



# STRATEGIC TRAINING PLAN FOR THE SECURITY INDUSTRY

2009-2011

ETITO

2008 Version



# STRATEGIC TRAINING PLAN

## STRATEGIC TRAINING PLAN FOR THE SECURITY INDUSTRY 2009-2011

### FOREWORD

ETITO is committed to providing relevant high quality products and services to meet the current and future skill needs of our industries. To this end, strategic training plans are developed to consider the design and maintenance of services, and qualifications and qualification pathways that meet industry requirements.

Strategic training plans are public documents and contribute to the following ETITO activities, systems and processes:

- ETITO investment plan
- ETITO activity plans
- ETITO qualification development and review processes
- ETITO quality assurance systems
- ETITO industry training services
- ETITO's contribution to Institute of Technology and Polytechnic [ITP] regional plans

**Comments about the content of this strategic training plan [STP] are welcome and will be considered when next year's STP is developed. Please email any comments to: [r&dadministrator@etito.co.nz](mailto:r&dadministrator@etito.co.nz)**

# STRATEGIC TRAINING PLAN

## METHODS USED FOR DATA COLLECTION

Data was collected from the following sources for this strategic training plan:

- Department of Labour [occupational data and national and regional employee figures]
- NZQA [qualification verification figures and accredited training provider information]
- 2006 NZ Census of Population and Dwellings [from the Industry Training Federation 'Industry Profiles' CD, 2008]
- Consultation with Industry and Training Providers
- Consultation with ETITO Staff
- NZ Security Magazine

Participants representing the following organisations were consulted about the current and future training needs of the security industry:

- SITAB
- ASIS New Zealand
- NZSA
- Large security organisations
- Small security organisations
- Private sector organisations with security staff
- Public sector organisations with security staff
- Electronic security organisations
- Security training providers

Participants from the following regions of New Zealand were consulted:

- Auckland
- Canterbury
- Manawatu-Wanganui
- Otago
- Nelson
- Northland
- Waikato
- Wellington

These groups were represented by:

- Twelve industry members representing the security staff sector
- Seven training providers representing the security staff sector
- Three industry members representing the electronic security sector

In addition, one electronic security training provider supplied information by email.

Detailed information about the method used for consultation, including a full list of participants, can be found in Appendix 1.

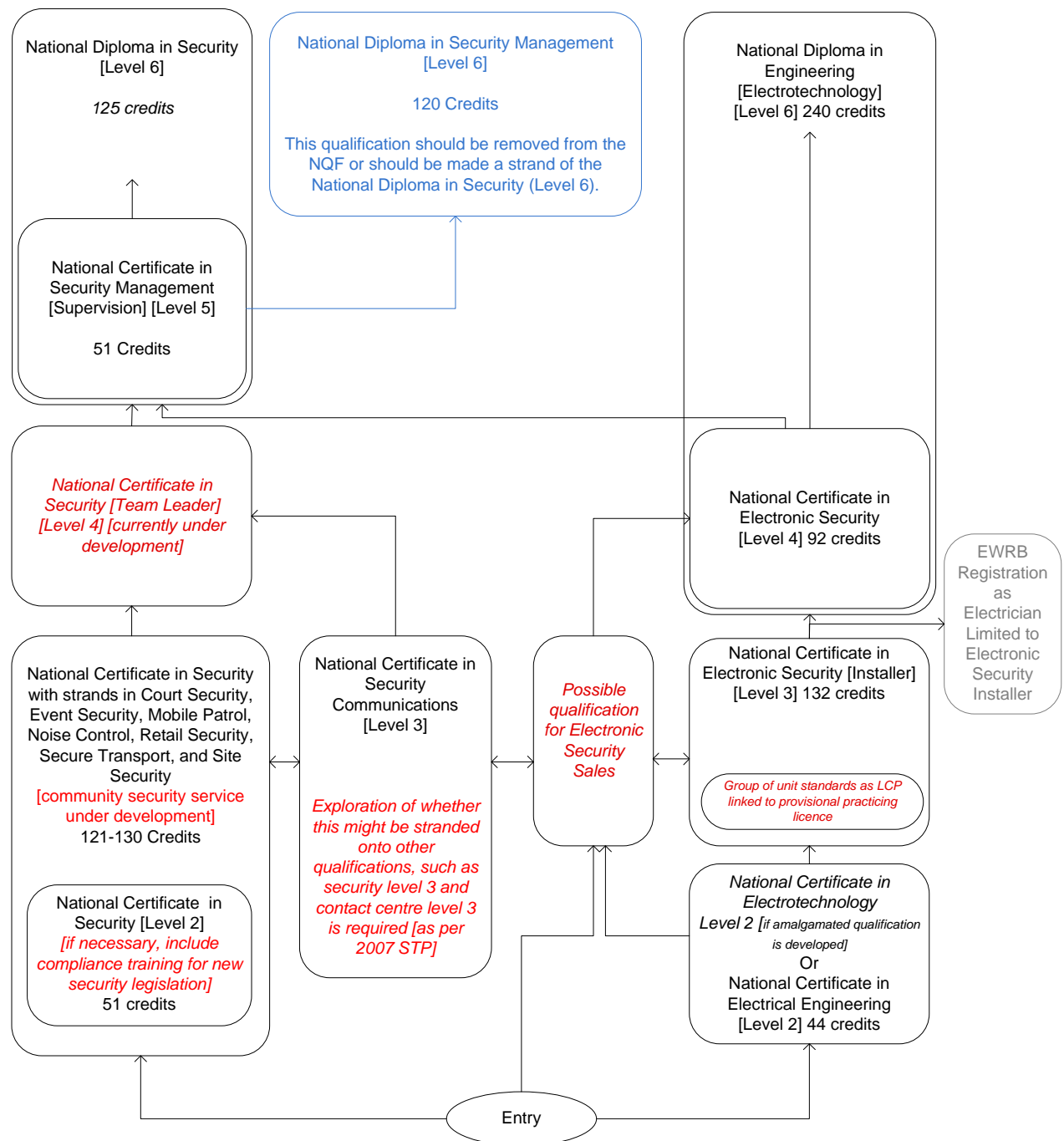
The following section describes the proposed pathway and key issues relating to the security industry. Key points relating to the security staff sector are included first, followed by conclusions relating to the electronic security sector.

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## KEY POINTS FROM STRATEGIC TRAINING PLAN

### POTENTIAL FUTURE QUALIFICATIONS PATHWAY FOR THE SECURITY INDUSTRY

The suggested qualifications pathway below was developed from information collected for this strategic training plan.



Blue indicates parts of pathway that could be removed.  
 Red indicates parts of pathway for development.

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## KEY ISSUES FOR THE SECURITY INDUSTRY

### **Security Staff**

- Market the positive aspects of the industry
- Increase pay levels in the security industry. Pay is currently better for public sector security work than for the private sector, until high level positions are reached, when private sector pay is better
- Improve the quality and consistency of training provision from entry level. This includes methods of assessment: for example, open-book testing is not adequate and scenario testing should be used more frequently
- A Certificate of Approval as a pre-requisite for undertaking qualifications. This could be incorporated as a unit standard into a low-level qualification
- Increase online training and learning support and assessment

### **Electronic Security**

- Flexible delivery of qualifications, including online and other forms of flexible qualification provision
- Computer technology and IP networking training
- A more straightforward Recognition of Prior Learning [RPL] process

Other issues for the security industry are included in the main body of the report.

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## SECURITY STAFF SERVICES

### 1. PERCEIVED BENEFITS OF TRAINING

The industry consultation group ranked a list of benefits of training. Further detail about this can be found in Appendix 2.

The four most highly ranked benefits of training for the industry group were:

- Training increases the quality of employees' work
- Training results in more motivated, satisfied employees
- Training results in staff who better understand, and are able to comply with, industry regulations
- Training increases employees' productivity

### 2. DEMAND FOR TRAINING

This section contains information that relates to data included in Appendix 3.

