



ETITO

# ETITO CONSULTATION

**Security Industry**

**Literacy**

**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.

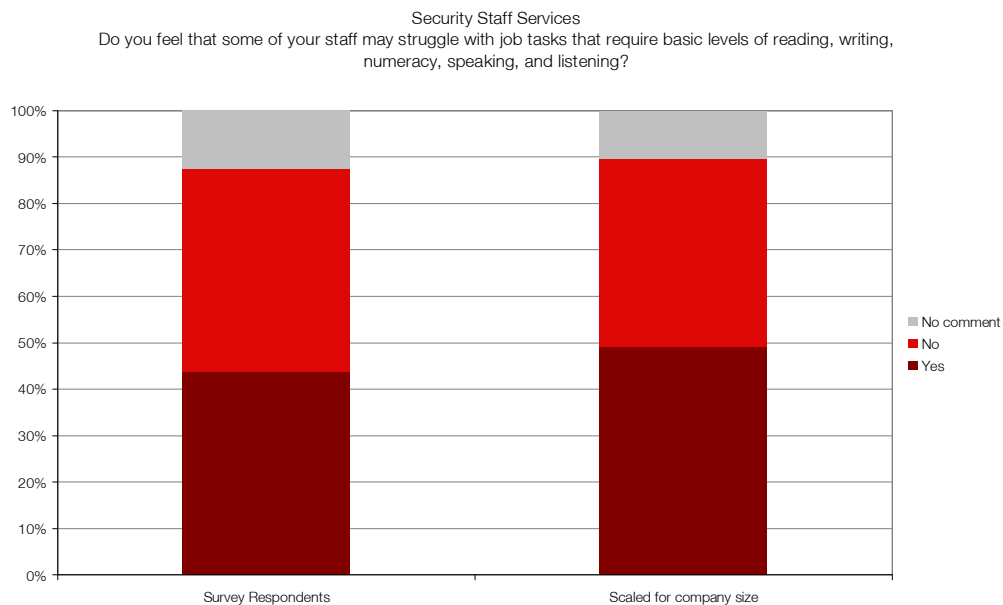
## Rationale for this consultation

ETITO was consulting the Security Industry in August and September 2007 on other topics and it was decided to add a question to explore literacy as an issue for this industry.

Both the Staff Services and Electronic Sectors were asked the following consultation question:

Do you feel that some of your staff may struggle with job tasks that require basic levels of reading, writing, numeracy, speaking and listening? Anyone who answered yes was asked to add further information.

## Results – Staff Services



- For Staff Services, approximately 44% of survey respondents [49% scaled for company size\*] believe that a literacy issue of some form affects their staff.

Comments included that:

- officers have to be able to use highly technical things and may have to interpret a technical manual.
- there is regional variation – the South Island has higher levels of literacy than the North Island.

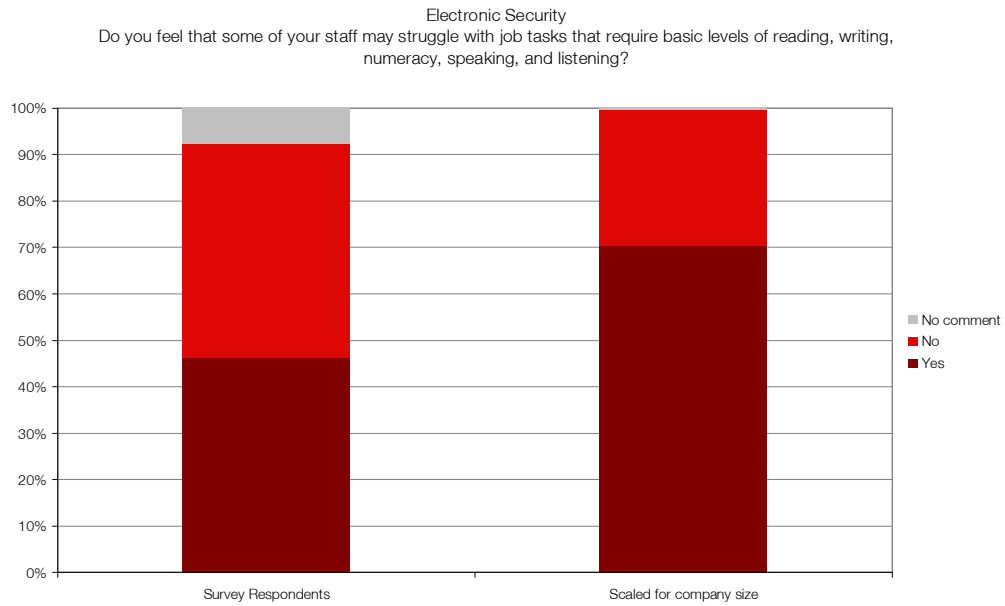
The industry is currently dealing with the literacy issue in different ways.

