTAID011> is deemed not equivalent. **Agreed – the unit for CPP20218 certificate II in security operations should be updated to include the new first aid unit HLTAID011.**

HLTAID011 Provide

First Aid

HLTAID003 Provide N

First Aid

- New unit based on HLTAID003 with changes
- Application: Minor changes to wording to pro
- PC: Changes to wording in (1.2,1.3), (3.3) an
- PE: Updated wording to provide clarity and a element 4 and additional information relating to assessment is to be done
- KE: Updated wording to provide clarity
- AC: Updated assessors' requirements

From: Fleck, Katrina <Katrina.Fleck@act.gov.au>

Date: Friday, 9 July 2021 at 9:24 am

OFFICIAL

Thanks Cameron

The ACT supports this proposal.

Kat

Kat Fleck | A/g Senior Director | **Licensing and**

Registration Phone: 6205 8415 | **Email:**

katrina.fleck@act.gov.au

Access Canberra | Chief Minister Treasury and Economic Development Directorate | ACT
Government

Level 4, 480 Northbourne Avenue, DICKSON, ACT 2602
Cosmopolitan Building, 21 Bowes Place, WODEN, ACT 2606

Motor Vehicle Inspection Station, 29 Couranga Crescent, HUME, ACT 2620

PO Box 582, Dickson ACT 2602 | www.act.gov.au/accessCBR



This email and any of its attachments may be confidential. If you are not the intended recipient please notify the sender and delete immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person

From: BELL Dale [PD05784] <dale.bell@police.wa.gov.au>

Date: Monday, 5 July 2021 at 1:08 pm

Subject: RE: Updates to security training package [SEC=OFFICIAL]

Western Australia do not have objections in relation to this.

regards



Dale Bell | 5784 | Acting Superintendent

Licensing Enforcement Division | Western Australia Police Force

303 Sevenoaks Street, Cannington WA 6107

T: (08) 94541441

E: dale.bell@police.wa.gov.au | W: www.police.wa.gov.au



From: Sandery, Ethan (AGD) <Ethan.Sandery@sa.gov.au>

Date: Wednesday, 4 August 2021 at 12:32 pm

To: 'Jeremy Rose' <jeremy@artibus.com.au>

Subject: RE: Updates to security training package [SEC=OFFICIAL]

OFFICIAL

Hi Jeremy,

Thanks for that.

There are no objections from South Australia.

Kind Regards,

Ethan Sandery | Manager, Occupational Licensing

Consumer & Business Services | Attorney-General's Department

E ethan.sandery@sa.gov.au | www.cbs.sa.gov.au

Direct (08) 8207 2038



CBS is going digital – [register to receive electronic notifications](#)

Hi Jeremy,

I have no issue with those changes, all seems logical to me.

Regards,

Mark Costello MBA, CPP, JP(Qual)

Managing Director
Asset College (RTO 31718)

P 07 3482 2758 | M 0401 963 554 | E mark@asset.edu.au



This is a confidential email message. This and any attachments are intended for the addressee only. Its use is limited to that intended by the author at the time and is not to be distributed without the author's consent. The contents are confidential and subject to copyright protection by law. Information or opinions expressed in this email are those of the author and are not necessarily those of Asset College. ASSET accepts no responsibility for loss or damage arising from its use. If you have received this email in error, please notify the author and delete this message.

If you no longer wish to receive emails from Asset College please notify the sender of this email immediately and you will be removed from our mailing database..

Hi Jeremy,

Just seeking some insight on the CPP training package in light of the recent changes to the HLT training package upgrades.

Is there any expectations or movement towards upgrading any of the CPP Security operation qualifications to make reference to the latest versions of the HLTAID first aid units?

Regards,



Jaso

NSW Police Force

Auditor

Training Regulation - Security Licensing & Enforcement Directorate

E: thom3jas@police.nsw.gov.au Phone: 02 8286 4331

OFFICIAL: Sensitive

Hi Jeremy

Following on from our conversation at the beginning of the year in regards to Recommendation #13 of the Review into the Private Security:

The ANZCTC requests appropriate representation on the Industry Reference Committee.

With your advice that a formal agreement could be set up involve the ANZCTC in any discussion involving private security, or review of related courses.

This was discussed at our last Sub-Committee meeting and we have identified a point of contact for this position, Mr Graham Moffitt from Queensland Police Service.

Could you please advise the best way going forward to have Graham involved and notified for him to attend the meetings when required?

Many thanks

Kristina Chami | Capability
Coordinator Counter-Terrorism
Capability Branch Centre for Counter-Terrorism Coordination
Department of Home Affairs

☎ 02 5127 7219

✉ kristina.chami@homeaffairs.gov.au

Hours: Out of office Fridays



OFFICIAL: Sensitive

12/07/2021

Jeremy Rose Arti-
bus InnovationPO
Box 547
North Hobart TAS 7002

RE: CPP20218 and CPP31318 Training Packages

Dear Jeremy,

In support of your email of 02/07/2021 I would like to address the following.