#### 2.1 REGIONAL INFORMATION

##### **General comments from industry group**

Labour market analysis information which suggests that the following are key regions for the security industry is accurate:

- Auckland
  - Bay of Plenty
  - Canterbury
  - Manawatu-Wanganui
  - Otago
  - Waikato
  - Wellington
- 
- The significance of the security industry in a region is mainly dependent on its population size, crime levels and the economic return available for security work
  - A greater cost of living in urban areas means that remuneration for working in the security industry does not afford the same standard of living as it does in rural areas

##### **General comments from provider group**

- There is a high skill demand in the north of New Zealand, low demand in the centre of New Zealand and low and downward demand in the south of New Zealand

#### 2.2 EMPLOYEE TRENDS IN THE SECURITY INDUSTRY

##### **Background**

- A paper was presented at the NZSA Conference in 2007, which is reported in 'NZ Security Magazine, October/November 2007.' This states that:

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'The Police Act review team suggested that there were between 12 and 14 000 security guards currently operating. Justice officials suggested that once 'door security' are included within the amended Act the figure would rise to approximately 18 000" [p.12]

However, this paper also states that data measuring the size of the security industry in NZ is both unreliable and contradictory.

## General comments from industry and provider groups

- Data about the size of the security industry was collected from the Department of Labour by ETITO, and this is presented in Appendix 3. This suggests that there were around 7000 employees in the security industry in 2006. However, both the industry and provider consultation groups stated that these figures were much too low

## General comments from industry group

- Labour market analysis figures which indicate that there was a 45.4% increase in the number of employees in the security industry since 2000 could be roughly accurate

## Inaccuracies in Labour Market Analysis data

Some reasons that Department of Labour employee figures [which are derived from Statistics New Zealand data] for the security and investigative services sector may not correspond accurately with numbers employed in the security industry include the following:

- Statistics New Zealand estimate that there were 2560 employees in the fire and security systems industry sector in 2006 which are not included in the data
- Statistics New Zealand data collection practices also have limitations such as:
  - non-coverage of 'small' enterprises that fall below the \$30,000 turnover threshold
  - enterprises that have no paid employees are not covered [unless they are part of a group of enterprises]
- It is possible that some Event Security enterprises are not included in Statistics New Zealand data because [according to information collected for consultation] they may only do the job around once a month, and also work in other security roles or other types of job.

These reasons are unlikely to fully account for the discrepancy between different estimates of the numbers of employees in the security industry and data taken from the Department of Labour. For example:

- Compared to all NZ industries, the security and investigative services sector actually has smaller proportions of enterprises without paid employees [7.9% for the Security and Investigative Services sector compared to 12.2% for all NZ industries], that would not be covered by Statistics New Zealand data collection practices<sup>1</sup>

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<sup>1</sup> This data was taken from the Industry Training Federation 'Industry Profiles' CD [2008], which contains data from the 2006 NZ Census of Population and Dwellings

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Unfortunately, data relating to the number of 'small' enterprises that fall below the \$30 000 turnover threshold in the security industry could not be identified.

## 2.3 OCCUPATIONAL SKILL DEMANDS AND RELEVANT QUALIFICATIONS

This section contains information about job roles in the security industry and the qualifications that are relevant to them. Further comments from consultation about job roles can also be found in section A3.4.

### General comments from industry group

- Staff within security organisations tend to move up through the ranks, so for higher roles there is not a shortage of available workers, but rather a shortage of staff who are trained with the right skills

### Comments from specific individuals/subgroups in industry group

- One company in the industry group did not have a general shortage of employees

### General comments from provider group

- There are skill shortages across all occupational roles

The following are occupational roles within the security industry. [Where more than one name exists for a role, these have been separated by a "/".] Comments beneath each role indicate:

- The qualifications that the industry and provider groups stated were most relevant to each occupation
- Whether there are skills shortages in each of these roles according to the industry group
- Other comments from the industry and provider groups

### Site Security Officer/Mobile Patrol Officer/Event Security Officer/Secure Transport Officer/Retail Security Officer/Court Security Officer/Noise Control Officer

Job role descriptions<sup>2</sup>:

- Site Security Officers maintain security and safety at sites by controlling access of persons, vehicles, materials, and substances, and by patrolling to detect abnormal safety or security issues
- Mobile Patrol Officers conduct mobile security patrols, provide security for a range of separate sites or locations on scheduled visits, and respond to alarm activations or other warnings

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<sup>2</sup> Taken from National Certificate in Security with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security qualification document

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- Event Security Officers maintain security and safety at events by controlling access of persons, vehicles, materials, and substances, and by patrol to detect abnormal safety or security issues
- Secure Transport Officers transport cash, bullion, or other high value consignments in special purpose vehicles
- Retail Security Officers maintain security and safety at retail outlets, minimising retail theft and customer fraud, manage access, and protect stock and cash
- Court Security Officers maintain security and safety in law courts
- Noise Control Officers monitor, assess, and respond to breaches of noise legislation

Data collected from the Department of Labour included in Appendix 3 suggests that the Security Officer role is showing growth, but this growth may be slowing. There appear to be some difficulties in supplying enough workers to fill available positions.

Relevant qualifications:

- National Certificate in Security [Level 2]
- National Certificate in Security [Level 3 or 4] with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security

### General comments from industry group

- While there may be some shortage of skilled applicants for these roles, the main issue is that there is a shortage of applicants with the right attributes necessary for training, such as an ability and enthusiasm to learn relevant skills
- There are likely to be future skills shortages for these roles
- Training of security staff to be multi-skilled may help to meet the skills demand for these roles

### General comments from provider group

- The Level 3 qualification provides a benchmark for working in the security industry and covers the relevant job roles well
- Doormen also belong in this category of job roles, and there are many of these. The Hospitality Association of New Zealand has a Level 2 unit standard entitled 'Demonstrate knowledge of the requirements of a doorman in the hospitality industry'

## Security Monitoring Centre Operator

Job role description:

- Security Monitoring Centre Operators operate security communications systems, respond to alarms and emergency situations, interact with users of security systems,

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communicate with staff of security organisations and emergency services, and work as team members in a security communications control station environment<sup>3</sup>

Relevant qualifications:

- National Certificate in Security [Communications] [Level 3]

## General comments from industry group

- This role is becoming more highly skilled which may lead to future skills shortages

## Supervisor/Small Company Manager Team Leader

Job role description:

- Security Supervisors/Small Company Managers and Team Leaders supervise security activities in an organisation or supervise staff providing professional security services<sup>4</sup>

Relevant qualifications:

- National Certificate in Security Management [Supervision] [Level 5]
- National Certificate in Security [Team Leader] [Level 4] [new qualification in progress]

## General comments from industry group

- There is a shortage of trained staff for these roles

## Comments from specific individuals/subgroups in industry group

- Recruits for this role tend to come from the “Officer” job roles, as described above
- These job roles demand a wide set of skills

## General comments from provider group

- There is a distinction between the Team Leader and Supervisor roles. Team Leaders tend to deal with the security issues for one site, whereas Supervisors or Managers deal with a broader range of security management issues

## Comments from specific individuals/subgroups in provider group

- The Level 5 qualification is good for increasing professionalism, but needs to be considered alongside Levels 4 and 6 qualifications when reviewed

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<sup>3</sup> Taken from National Certificate in Security [Communications] [Level 3] qualification document

<sup>4</sup> Taken from National Certificate in Security Management [Supervision] [Level 5] qualification document

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## Company Manager

Job role description:

- Company Managers manage security business functions in security companies or organisations<sup>5</sup>

Relevant qualifications:

- National Diploma in Security Management [Level 6]

