



ETITO

# ETITO CONSULTATION

**Security Industry**

**Alarm Monitoring –  
National Certificate in Security  
Communications [Level 3]**

**December 2007**

## Report Purpose

This report summarises information gathered during Security Industry consultation in August/September 2007 and is intended to inform the development of a Security Industry strategic training plan and provide detail to support qualification development. Security companies were consulted [see Appendix 1 for consultation process], but as yet training provider viewpoints have not been formally included [to be included in 2008]. Further consultation will occur for both the Strategic Training Plan and specific qualification development. Strategic Training Plan consultation will occur again in 2008 and thereafter annually. Notification of qualification development/reviews is placed on the ETITO website 6 weeks before this work is to occur in addition to direct notification to the Advisory Group Chairman. ETITO welcomes your views at these times.

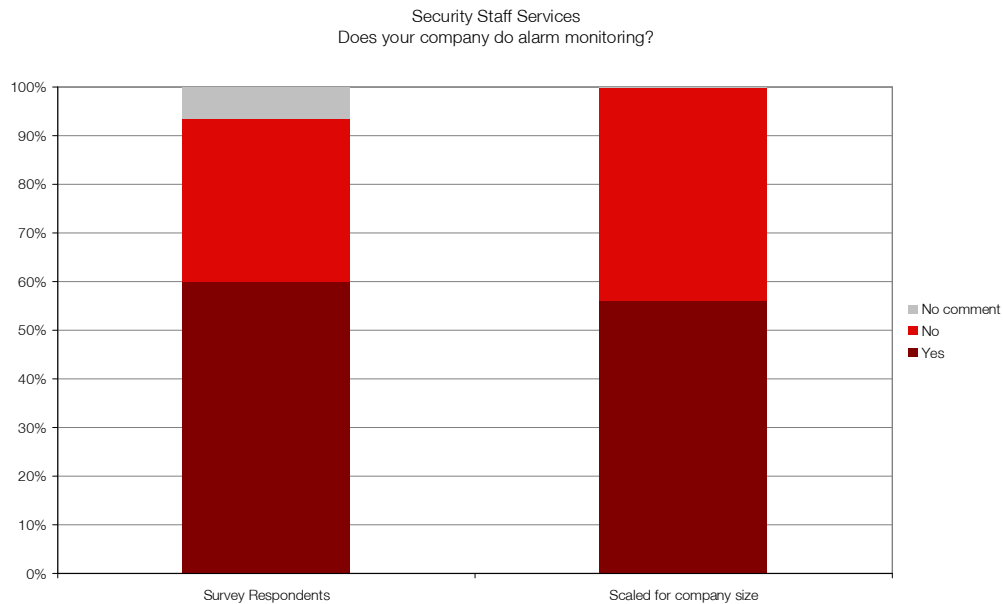
## Rationale for this consultation

Following on from the 2005 ETITO research project, in early 2007 the Security Industry Research Group on Improving Educational Products presented a submission to ETITO management team. It listed a number of prioritised recommendations for improvements to the suite of educational products on offer.

ETITO management team accepted the submission and agreed to investigate some of the recommendations in 2007. Consultation occurred in August/September 2007 and questions were designed to meet the needs of these investigations, and to also support the development of a draft strategic training plan for the industry.

The following question was included regarding alarm monitoring in order to support the future review of the National Certificate in Security Communications [Level 3]:  
Does your company do alarm monitoring? What are the training needs associated with this?

## Results



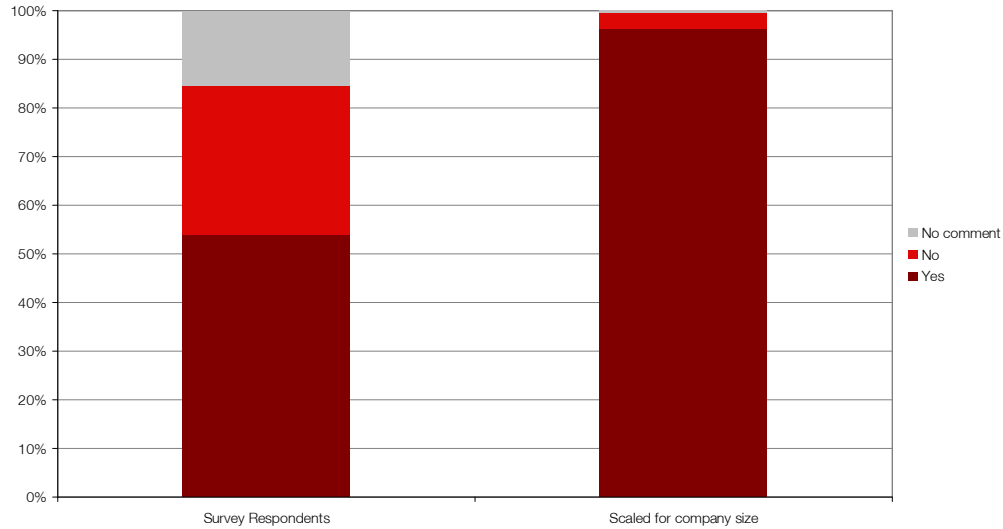
- 56% of survey respondents\* [59% scaled for company size\*\*] of Staff Services engage in alarm monitoring

