

# SECURITY INDUSTRY

## Actions and Outcomes from Research Group Submissions

### 1. Improving ETITO Consultation and Communication Processes

WEBSITE	
Recommendations from Submission	Action Taken by ETITO
<p>1. ETITO will develop its website to increase the profile of each industry including the security industry. Items of interest to the security industry will also become easier to locate.</p>	<p>Ongoing. If you have any feedback on how our site works for you, please email <a href="mailto:rachaelb@etito.co.nz">rachaelb@etito.co.nz</a></p>
<p>2. Notification of the following will be placed on the security section of the ETITO website.</p> <ul style="list-style-type: none"> <li>- Qualification review / development approximately 4 weeks before the first subject matter expert meeting. Those with comments relevant to the qualification will be invited to email them to ETITO</li> <li>- Recent NZQA registered qualifications</li> <li>- Research reports</li> <li>- Requests for applicants for:               <ul style="list-style-type: none"> <li>• National External Moderators</li> <li>• Voluntary industry representatives for accreditation visits</li> </ul> </li> <li>- NZSA, SITAB and ASIS International will also be notified by email</li> </ul> <p>- An AMAP review and those with comments for consideration will be invited to email them to ETITO. In addition NZSA, SITAB and ASIS International will be notified of the review</p> <p>- A biography of each National External Moderator will be placed on the website</p> <p>- Security Champion – ETITO service delivery staff specialising in security industry</p>	<p>Notification of the Security qualifications and unit standard revision/rollovers went on the website, as did information inviting involvement in the research for security. Notification period has been lengthened to six weeks to allow participants more time.</p> <p>Research group submissions published on website</p> <p>Invitations to apply for moderator and accreditation roles were also put on the website during 2007</p> <p>NZSA and ASIS were invited to participate in the research and SITAB EWG project leaders were also contacted.</p> <p>For the revision/rollovers which do not require consultation; SITAB was notified by letter and endorsed the revision/rollovers. These are currently with NZQA for evaluation.</p> <p>The AMAP review has been deferred until 2008. SITAB chair informed. When the review process begins, NZSA, SITAB and ASIS will be notified and notification will go on the ETITO website.</p> <p>This is in process and will be completed in January 2008.</p> <p>A 'Champion' was named and publicised.</p>
Newsletters	
Recommendations from Submission	Action Taken by ETITO
<p>A quarterly electronic newsletter will be on the ETITO website and notification will be emailed out to SITAB and an industry list quarterly. In addition to industry news this electronic newsletter will include notification of:</p> <ul style="list-style-type: none"> <li>- Qualification development / review</li> <li>- An on-job assessment development / review</li> <li>- Advertisements for National External Moderators</li> <li>- Advertisements for voluntary industry representatives on accreditation visits</li> </ul>	<p>This process is now working and there is regular inclusion in the newsletter of work carried out in the areas identified.</p>

<b>Meetings</b>	
<b>Recommendations from Submission</b>	<b>Action Taken by ETITO</b>
<p>1. Industry groups and SITAB will be included in the following processes:</p> <ul style="list-style-type: none"> <li>- Qualification development</li> <li>- AMAP review</li> </ul>	<p>2007 saw no qualification development work or AMAP review. These were held until negotiation and implementation of the Memorandum of Understanding [MOU] with NZSA regarding processes.</p>
<p>2. Assessors will be given assessor training / support</p>	<p>ETITO arranges assessor training and assessor support for ETITO on-job assessors and this has occurred during 2007 and included Security Industry Assessors.</p> <p>A new RCCPL assessment tool was developed, the Security RCCPL assessor had input into the development and guidance in the use of the tool and processes. Additional training and support for all ETITO RCCPL assessors is being planned.</p>
<p>3. Moderators will be given training / support</p>	<p>There have been three moderator training/forum days in 2007.</p>
<p>4. Individuals from industry will also be consulted in the following processes:</p> <ul style="list-style-type: none"> <li>- Assessment material development</li> <li>- Review of quality assurance processes</li> </ul>	<p>Assessment material development for National Certificate in Security Levels 2 and 3/4 incorporated industry comment in both the development stages and in final endorsement.</p> <p>AMAP review deferred until 2008. Held until negotiation and implementation of the MOU with NZSA regarding processes.</p>

## 2. Quality Assurance

<b>Accreditation</b>	
<b>Recommendations from Submission</b>	<b>Action Taken by ETITO</b>
<p>The AMAP Security Accreditation Requirement Appendices will state:</p> <p>[1] ETITO will consult a security representative when conducting site visits for accreditation applications Level 3 and above.</p> <p>The role of industry representative is a voluntary, unpaid position.</p> <p>ETITO will place any requests for applicants for industry representatives on accreditation visits on its website and in addition alert security industry groups, who have expressed interest in receiving direct notification such as ASIS International, NZSA and SITAB.</p>	<p>The current AMAP (version 5) states: ETITO will consult a security industry representative when conducting site visits for accreditation applications at Level 3 and above.</p> <p>Notification on ETITO website occurred in 2007. Two voluntary appointments made to the role.</p>