### General comments from industry group

- There is no skills shortage for this role, as recruitment tends to come from outside the industry
- Big companies tend to recruit managers from outside the industry who have good management experience and qualifications
- The National Diploma in Security Management [Level 6] is not currently used

### General comments from provider group

- The National Diploma in Security Management [Level 6] is undeliverable in its present form
- Any shortage of company managers in the security industry reflects a national shortage of managers generally rather than a specific shortage for the security industry

## Security Specialist/Senior Consultant/Designer

Job role description:

- These roles include the following types of professional security people: security risk managers; corporate managers of security functions; departmental security officers; security consultants; sales role requiring security survey or risk assessment skills; investigative work in corporate environment, usually within a security team; and insurance assessors who assess security risks

The job roles may include the following tasks: management of security principles, practices and procedure; security interviews; application of security techniques, hardware, and systems; critical incident management; security investigations; and advice on special security risks.<sup>6</sup>

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<sup>5</sup> Taken from National Diploma in Security Management [Level 6] qualification document

<sup>6</sup> Taken from National Diploma in Security [Level 6] qualification document

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Relevant qualifications:

- National Diploma in Security [Level 6]

## **General comments from industry group**

- There is a skills shortage for this role

## **General comments from provider group**

- Some aspects of the National Diploma in Security [Level 6] are relevant to this role

## **Comments from specific individuals/subgroups in provider group**

- There are verifications for the National Diploma in Security [Level 6] that are not showing up in NZQA verification figures

## 2.4 NUMBERS OF EMPLOYEES WITHIN INDUSTRY WHO COULD BENEFIT FROM UNDERTAKING TERTIARY QUALIFICATIONS

### **General comments from industry and provider groups**

- Labour market analysis figures derived from Department of Labour data which suggest that there may be around 4000 employees within the industry who do not have tertiary qualifications are too low to be accurate

### **General comments from industry group**

- A Department of Labour estimate that around two-thirds of security officers do not currently have tertiary qualifications could be roughly accurate, although actual figures relating to this proportion are wrong
- The tertiary qualifications that those working in the security industry possess may not always be relevant to the industry

### **General comments from provider group**

- Six to seven thousand people in the security industry do not have tertiary qualifications

## 2.5 FUTURE EVENTS LIKELY TO HAVE AN IMPACT ON THE DEMAND FOR SKILLED EMPLOYEES

### 2.51 Factors likely to increase demand for skilled security industry employees

#### **General comments from industry and provider groups**

- National legislative changes creating new minimum requirements for working in the security industry [information about this legislation can be found in Section 5]

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- 2011 rugby world cup [short-term and national impact]
- A greater volume of low-end security industry work from the police force delegation [long-term impact]
- Increased use of home detentions, including work such as checking bracelets
- A change of government that could potentially lead to New Zealand being a target for extremist groups

### General comments from industry group

- Increased internal security issues, such as activism by issue-motivated groups
- Social issues, such as people with mental health problems in the community
- An economic downturn might increase the need for security employees [this is because a poorly performing economy may lead to more crime, which increases the need for security] [long-term impact]

### General comments from provider group

- Possible America's cup
- Increased client demands for trained security guards
- An expectation of increased professionalisation from industry

## 2.52 Factors likely to decrease demand for security industry employees

### General comments from industry group

- An economic downturn might make it easier to recruit skilled security staff as there will be less work available generally [long-term impact]

## 3. SUPPLY OF TRAINED STAFF

This section relates to data included in Appendix 4 about the supply of training.

### 3.1 TRAINING DEMOGRAPHICS

#### 3.11 Ethnicity

Table 1 shows the percentages of people of different ethnicities represented in the security services industry, and, for comparison, percentages of people of different ethnicities who have had ETITO security staff qualifications verified by NZQA over the past five years.

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**Table 1: Ethnicity of those in the security industry compared with the ethnicity of those who have NZQA qualification verifications for the past five years**

Ethnicity	Security Services Industry	National Certificate in Security [Level 2]	National Certificate in Security [Level 3 or 4] with strands...	National Certificate in Security [Communications] [Level 3]	National Certificate in Security Management [Supervision] [Level 5]	National Diploma in Security [Level 6]	National Diploma in Security Management [Level 6]	All security staff qualifications
European	<b>63.3%</b>	36.1%	33.4%	50.0%	60.0%	0%	0%	<b>34.3%</b>
Maori	<b>16.5%</b>	34.1%	27.5%	20.0%	0%	0%	0%	<b>29.7%</b>
Pacific	<b>12.0%</b>	10.8%	16.4%	20.0%	0%	0%	0%	<b>14.5%</b>
Asian	<b>6.1%</b>	1.7%	5.3%	6.7%	0%	0%	0%	<b>4.1%</b>
MELAA [Middle Eastern, African and Latin American]	<b>1.0%</b>	Not available	Not available	Not available	Not available	Not available	Not available	<b>Not specified</b>
Other/Not Specified	<b>0.1%</b>	17.3%	17.3%	3.3%	40.0%	100.0%	0%	<b>17.3%</b>
New Zealander	<b>13.1%</b>	Not available	Not available	Not available	Not available	Not available	Not available	<b>Not specified</b>

Table 1 shows that:

- There is a greater proportion of Europeans in the security services industry than is represented by ETITO security qualification verifications
- There is a lower proportion of Maoris in the security services industry than is represented by ETITO security qualification verifications
- The proportion of Pacific Islanders in the security services industry is close to the proportion represented by ETITO security qualification verifications
- The proportion of Asians in the security services industry is slightly higher than is represented by ETITO security qualification verifications
- There is no data representing people of MELAA ethnicity for ETITO security qualification verifications. However, 1.0% of people in the security services industry are of this ethnicity
- There is no data representing people of New Zealander ethnicity for ETITO security qualification verifications. However, 13.1% of people in the electronic security industry are of this ethnicity

Caution should be taken when interpreting these figures because:

<sup>7</sup> This data was taken from the Industry Training Federation 'Industry Profiles' CD [2008], which contains data from the 2006 NZ Census of Population and Dwellings



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- Different categories were used to identify ethnicity for the security industry data and the ETITO qualification data
- A much higher proportion of people did not specify their ethnicity for ETITO security qualifications than for the security services industry
- The 'New Zealander' ethnicity was not available for ETITO security qualifications but 13.1% of people in the security services industry indicated that they were of this ethnicity

### 3.12 Gender

Table 2 shows the percentages of males and females represented in the security services industry, and, for comparison, percentages of males and females represented by ETITO security qualification verifications for the past five years.

**Table 2: Gender of those in the security industry compared with gender of those who have NZQA qualification verifications for the past five years**

Gender	Security Services Industry <sup>8</sup>	National Certificate in Security [Level 2]	National Certificate in Security [Level 3 or 4] with strands...	National Certificate in Security [Communications] [Level 3]	National Certificate in Security Management [Supervision] [Level 5]	National Diploma in Security [Level 6]	National Diploma in Security Management [Level 6]	All security staff qualifications
Male	<b>72.1%</b>	72.5%	76.7%	46.6%	100%	100%	0%	<b>75.3%</b>
Female	<b>27.9%</b>	27.5%	23.3%	53.3%	0%	0%	0%	<b>24.7%</b>
Unclassified	-	-	-	-	-	-	-	-

Table 2 shows that:

- The proportions of males and females in the security services industry is roughly equivalent to the proportions of those represented by ETITO security qualification verifications

<sup>8</sup> This data was taken from the Industry Training Federation 'Industry Profiles' CD [2008], which contains data from the 2006 NZ Census of Population and Dwellings

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## 3.2 SOLUTIONS TO SKILL SHORTAGES

### General comments from industry and provider groups

- Market the positive aspects of the industry
- Increase pay levels in the security industry. Pay is currently better for public sector security work than for the private sector, until high level positions are reached, when private sector pay is better