\* For full details of survey numbers and representation, please see appendix

\*\* For full details on the process used to scale for company size, please see appendix 2

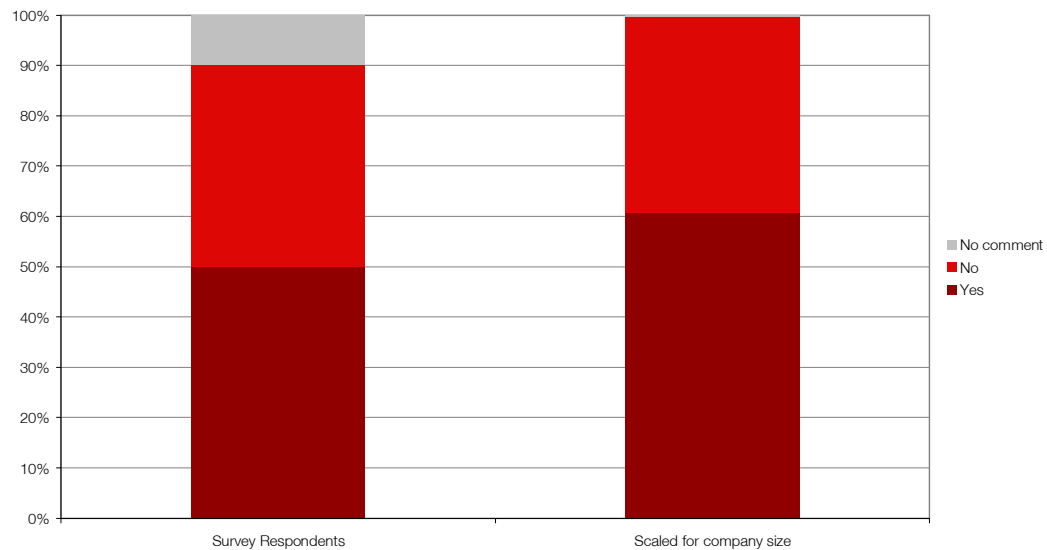
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Electronic Security  
Does your company do alarm monitoring?



- 53% of survey respondents [96% scaled for company size] of Electronic Security engage in alarm monitoring

Combined Security Industry  
Does your company do alarm monitoring?



- 49% of survey respondents [61% scaled for company size] of the Combined Security Industry engage in alarm monitoring

### Future review of the National Certificate in Security Communications [Level 3]

#### Background

- The qualification was awarded for the first time in 2006 and continues to be awarded in 2007
- Bay of Plenty Polytechnic continues to be the sole training provider offering this qualification

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- Proposed legislation changes to the Private Investigators and Security Guard Act 1974 are not expected to change significantly the current licensing requirements for alarm monitoring staff
- Survey respondent comments provide a solid base for the review, but more in-depth discussion will be needed at the review
- The security industry is getting more technology based in both the Staff Services and Electronic Security sectors; therefore the need for training in this area is growing, however the numbers will likely remain small as they are a subset of an already small number engaging in training
- Alarm monitoring is done by two distinct groups – those working in contact centres, and those working as security guards.
- Contact centre alarm monitoring is done by a customer service representative monitoring alarms on multiple sites; and site alarm monitoring is done by a security officer monitoring alarms on a single site; this difference isn't encapsulated in the results percentages.
- The National Certificate in Security Communications [Level 3] meets some of the skill needs identified by industry as necessary for alarm monitoring staff but the industry skill needs tend to be a task/focus for a job role rather than a specifically defined occupation. Therefore it may be better to attach the alarm monitoring training to qualifications already established to meet the needs of people working in contact centres and as security officers
- There are some common skill needs between the two areas of contact centre and security officer, therefore at review this should be specifically considered, as capitalising on this point will support training provision.

#### Common training needs:

- All alarm monitoring staff need to understand how an alarm works and what can trigger components. This relates to the knowledge requirements identified in the Electronic Security report as necessary for Electronic Security Sales people
- All alarm monitoring staff need to demonstrate and apply knowledge of how a security control station works, standard operating procedures, confidentiality.