<b>Moderation</b>	
<b>Recommendations from Submission</b>	<b>Action Taken by ETITO</b>
<p>[4] ETITO will in 2007 initiate a pre-moderation of assessment materials project. Although pre-moderation has occurred in the past, this project will set up procedures to ensure current summative assessment activities are included and that systems are in place to ensure future materials are pre-moderated before use.</p> <p>National External Moderator Appointment Procedures:</p> <ul style="list-style-type: none"> <li>ETITO National External Moderator appointment procedures will be clarified and made available to interested groups on request.</li> <li>ETITO National External Moderator call for applicants will be placed on the ETITO website and interested groups notified.</li> </ul>	<p>As only one moderator was appointed and moderator appointment processes were slowed by the development of the MOU, this project did not go ahead.</p> <p>The single moderator is managing the workload of pre-assessment moderation as they are submitted. There is no resource for a large scale project.</p> <p>National External Moderator appointment processes were unanimously endorsed by SITAB early in 2007. These processes will be discussed during implementation of the new MOU.</p> <p>Notification on ETITO website occurred in 2007.</p>
<p>[5] ETITO's criteria for National External Moderator will include qualifications / experience to a level 6 standard in order to employ people with a depth of security industry knowledge.</p> <p>[5] ETITO will offer a specific National External Moderator position for electronic security to ensure relevant expertise for this security sector.</p>	<p>Awaiting MOU implementation</p> <p>Awaiting MOU implementation</p>
<p>[5] ETITO will set up a communication between the security National External Moderators to assist them sharing their subject matter expertise.</p>	<p>Only one moderator in 2007. Moderator training incorporates the need to source additional subject matter expertise if required.</p> <p>Forums for National External Moderators provided support for moderation techniques.</p>
<p>[7] ETITO will request the CV's of assessors and the name of the assessors being moderated so that the knowledge and skills of assessors can be identified.</p>	<p>Implemented.</p>
<p>[12] The Assessor training process for the on-job assessors will be reviewed and made more rigorous.</p>	<p>Implemented. ETITO on-job assessor training was reviewed and made more rigorous in 2007. All new ETITO on-job assessors, including security industry assessors, participate in the new training.</p>
<p>[9 + 15] ETITO will review the on-job assessment material provided for the on-job assessors of the National Certificate in Security [Staff Services] [Levels 2, 3 &amp; 4].</p> <p>Special attention will be given to:</p> <ul style="list-style-type: none"> <li>The literacy level of the assessment activity and instructions</li> <li>The chunking of assessments to suit the workplace context</li> <li>The sufficiency, consistency and validity of evidence required</li> </ul>	<p>Completed and released in 2007.</p> <p>New material created incorporated review by a literacy expert.</p> <p>New chunked learning support material and assessment material created in 2007 and is due back from pre-assessment moderation end of November 2007.</p> <p>All new material was pre-assessment moderated which checked sufficiency, consistency and validity</p>
<b>ETITO Support</b>	
<b>Recommendations from Submission</b>	<b>Action Taken by ETITO</b>
<p>[15] In line with the ETITO Workbase Literacy Strategy, a project is currently underway to identify the literacy skill demands for site security staff within the context of their role and training needs. Outcomes of this project will inform the future development of training resources, produce a simple literacy assessment tool that could be used by security training providers and employers, and identify appropriate literacy skill building solutions.</p>	<p>Completed by Service Delivery staff. ETITO initiatives will incorporate the outcomes into learning and assessment resources and qualification development where possible.</p>

### 3. Improving Educational Products

<b>Assessment Materials</b>	
<b>Recommendations from Submission</b>	<b>Action Taken by ETITO</b>
National Certificate in Security [Levels 2, 3 & 4] on-job assessment materials.	Completed in 2007. On-job and RCCPL assessment resources for both National Certificate in Security Level 2 and Level 3&4. All pre-assessment moderated by the National External Moderator as required by the ETITO AMAP.
<b>Qualifications</b>	
<b>Recommendations from Submission</b>	<b>Action Taken by ETITO</b>
1. A level 4 qualification including team leader and rostering for senior guard training will be investigated for security staff services.	Investigation completed; a detailed report to be completed soon and summary of feedback has been incorporated into the draft Security Industry Strategic Training Plan for 2007, which will be released for comment soon
2. A new "working with Police" unit standard/strand will be investigated.	Investigation completed; a detailed report to be completed soon and summary of feedback has been incorporated into the draft Security Industry Strategic Training Plan for 2007, which will be released for comment soon
3. A limited credit programme [LCP] for staff services from the National Certificate in Security [Levels 2, 3 & 4] will be investigated.	Investigation completed by ETITO Service Delivery staff; LCP created.
4. An LCP from the National Certificate in Electronic Security [Level 4], covering electrical safety will be investigated.	Investigation completed; a detailed report to be completed soon and summary of feedback has been incorporated into the draft Security Industry Strategic Training Plan for 2007, which will be released for comment soon

#### In addition

ETITO has written an interpretation of unit standard 21738. This unit standard will be reviewed in 2008 and until the review process is complete, this interpretation has been issued to assist all who train and assess against this unit standard achieve consistency and fair and valid assessment against a national standard.

Other areas included in Security Industry consultation carried out in 2007, based on the recommendations of the Security Industry Research Group for Improving ETITO's Educational Products, included:

- Certificate of Approval and ETITO entry/award criteria
- the relevance of the National Diploma in Security Management [Level 6]
- training needs for – Electronic Security risk assessment and design for sales people; Occupational Safety and Health for security; alarm monitoring [along with who does this].

Reports on these topics are to be completed soon and a summary of feedback has been incorporated into the draft Security Industry Strategic Training Plan for 2007, which will be released for comment soon.