### General comments from industry group

- Training [especially focusing on making security staff multi-skilled]
- Training to occur from the lowest levels
- Companies should think of the industry as a whole rather than just their specific company when it comes to training issues
- Focus within industry on more than bottom line financial costs: for example, companies should stop discounting contracts to undercut each other. This would mean that companies could afford to pay and train staff more. The point of differentiation in contract competition should be levels of training of staff and quality of service, not financial cost
- Technology changes may decrease the need for skilled labour as this will enable control rooms to operate more efficiently

### General comments from provider group

- Marketing of the security industry to school leavers, especially as a career pathway
- Increase the network of provision of security qualifications
- Introduce security apprenticeships

## 3.3 QUALIFICATION ISSUES

### 3.31 Qualification content issues

#### General comments from industry and provider groups

- It will be necessary to embed compliance training in security qualifications when new regulatory legislation is introduced [information about this legislation can be found in section 5]
- A Certificate of Approval should be a pre-requisite for undertaking qualifications. This should be incorporated as a unit standard into a low level qualification

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## Comments from specific individuals/subgroups in provider group

- Other strands relating to, for example, health sector security, urban security, public defence and Maori wardens could be represented in the Level 3 qualification
- Some existing unit standards need attention as they have serious deficiencies
- There are complex issues around making a Certificate of Approval a pre-requisite for undertaking qualifications that mean this would not be practicable

## 3.32 Qualification pathway issues

### General comments from industry group

- The qualifications pathway needs to be publicised

### Comments from specific individuals/subgroups in industry group

- Some members of the industry group stated that there is no need for Level 5 and 6 qualifications because:
  - There are already internationally recognised qualifications at this level, such as the CPP [Certified Protection Professional]
  - The client pool for these qualifications is small
  - The Level 6 security qualifications do not currently carry much weight in the industry
- Security qualifications at Levels 5 and 6 must have credibility at an international level
- Focus should be on improving current qualifications that are used rather than removing qualifications from the NQF
- Some trainees may start to take the National Diploma in Security [Level 6] soon. For example, the Defence Force will shortly be putting forward trainees for this qualification

### Comments from specific individuals/subgroups in provider group

- Remove the National Diploma in Security Management [Level 6]
- Management could be made a strand option for the National Diploma in Security [Level 6] rather than a separate Level 6 qualification
- In order for qualifications to be relevant to the security industry, they need to be monitored and adjusted to meet industry needs more quickly. Expert working groups are a way of achieving this purpose
- The process of getting qualifications on the NQF needs to be faster

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- NZQA verification figures for ETITO qualifications do not reflect actual numbers of verifications that are occurring. TEOs feel that this is detrimental to their case for funding
- Strands and qualifications which are not used very much should not be removed from the NQF because demand for these might change
- The National Certificate in Security [Communications] [Level 3] would suit being split into two qualifications: one covering alarm monitoring and one for site operations/control
- Electronic security systems training should be integrated with security staff service sector training

### 3.4 TRAINING PROVISION ISSUES

#### General comments from industry group

- The quality and consistency of training provision from entry level needs to be improved. This includes methods of assessment: for example, open-book testing is not adequate for assessment and scenario testing should be used more frequently
- Further online provision would be useful for the security industry

#### Comments from specific individuals/subgroups in industry group

- The introduced TEC policy of removing out of region training is causing provision issues for some companies
- There is no training provision in New Plymouth

### 3.5 NUMBER OF ACCREDITED PROVIDERS AND PERCENTAGE OF THOSE THAT ARE ACTIVE

**Table 3: Accredited and active security training providers**

Qualification	Number of accredited TEOs [2008]	Percentage of accredited providers that are active [2008]	Percentage of accredited providers that were active [2007]
National Certificate in Security [Level 2]	19	58%	57%
National Certificate in Security [Level 3 or 4] with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security	17	47%	53%
National Certificate in Security [Communications] [Level 3]	17	0%	6%
National Certificate in Security Management [Supervision] [Level 5]	5	20%	20%
National Diploma in Security [Level 6]	5	40%	40%
National Diploma in Security Management [Level 6]	5	0%	0%

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Table 3, above, shows numbers of accredited TEOs for security qualifications, the percentages of those that are currently active, and the percentage that were active in 2007.

Table 3 shows that the percentage of accredited providers that were active was lower in 2008 than in 2007 for:

- National Certificate in Security [Level 3 or 4] with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security
- National Certificate in Security [Communications] [Level 3]

Percentages of accredited providers that were active for other qualifications were roughly equal in 2007 as 2008.

## 4. TRAINING AND DEVELOPMENT WORKPLACE PRACTICES

The security staff industry consultation group was asked to consider where the job 'Security Guard' would sit along ten continuums representing different aspects of training and development workplace practices [the continuums can be found in Appendix 6]

The data collected indicated that this industry group felt that in their own companies:

- Training and/or professional development are usually available
- Managers will often, but not always, discuss with individual staff the purpose of training and how it will be used on the job before and after any training event
- There is regular feedback on performance and coaching provided to staff
- Computer literacy is sometimes, but not always, required
- Computer literacy is sometimes the responsibility of employees, but sometimes the workplace provides computer training for required on-job computer skills
- The levels of literacy and numeracy required to do the job vary between companies
- Literacy and numeracy is usually the responsibility of employees
- Employees are usually, but not always, involved in the planning of training and development with their manager each year
- Organisations usually have a significant annual budget for training and development
- Recruitment and performance management stress the importance of qualifications

## 5. PRIVATE SECURITY PERSONNEL AND PRIVATE INVESTIGATORS BILL

The government has decided to overhaul legislation governing the security industry. These changes will impact the industry's training needs. The decisions have been drafted into the

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Private Security Personnel and Private Investigators Bill which will replace the Private Investigators and Security Guards Act 1974. According to the Bill, its main aims are:

- To prevent people from either running businesses or working in various roles in the industry if, by reason of their behaviour or for some other reason, it appears that allowing them to do this will result in unacceptable risks to their clients and employers, members of the public, or themselves; and
- To ensure that those running businesses or working in the industry are, where appropriate, required to complete a prescribed course of training equipping them with the minimum level of knowledge and skills required for the roles that they are expected to perform; and
- To ensure that those running businesses or working in the industry are required to comply with appropriate rules of conduct, some of which may be incorporated in codes of ethics prescribed by regulation; and
- To ensure that those running businesses or working in the industry are subject to appropriate penalties if found guilty of committing offences against the Act, or if the Licensing Authority is satisfied that there are grounds for disciplinary action; and
- To ensure the effective and efficient administration and enforcement of the Act<sup>9</sup>

Parliament is not due to sit again until 2009, and so the bill will not become law before the election on November 8.

## ELECTRONIC SECURITY

The following sections describe information collected from consultation with a group of three members of the electronic security industry and one electronic security provider by email.

### 6. DEMAND FOR TRAINING

There is no data relating specifically to the electronic security sector available from Statistics New Zealand. However, data representing the security and investigative services sector in Appendix 3 includes the electronic security industry.

#### 6.1 REGIONAL INFORMATION

Key regions for the electronic security industry are the same as for the security industry generally:

- Auckland
- Bay of Plenty
- Canterbury
- Manawatu-Wanganui
- Otago
- Waikato
- Wellington

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<sup>9</sup> Taken from 'Private Security Personnel and Private Investigators Bill' [available from <http://www.legislation.govt.nz/bill/government/2008/0297-1/latest/viewpdf.aspx>] [accessed 29.09.08]

# STRATEGIC TRAINING PLAN

## 6.2 OCCUPATIONAL SKILL DEMANDS AND RELEVANT QUALIFICATIONS

There are skill shortages across all job roles across all regions for the electronic security sector. The following section describes how qualifications relate to job roles in the electronic security sector and the type of work involved in each job role.