#### Specific training needs – multi-site:

- The multi-site specific training needs are already covered by the National Certificate in Contact Centre Operations [Level 3]  
Comments
  - 80% of our alarm monitoring work is call centre work - customer service and sales, only 20% is security related [this is the area common to single site monitoring]
  - NC in Security Communications provides useful first step [content common to single site monitoring], followed by NC Contact Centre L3
  - Customer service, communications and telephone procedures are necessary skills [covered by NC in Contact Centre L3]
- The common training need for alarm monitoring staff could be added as an optional strand to the NC in Contact Centre [Level 3] rather than as a stand alone qualification.
- Certificate of Approval will need to apply to this qualification, whether for entry or award of the strand  
Comments
  - Call centres will need to have licensing under new Act – giving security advice

#### Specific training needs – single site

- The single site specific training is covered by the National Certificate in Security with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security Level 3/4
  - Very much as alarm response. Procedures, communication, learning to read street maps, knowing areas, self defence, learning what to look out for etc.
- The common training need for alarm monitoring staff could be added as a strand to the NC in Security Level 3/4 rather than as a stand alone qualification.

#### Qualification Pathway Suggestions

- As a strand on existing qualifications, the qualification pathway for alarm monitoring staff would be determined by their role. This matches the industry structure
- For security officers, the National Certificate in Security with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security Level 3/4, with an additional strand in alarm monitoring/security communications
- For contact centre customer service representatives, the National Certificate in Contact Centre Operations [Level 3], with an optional strand in alarm monitoring/security communications
- Monitoring is the entry level skill, and dispatch is the next level skill, this will need to be reflected in the pathway development

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#### Comments

- Monitor/interpret signals – follow instructions. Dispatcher – instigates response and manages field communications
- operator-supervisor/team leader progression
- Alarm monitoring staff may also be interested in a Level 4 Security Team Leader/Senior Guard qualification, discussed further in another report\*\*

#### Comments

- Would be useful to have a level 4 to progress to – trialling Contact Centre L4, but would rather have a security one to progress to, including communications, team leader skills, OSH catered toward industry, security comms

## Summary

- There is current industry interest in formalising training for alarm monitoring staff, this is demonstrated by the recent uptake of the National Certificate in Security Communications [Level 3] and industry comment
- Alarm monitoring is the meeting point for the Staff Services and Electronic Security sectors and the Contact Centre industry and so solutions for other sectors and stranding on existing qualifications should be considered at the review of the National Certificate in Security Communications [Level 3]
- If possible, review of this qualification should happen concurrently with the review of National Certificate in Contact Centre [Level 3]
- Developments in other security sector qualifications such as the proposed team leader/senior officer qualification and a standard covering design for electronic security sales people should consider alarm monitoring needs.

Comments about the content of this report are welcome. Please email any comments to: [jeremytu@etito.co.nz](mailto:jeremytu@etito.co.nz)

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## Appendix 1 – Consultation Process

To source respondents the following organisations were asked to suggest contacts: NZSA, ASIS International New Zealand Chapter, Service and Food Workers Union, Public Service Association, Security Officers Association, Unite, the SITAB Expert Working Group team leaders for projects covered by the research, and Aviation, Tourism & Travel Training Organisation.

Other respondents were sourced from the Yellow Pages and from the ETITO database. The aim was to ensure representation for companies ranging in size, from the length and breadth of the country and from the varying sectors of the industry, as well as ensuring representation of individual security officers, particularly those who could be termed senior officers/team leaders.

Potential respondents were initially contacted by phone and could either complete the questionnaire in person, by phone or by email. Most contacted chose email because of time and logistical concerns, these concerns also saw a low response rate from those who agreed to complete the survey.

For Security Staff Services, a total of 63 companies or organisations were contacted, 38 surveys were sent out and 16 were received completed.

For Electronic Security, total of 33 companies or organisations were contacted, 28 surveys were sent out and 10 were received completed.

## Appendix 2 – Notes on graphical interpretation

The questionnaire included one question regarding company size. This allows results to be presented as both a figure representing number of completed surveys and for this figure to be scaled to company size – reflecting the numbers of people ‘behind’ the person/people who completed the surveys. There are benefits and limitations with both sets of figures, and both are presented in this report.

The completed survey figure includes individuals, and companies, including some situations where multiple people completed the same survey.

The company size figure category choices were 1-10, 11-20, 21-50, 51-100 and 100+. To scale by company size, all answers in the 1-10 category were multiplied by 1; all in the 11-20 category were multiplied by 10; all in the 21-50 category by 20; all in the 51-100 by 50; and all in the 100+ by 100. This doesn’t scale precisely, particularly in the 100+ category as precise figures were not requested, but it does allow for some scaling.

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