- One way is at interview; ensuring no-one is employed with a literacy issue.
- Another way is by issuing the officer with a voice recorder, having detailed plans and verbalising the requirements, and by being accompanied on site by an experienced staff member and then asked to explain what they are doing and why as they perform the job.

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

\*\* As stated by industry and industry training

## Results – Electronic Security

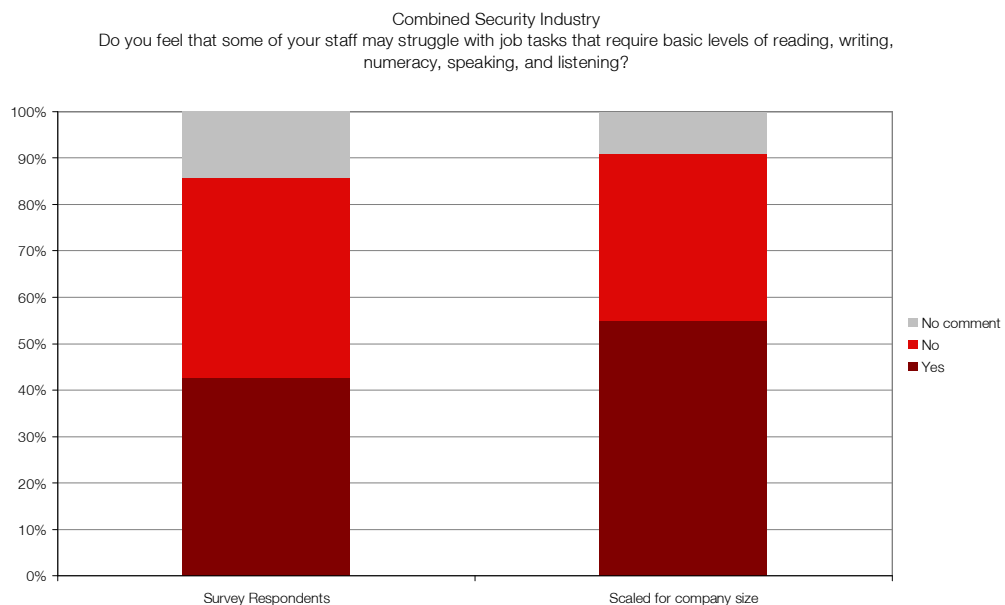


- For Electronic Security, approximately 47% of survey respondents [70% scaled for company size\*] believe that a literacy issue of some form affects their staff.

Comments were that:

- communication, including written reports, is an issue.
- The results raise the question for ETITO – Is literacy one factor contributing to the low uptake\*\* of formalised training in this sector?

## Results – Combined Security Industry



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

\*\* As stated by industry and industry training

- For the Combined Security Industry, approximately 43% of survey respondents [54% scaled for company size] believe that a literacy issue of some form affects their staff.
- Solutions to the literacy issues raised may be more usefully explored as a combined Security Industry issue across both the Electronic Security and Staff Services Sectors. As a minimum, solutions for the Staff Services sector may be applicable or adaptable for the Electronic Security sector.

## Summary

Clearly literacy is an issue that affects both the Staff Services and Electronic Security sectors of the Security Industry, and training and assessment for the industry.

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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\*\* As stated by industry and industry training

## 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.

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

\*\* As stated by industry and industry training