### Security Technician

Job role description:

- Security Technicians install electronic security systems, such as intruder alarms, closed circuit television, access controls, and intercom systems<sup>10</sup>

Relevant qualifications:

- National Certificate in Electronic Security [Installer] [Level 3]

#### Comments:

- This role describes those who undertake the practical aspects of installing electronic security systems

### Security Engineer/Consultant/Designer

Job role description:

- Security Engineers/Consultants/Designers design, install, and commission electronic security systems, such as intruder alarms, closed circuit television, access controls, and intercom systems, in domestic, commercial, and industrial situations<sup>11</sup>

Relevant qualifications:

- National Certificate in Electronic Security [Level 4]

#### Comments:

- This role describes those who design and configure security systems and software. Contractual work may often be undertaken.

### Security Sales Engineer/Security Sales Consultant

Comments/Job role description:

- This role describes those who sell security systems. There is a need for detailed product knowledge and some engineering knowledge for this role. Contractual work may often be undertaken

---

<sup>10</sup> Taken from National Certificate in Security [Installer] [Level 3] qualification document

<sup>11</sup> Taken from National Certificate in Electronic Security [Level 4] qualification document

# STRATEGIC TRAINING PLAN

Relevant qualifications:

- This role currently has no specific qualification

## 6.3 FUTURE EVENTS LIKELY TO HAVE AN IMPACT ON TRAINING NEEDS

- The 2011 rugby World Cup may increase the demand for electronic security services, although the impact of this will be less for the electronic security sector than for security staff services

### Technology

- Progression to more high-tech, internet-based systems will increase the demand for training
- Reliance on technology is increasing all the time in the electronic security sector so competencies need constant updating
- Computer literacy will be increasingly essential to working in the sector

### Regulation Requirements

- New legislation for the security industry generally may impact on the electronic security sector eventually, although there do not appear to be any immediate effects at present

### Workplace Practices

- Health and Safety issues are extremely important to the electronic security sector
- The “site-safe” scheme which involves the research, development and co-ordination of health and safety activities targeted at the construction industry may become more relevant to the electronic security industry

### Innovation

- Computer Technology and IP networking

## 7. SUPPLY OF TRAINED STAFF

### 7.1 TRAINING DEMOGRAPHICS

#### 7.11 Ethnicity

Table 4 shows the percentages of people of different ethnicities represented in the security services industry, and, for comparison, percentages of people of different ethnicities who have had ETITO electronic security qualifications verified by NZQ over the past five years.

## STRATEGIC TRAINING PLAN

**Table 4: Ethnicity of those in the security industry compared with the ethnicity of those who have NZQA qualification verifications for the past five years**

Ethnicity	Security Services Industry	National Certificate in Electronic Security [Installer] [Level 3]	National Certificate in Electronic Security [Level 4]	All electronic security qualifications [except Electrical Engineering Level 2]	National Certificate in Electrical Engineering [Level 2]
European	<b>63.3%</b>	87.5%	0%	<b>77.8%</b>	70.6%
Maori	<b>16.5%</b>	0%	0%	<b>0%</b>	11.1%
Pacific	<b>12.0%</b>	0%	0%	<b>0%</b>	3.5%
Asian	<b>6.1%</b>	0%	0%	<b>0%</b>	6.4%
MELAA [Middle Eastern, African and Latin American]	<b>1.0%</b>	Not available	Not available	<b>Not available</b>	Not available
Other/Not Specified	<b>0.1%</b>	12.5%	100%	<b>22.2%</b>	0.8%
New Zealander	<b>13.1%</b>	Not available	Not available	<b>Not available</b>	Not available

Table 4 shows that:

- There is a lower proportion of Europeans in the security services industry than is represented by ETITO electronic security qualification verifications
- There is a greater proportion of Maoris in the security services industry than is represented by ETITO electronic security qualification verifications
- There is a greater proportion of Pacific Islanders in the security services industry than is represented by ETITO electronic security qualification verifications
- The proportion of Asians in the security services industry is higher than is represented by ETITO electronic security qualification verifications
- There is no data representing people of MELAA ethnicity for ETITO electronic security qualifications. However, 1.0% of people in the security services industry are of this ethnicity
- There is no data representing people of New Zealander ethnicity for ETITO electronic security qualification verifications. However, 13.1% of people in the electronic security industry are of this ethnicity

Caution should be taken when interpreting these figures because:

- There is no Department of Labour data relating directly to the electronic security sector. Rather, data relates to the security services sector as a whole which is much wider
- There were very few verifications for ETITO electronic security qualifications over the past five years [nine for National Certificate in Electronic Security [Installer] [Level 3] and one for National Certificate in Security [Level 4]]
- Different categories were used to identify ethnicity for the security industry data and the ETITO qualification data

<sup>12</sup> This data was taken from the Industry Training Federation 'Industry Profiles' CD [2008], which contains data from the 2006 NZ Census of Population and Dwellings

## STRATEGIC TRAINING PLAN

- A much higher proportion of people did not specify their ethnicity for ETITO electronic security qualifications than for the security services industry
- The 'New Zealander' ethnicity was not available for ETITO security qualifications but 13.1% of people in the security services industry indicated that they were of this ethnicity

### 7.12 Gender

Table 5 shows the percentages of males and females represented in the security services industry, and, for comparison, percentages of males and females represented by ETITO security qualification verifications for the past five years.

**Table 5: Gender of those in the security industry compared with gender of those who have NZQA qualification verifications for the past five years**

Ethnicity	Security Services Industry <sup>13</sup>	National Certificate in Electronic Security [Installer] [Level 3]	National Certificate in Electronic Security [Level 4]	All electronic security qualifications [except Electrical Engineering Level 2]	National Certificate in Electrical Engineering [Level 2]
Male	<b>72.1%</b>	100%	100%	<b>100%</b>	94.7%
Female	<b>27.9%</b>	0%	0%	<b>0%</b>	5.3%
Unclassified	-	-	-	-	-

Table 5 shows that:

- The proportion of males in the security services industry is less than the proportion represented by ETITO security qualification verifications

Caution should be taken when interpreting these figures because:

- There were very few verifications for ETITO electronic security qualifications over the past five years [nine for National Certificate in Electronic Security [Installer] [Level 3] and one for National Certificate in Security [Level 4]]

## 7.2 QUALIFICATION PATHWAY ISSUES

- A qualification in electronic security sales would help to meet some of the skills needs of the industry, and there could be many trainees available for this
- The possibility of a Level 3 Limited Credit Programme [LCP] for electronic security linked to a provisional practicing license could be explored, with the whole level 3 qualification linked to a full practicing license. This would need EWRB support and approval

The group added that a limit on the amount of time for which the provisional practicing license was valid could be included and that the license could cover both commercial and domestic aspects of the industry.

<sup>13</sup> This data was taken from the Industry Training Federation 'Industry Profiles' CD [2008], which contains data from the 2006 NZ Census of Population and Dwellings

# STRATEGIC TRAINING PLAN

## 7.3 QUALIFICATION CONTENT ISSUES

- Computer Technology and IP networking need to be included in electronic security qualifications, perhaps in the core of the Level 4 qualification
- Risk management is of importance to the sector and needs to be represented in qualifications, possibly at Level 4
- Project management needs to be included in the Level 4 qualification, possibly as a strand or elective
- Regulations around the protection and use of information that is collected using electronic security systems should be represented in qualifications

## 7.4 TRAINING PROVISION

- Ensuring that unit standards recognise product/vendor training is one way to develop significantly wider access to training in the workplace
- Online and other forms of flexible training provision [such as distance learning, a mentoring system and flexible providers] are needed as the time that companies can allow staff for training is limited

## 7.5 SOLUTIONS TO LABOUR SHORTAGES

- Online and other forms of flexible training provision
- Market the industry at school careers evenings, so that young people make an active choice to enter the electronic security sector rather than just falling into it
- Advertise the high salaries that people in industry are paid
- Individual companies need to provide rewards for their staff to be qualified, especially financial incentives
- Young people need a clear career path so that they can see a future in the electronic security sector
- Electronic security needs to be seen as a trade

## STRATEGIC TRAINING PLAN

### 7.6 NUMBER OF ACCREDITED PROVIDERS AND PERCENTAGE OF THOSE THAT ARE ACTIVE

**Table 6: Accredited and active electronic security training providers**

Qualification	Number of accredited TEOs [2008]	Percentage of accredited providers that are active [2008]	Percentage of accredited providers that were active [2007]
National Certificate in Electronic Security [Installer] [Level 3]	23	9%	8%
National Certificate in Electronic Security [Level 4]	21	5%	5%
National Certificate in Electrical Engineering [Level 2]	46	39%	40%

Table 6, above, shows numbers of accredited TEOs for electronic security qualifications, the percentages of those that are currently active, and the percentage that were active in 2007.