[1 Update entry requirements to remove learner barriers.](#)

Since endorsement in 2018 it has been identified that the entry requirements for the Certificate III in security operations can cause a delay for candidate wishing to undertake the cash-in-transit function as they do not allow for entry into the certificate III until they hold a security officer license. The time take to allows for application, probity, and issuance of a license can delay candidates by several months.

Response

In Queensland, anyone holding a qualification previous to CPP20218 cannot add a function from CPP31318, for example cash-in-transit. The student is required to complete the full CPP20218 and the additional units from CPP31318.

Also in Queensland, if you have let your security license expire from any Security Operations certification prior to CPP20218, you cannot renew it by completing the Triennial Refresher units from CPP31318, the student is required to complete the full CPP20218.

After discussions with ASQA in 2020, it was identified that completing a skill set of units from CPP31318 was not completing the full qualification, thus the entry requirements were not applicable. ASQA stated that the entry requirements would only be applicable for those who wished to complete the full qualification.

We support the change suggested to alter the entry requirements for CPP31318 to read '**Must hold either the CPP20218 Certificate II in security operations OR a current Security Officers licensing in the relevant jurisdiction**'.

Brisbane · Wide Bay · Rockhampton · Mackay

RT0 Code 30929 ABN 22 103 334 345

A Division of Morrissey Group Pty Ltd

E info@morrisseytraining.edu.au A PO Box 69, Albion Qld 4010



2. Replace misaligned communication units in the technical security qualifications.

Response

Unfortunately, we do not offer the Certificate II in Technical Security, so we are unable to offer support with this issue.

3. Update the superseded HLTAID003 unit to the most current unit. Since the endorsement of the Security qualifications the first aid unit, which is core, has been superseded. This creates a misalignment with industry and regulator expectations and may disadvantage learners and RTOs but forcing learners to complete 2 units. Noting that the new <https://training.gov.au/Training/Details/HLTAID011> is deemed not equivalent.

Response

We support the change of the core unit from HLTAID003 to HLTAID011 as students completing CPP20218 are not deemed by their employees as holding a current qualification, thus these students are required to also complete HLTAID011.

We support the following changes to the training package CPP20218

HLTAID011	Provide First Aid	HLTAID003	Provide First Aid	N	<ul style="list-style-type: none"> • • New unit based on HLTAID003 with changes to: • • Application: Minor changes to wording to provide clarity • • PC: Changes to wording in (1.2,1.3), (3.3) and (4.2) • • PE: Updated wording to provide clarity and address element 4 and additional information relating to how the assessment is to be done • • KE: Updated wording to provide clarity • • AC: Updated assessors' requirements
-----------	----------------------	-----------	----------------------	---	---

Additional

We would like to add for consideration the inclusion of HLTAID014 Provide Advanced First Aid into the Certificate III CPP31318 to be reduced to the qualification HLTAID011 Provide First Aid.

We have discussed this requirement with many students who need to complete their Triennial Refresher in Queensland. The results of these discussions are that any Security Officer who is required to administer anything except basic First Aid, call an Ambulance. Even if required to administer CPR, they are only doing so until an ambulance officer is in attendance.

The cohort of licensed security officers in the industry is so wide and varied with successful officers often coming from those with both LLN and/or ESL issues and others with higher aptitude ability for study. The theory and practical requirements of HLTAID014 can be beyond the reach of many basic security officers, thus preventing them from being able to continue employment as a Crowd Controller.

Kind regards



Dina Collison
General Manager

First name	Surname	Orgnaisation	Category	Support 1	support 2
Mark	Pasquale	SPAAL	Assn	X	X
Kevin	McDonald	MSS Security	Employer	X	X
Jason	Brown	Thales	Employer	X	X
Greg	Wiles	Queensland Rail	Employer	X	X
Martin	Argyle	Prosegur	Employer	X	X
Cameron	Smith	SLED	Regulator	X	X
Peter	Reinhold	OFT Qld	Regulator	X	X
Ethan	Sandery	Consumer & Business Affairs SA	Regulator	X	X
Kat	Fleck	Access Canberra	Regulator	X	X
Dale	Bell	License En- forcement Divi- sion WAPOL	Regulator	X	X
Marita	Cabot	NT Government	Regulator	X	X

Dina	Collison	Morrissey Group	RTO	X	X
Richard	Franks	NSTA	RTO	X	X
Paul	Smith	Comtech	RTO		X
Mark	Costello	Asset College	RTO	X	X
Juliana	Fitzpatrick	Dept Innovation and Skills SA	STA	X	X
Allan	Jones	FAPSTC	Training council		
John	Fleming	ASIAL	Assn	X	X
Paul	Stalio	Security Trainers Association	Assn	X	X



support 3	Comment	State	Format
x		National	Email
X		National	Email
X		National	Email
X		QLD	Email
X	consider HLTAID009 as well	National	email
X		NSW	email
X		QLD	email
X		SA	Email
X		ACT	Email
X		WA	Email
X		NT	Email
X		QLD	Letter
X	suggests CPCPCM2039 - Carry out interactive workplace communication	QLD	email

	Raised the initial concern re communication unit	National	Email
X		National	email
X	not applicable in SA but no issue	SA	Email
X	Suggests a review of PC relating to Positional Asphyxia	WA	Email
X		National	Letter
X		National	Letter
