



ETITO STATEMENT: ALLIED SECURITY INQUIRY

ETITO is addressing a situation that has arisen with the quality assurance of workplace assessment at a firm within the security industry. This statement provides background to the situation, the outcome of our inquiry and the actions taken.

OUR INQUIRY

ETITO is the Industry Training Organisation [ITO] working with the security industry in New Zealand. In April 2010, an allegation was made by a trainee about the conduct of her employer - Allied Security Limited - in relation to workplace assessment. It was alleged that an ETITO assessor guide¹ was made available to trainees undertaking the National Certificate in Security [Level 2] within Allied Security, resulting in trainees being inappropriately advantaged in their assessment to national standards.

ETITO conducted an inquiry into the allegation. The inquiry was undertaken by an independent quality assurance consultant, supported by ETITO staff.

OUR FINDINGS


The inquiry concluded that an ETITO-registered workplace assessor at Allied Security did not observe acceptable workplace assessment practice by distributing a guide intended only for assessors, via email, to supervisors in what was described as an attempt to provide workplace support to trainees. It was concluded that the assessor guide had potentially been reviewed by three trainees. There were a further seven Allied Security employees who were actively engaged in assessment activity at the time of the email.

OUR IMMEDIATE ACTIONS

ETITO has taken the following actions:

- ETITO has cancelled its contract for the support of industry training with Allied Security because of unacceptable assessment practice within the firm. Any future arrangements that ETITO might contemplate with the firm in order to support employees to access national qualifications will include additional measures that address quality assurance obligations in specific detail.
- ETITO has made abundantly clear the obligations associated with workplace assessment and quality assurance systems with the workplace assessor concerned.
- Three trainees who potentially accessed the assessor guide have not yet reported any assessment results to ETITO. ETITO's industry training team is in discussion with Allied Security about how to address the quality assurance of assessment for these trainees, potentially using a different set of assessment resources.
- Seven trainees with assessment results reported to ETITO have been subjected to a further quality assurance process. ETITO has required Allied Security to provide further information and until this occurs and additional checks conducted, ETITO will not be reporting credits for the trainees to the New Zealand Qualifications Authority.

¹ ETITO produces assessor guides to ensure that assessment is conducted consistently within firms throughout the nation. Assessor guides are not intended for trainees.

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- ETITO has issued a letter to all security industry firms in ETITO-supported training arrangements. The letter reiterates the obligations of firms under ETITO's assessment and quality assurance systems and requests them to alert ETITO immediately should they become aware of issues or allegations about training and assessment practices.
 - ETITO and the UNITE Union have also remained in contact throughout this process.² UNITE has claimed that there are further instances of quality assurance breaches in the industry. While ETITO has repeatedly requested UNITE to provide any information that it has of further allegations, nothing has been forthcoming. At the date of this statement, ETITO has not been presented with any evidence that the practice is occurring elsewhere.
 - Enhancements are being made to the security of ETITO's assessor website, which provides electronic access for assessors to guidance material. This will enable greater monitoring of access.

OUR COMMITMENT TO QUALITY ASSURANCE IN THE SECURITY INDUSTRY TRAINING SYSTEM

ETITO will continue to take steps necessary to further enhance a quality assurance system of the utmost integrity for security industry training. We are exploring other initiatives, and we intend to discuss these with security industry firms over the coming months.

In addition, ETITO shortly plans to invite security industry chief executives from firms in ETITO-supported training arrangements to a forum to discuss quality assurance and for dialogue on broader industry training matters.

ETITO reiterates that assessment practices must be consistent with our quality assurance system. Anything less than full compliance is unacceptable, and ETITO will act decisively on any evidence that is provided to us.

Statement from Michael Frampton
Manager – Strategy and Corporate Relations
2 July 2010

² UNITE is the union representing the Allied Security staff member who raised the allegation.