Table 6 shows that the percentage of accredited providers that were active for electronic security qualifications was roughly equal in 2007 as 2008.

## 8. PRIORITIES FOR THE ELECTRONIC SECURITY SECTOR

- Flexible delivery of qualifications, including online and other forms of flexible qualification provision
- Computer technology and IP networking training
- A more straightforward RPL process

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## APPENDIX 1

# APPENDIX 1: METHODOLOGY USED FOR CONSULTATION

## A1.1 AIMS OF CONSULTATION

Consultation was undertaken with the security industry in 2008 to:

- Verify and comment on labour market analysis and training provision data
- Review and update the 2007 Strategic Training Plan [STP]

This was in order to contribute to a strategic training plan to meet the current and future skill needs of the security industry. This is part of an ongoing process to provide a current STP that considers the design and maintenance of services, and qualifications and qualification pathways that meet industry needs.

## A1.2 BACKGROUND MATERIAL

ETITO has a broad picture of the current status of the security industry, from past research and consultation, and this informed the 2008 consultation. The material that was considered before 2008 consultation included:

- Security Industry Research Report 2005
- Security Research Sector Submissions 2006
- Security Strategic Training Plan 2007 Version
- ETITO consultation with security industry reports 2007
- Draft security labour market analysis 2008

## A1.3 ELEMENTS OF CONSULTATION PROCESS

The consultation process consisted of the following aspects:

### A1.31 Notification of Advisory Groups and Stakeholders

- Notification of focus group consultation was posted on the 'security research' and 'latest news' pages of ETITO's website inviting stakeholders to register their interest in participating
- The Chair of SITAB was notified and invited to suggest participants for consultation
- The Chair of the New Zealand Security Association was notified and invited to suggest participants for consultation
- The ACOS Industry Training Manager was notified and invited to suggest representative industry members for security staff services
- The Electrotechnology Industry Training Manager and ETITO Electronic Security "Champion" were notified and encouraged to suggest representative industry members for electronic security
- A number of active providers were also invited to participate

## APPENDIX 1

### A1.32 Focus Group

Three focus group sessions were conducted:

- A security staff industry session
- A security staff provider session
- An electronic security industry session

An electronic security provider also made comments by email.

The focus group members were asked to read the following background material prior to the session:

- An outline of the purpose of the focus group
- Questions to be discussed in the focus group
- A copy of the 2007 version of the security strategic training plan
- Labour market analysis draft report

At the sessions, participants contributed their feedback on this material and communicated relevant knowledge which would support the production of a strategic training plan to meet the current and future skill needs of industry.

### A1.33 Other Communications

Some follow-up communications with industry stakeholders also took place. These were conducted either face-to-face, over the phone, or by email.

### A1.34 Participants

Those who took part in the focus group sessions are listed below.

Industry focus group session:

1. Jean-Pierre Dignon, Northern Districts Security
2. Chris Lawton, C4 Group
3. Shane Rosson, Parliamentary Service
4. David Proud, VIP Security and NZSA
5. Peter Jackson, NZ Defence Force
6. Bill Frost, Magnum Security
7. ASIS New Zealand [This participant chose to remain anonymous]
8. Alistair Hogg, Aotea Security and NZSA
9. Bob Durham, Emergency Management Solutions
10. Marilyn Place, ADT
11. John Cleary, SITAB
12. Alan Mycroft, Emergency Management Solutions

Also present to facilitate the industry session were:

1. Dominic Madell, Researcher, ETITO
2. Heather Lees, Research and Development Manager, ETITO
3. Robyn Kunaiti, Research and Development Administrator, ETITO
4. Kharen Hope, Project Leader – Qualifications and Research

Provider focus group session:

1. Stewart O' Reilly, Training Systems and Solutions Ltd
2. Kim Hoskin, Waikato Institute of Technology

## APPENDIX 1

3. Bronwyn Ronayne, People Potential
4. Evaine McKendrick, National College of Security Personnel and Technology
5. Bernard Isherwood, Vertical Horizonz
6. Feroz Ali, New Zealand Career College
7. Simon Byrnes, Horowhenua Learning Centre

Also present to facilitate the provider session was:

1. Dominic Madell, Researcher, ETITO

Electronic security focus group session:

1. David Proud, VIP Security and NZSA
2. Alistair Hogg, Southern Aotea Security and NZSA
3. Steven Crouch, Chubb New Zealand Ltd

Electronic security provider comments were also received by email from:

1. Gavin Bowden, Appliance Industry Training Centre

## APPENDIX 2

### APPENDIX 2: PERCEIVED BENEFITS OF TRAINING

The industry group ranked a list of benefits of training in terms of how important they considered them.

Table 7 shows the results from this task. The lower the mean rank, the more important participants considered the benefit.

**Table 7: Perceived benefits of training**

Benefits of Training	Mean Rank [industry group]
Training increases the quality of employees' work	2.3
Training results in more motivated, satisfied employees	3.3
Training results in staff who better understand and are able to comply with industry regulations	3.9
Training increases employees' productivity	4.0
Training results in employees with better 'soft skills' such as inter-staff communication, leadership and time-management	5.3
Training results in higher standards for health and safety	5.8
Training results in employees that are more loyal to the company	6.8
Training reduces wasted time and materials	7.6
Training increases employee retention	7.7
Training results in reduced recruitment costs through the internal promotion of skilled staff	7.7

The four most highly ranked benefits of training for the industry group were:

- Training increases the quality of employees' work
- Training results in more motivated, satisfied employees
- Training results in staff who better understand and are able to comply with industry regulations
- Training increases employees' productivity

## APPENDIX 3

# APPENDIX 3: EMPLOYEE DEMOGRAPHICS FOR THE SECURITY INDUSTRY

This section includes data for the security and investigative services sector [except police] provided by the Department of Labour.

In addition, the specific occupation "Security Officer" is included from data provided by the Department of Labour.

### A3.1 NATIONAL TRENDS

#### A3.11 Numbers of Employees in the security and investigative services sector [except police]: 2000 – 2006

Figures 1, 2, 3 and 4 show employee trends for the security and investigative services sector.

**Figure 1: Security and Investigative Services [except Police] Employees [National] [ANZSIC code L7864]**

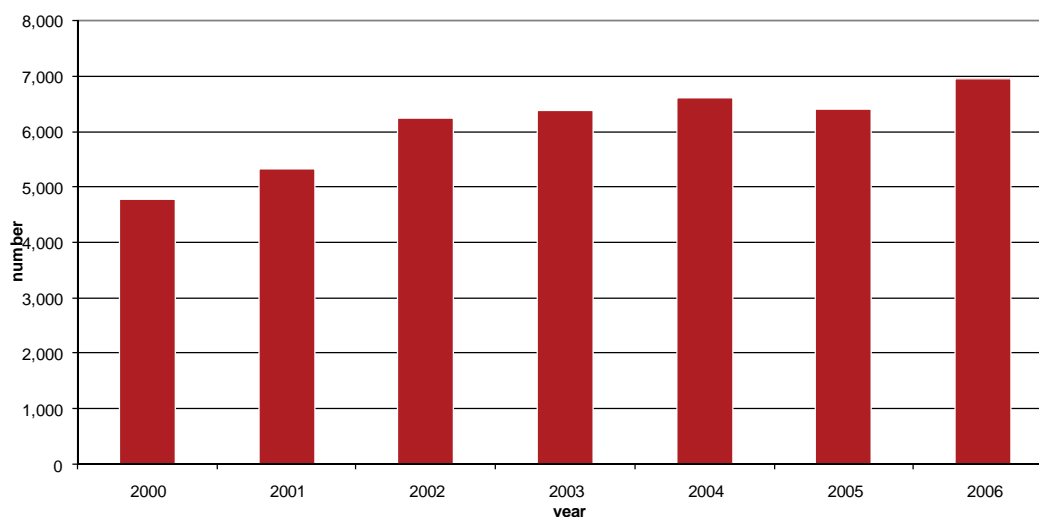


Figure 1 shows that nationally the number of employees in the security and investigative services sector:

- rose by 38.1% from 2000 to 2004 [4780 employees in 2000 to 6600 employees in 2004]
- fell by 3.2% from 2004 to 2005 [6600 employees in 2004 to 6390 employees in 2005]
- rose by 8.8% from 2005 to 2006 [6390 employees in 2005 to 6950 in 2006]

Nationally, the number of employees in the security and investigative services sector has shown a general trend of increase from 2000 to 2006.

## APPENDIX 3

### A3.2 REGIONAL TRENDS

Auckland, Wellington and Canterbury accounted for 71.8% of security and investigative services sector employees in New Zealand in 2006.

**Figure 2: Security and Investigative Services [except Police] Employees [Main Regions] [ANZSIC code L7864]**

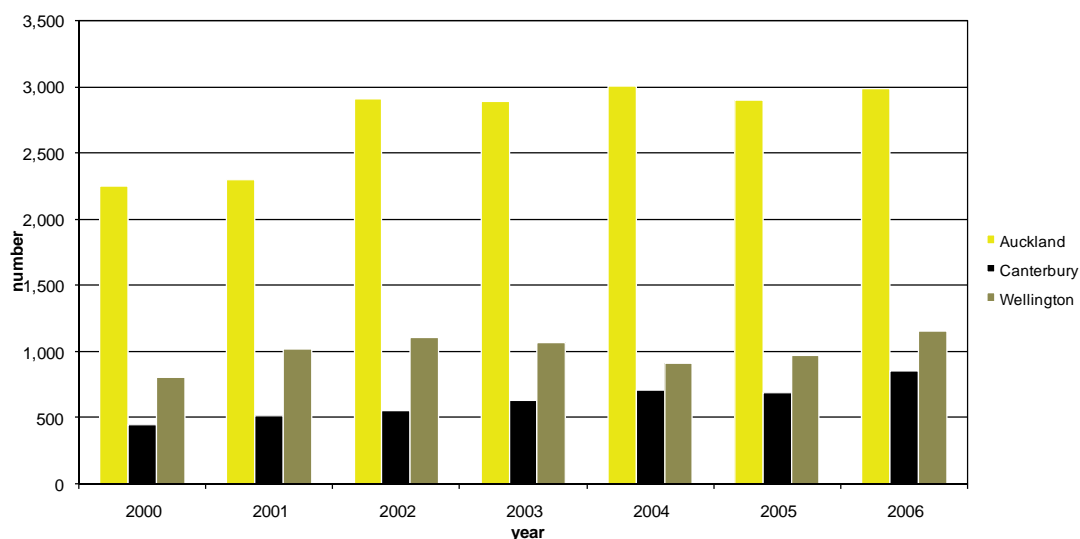


Figure 2 shows that among the three main regions of New Zealand:

- Auckland had the most security and investigative services sector employees between 2000 and 2006. This was followed by Wellington and then Canterbury
- Auckland had a 29.3% increase in the number of employees in the security and investigative services sector between 2000 and 2002 [2250 employees in 2000 rising to 2910 employees in 2002.] The number of employees then fluctuated between 2890 and 3010 from 2003 to 2006
- Wellington had a 38.8% increase in the number of employees in the security and investigative services sector between 2000 and 2002 [800 employees in 2000 rising to 1110 employees by 2002.] There was then an 18.0% decrease to 910 employees by 2004 and a 26.4% increase to 1150 employees by 2006
- Canterbury had a 57.8% increase in the number of employees in the security and investigative services sector between 2000 and 2004 [450 employees in the security and investigative services sector in 2000 rising to 710 employees by 2004.] There was then a 2.8% decrease to 690 employees in 2005 before a 23.3% increase to 850 employees in 2006

## APPENDIX 3

Figure 3: Security and Investigative Services [except Police] Employees [Other Regions - North Island] [ANZSIC code L7864]

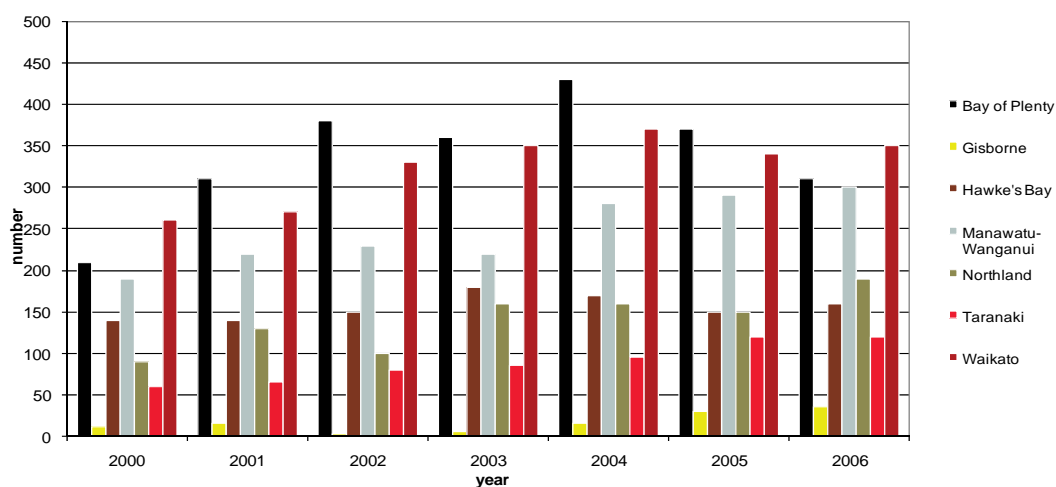


Figure 3 shows that among other regions of the North Island:

- Waikato had 260 employees in the security and investigative services sector in 2000. The number of employees then rose to 370 by 2004 before falling to 340 in 2005. The number of employees then rose to 350 in 2006
- The Bay of Plenty had 210 employees in the security and investigative services [except police] sector in 2001. This rose to 380 employees by 2002 before falling to 360 employees in 2003. The number of employees then rose to 430 in 2004 before falling to 310 by 2006
- Manawatu-Wanganui had 190 employees in the security and investigative services sector in 2000. The number of employees rose to 230 by 2002 before falling to 220 in 2003. The number of employees then rose to 300 by 2006. There was a general trend of increase in the number of employees in the Manawatu-Wanganui region from 2000 to 2006
- Northland had 90 employees in the security and investigative services sector in 2000. The number of employees then rose to 130 in 2001 before falling to 100 in 2002. The number of employees then rose to 160 in 2003 and remained at this level in 2004. The number of employees then fell to 150 in 2005 before rising to 190 in 2006
- Hawke's Bay had 140 employees in the security and investigative services sector in 2000 and 2001. The number of employees then rose to 180 by 2003 and then fell to 150 by 2005. The number of employees then rose to 160 by 2006
- Taranaki had 60 employees in the security and investigative services sector in 2000. The number of employees then rose to 120 by 2005 and remained at this level in 2006
- Gisborne had between three and 15 employees in the security and investigative services sector each year from 2000 to 2004. The number of employees then rose to 30 in 2005 and 35 in 2006

To some extent, the numbers of security and investigative services sector employees shown in Figure 3 may reflect the population size of individual regions.

## APPENDIX 3

Figure 4: Security and Investigative Services [except Police] Employees [Other Regions - South Island] [ANZSIC code L7864]

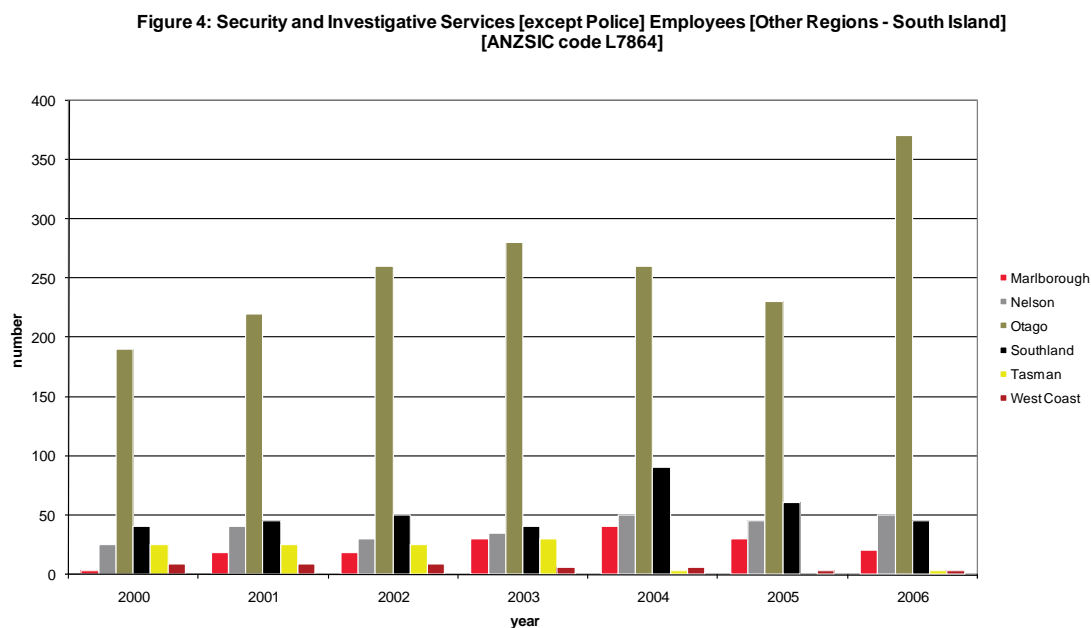


Figure 4 shows that among other regions of the South Island:

- Otago had the most security and investigative services sector employees between 2000 and 2006. The number of employees rose from 190 in 2000 to 280 in 2003. The number of employees then fell to 230 by 2005 before rising to 370 in 2006
- Nelson had 25 employees in the security and investigative services sector in 2000. The number of employees then rose to 40 in 2001 before falling to 30 in 2002. The number of employees then fluctuated between 45 and 50 between 2004 and 2006
- Southland had between 40 and 50 employees in the security and investigative services sector each year from 2000 to 2003. The number of employees then rose to 90 in 2004 before falling to 45 by 2006
- Marlborough had three employees in the security and investigative services sector in 2000. The number of employees then rose to 18 in 2001 and remained at this level in 2002. The number of employees then rose to 40 by 2004 before falling to 20 by 2006
- Tasman had 25 employees in the security and investigative services sector between 2000 and 2002. The number of employees then rose to 30 in 2003 before falling to three in 2004. The number of employees was then zero in 2005 and three in 2006
- The West Coast had nine employees in the security and investigative services sector between 2000 and 2002. The number of employees then fell to six in 2003 and remained at this level in 2004. The number of employees then fell to three in 2005 and remained at this level in 2006

To some extent, the numbers of security and investigative services sector employees shown in Figure 4 may reflect the population size of individual regions.

## APPENDIX 3

### A3.3 LABOUR MARKET STATISTICS AND DEMOGRAPHICS FOR OCCUPATIONS WITHIN THE SECURITY INDUSTRY

Tables 8 and 9 below show labour market statistics and demographic information for the occupation "Security Officer"

**Table 8: Labour market statistics for Security Officer [NZSCO 51542]**

Occupation [NZSCO code]		Security Officer [51542]
Number of advertised vacancies	Jul-2005 to Jun-2006	465
Number of advertised vacancies	Jul-2006 to Jun-2007	388
Vacancy Fill Rates	2007	49%
% growth this year over last year		-17
On an Immigration NZ skill shortage list?		No
Persons granted temporary work permit	2006/2007	223
Skilled Migrant Category persons approved	2006/2007	4
Number employed 1996		4521
Number employed 2001		4965
Number employed 2006		6015
Employment growth 01-06		21.1%
Employment growth 96-06		33.0%

The data in Table 8 shows that for Security Officers:

- 388 jobs were advertised in 2006-07 whereas 465 were advertised in 2005-06
- this occupation is not advertised on an immigration skills shortage list. 223 people were granted a temporary work permit in 2006/2007 and four skilled migrant category persons were approved in 2006/2007
- employment grew by 21.1% in 2001-2006 and by 33.0% in 1996-2006

Taken together, this data suggests that security officer is a role which is showing growth, but this growth may be slowing. There appear to be some difficulties in supplying enough workers to fill available positions.

## APPENDIX 3

Table 9: Demographic statistics for Security Officer [NZSCO 51542]

Occupation [NZSCO code]		Security Officer [51542]
Median Income 2006		\$29,700
Average Income 2006		\$31,900
% Male 2006		81%
% Female 2006		19%
Ethnic diversity 2006	% NZ European	57%
	% Maori	20%
	% Pacific	16%
	% Other	7%
Age groups 2006	15-29	24%
	30-54	56%
	55 plus	19%
Highest educational qualification 2006	Percent No qualifications	24%
	Percent school qualifications only	38%
	Percent post-school qualified	32%
Usual hours worked per week 2006	Percent Less than 30 hours	21%
	Percent 30-59 hours	69%
	Percent 60 hours plus	5%

The data shown in Table 9 indicates that a typical security officer:

- is a male, and is most likely to be a New Zealand European, although may also be of Maori or Pacific ethnicity
- is most likely between 30 and 54 years of age, although may also be younger or older than this
- may have no qualifications, school qualifications only or be post-school qualified
- is paid around \$30 000 per annum
- works 30-59 hours a week or less

### A3.4 FURTHER COMMENTS ABOUT JOB ROLES

This section contains further comments that were made during consultation sessions about job roles in the security industry.

**Site Security Officer/Mobile Patrol Officer/Event Security Officer/Secure Transport Officer/Retail Security Officer/Court Security Officer/Noise Control Officer**

#### Comments from specific individuals/subgroups in provider group

- There is no shortage of Security Officers for secure transport
- There are fewer Noise Control and Court Security Officers than other types of Security Officer
- This group of security occupations could contain many other types of role, such as: Security Sales, Maori and Pacific Island Wardens and Hotel and Resort Security

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- National qualifications tend to focus more on private sector security than public sector security
- Event Security Officers can be distinguished from the other job roles in this section because their employment tends to be more casual. They may only do the job around once a month, and also work in other security roles or other types of job
- For all of the types of Security Officer described above, there are those who work in the public sector and those who work in the private sector. This is with the exception of court security which is always public sector. In-house security is another classification of the security industry and this may include either private or public sector work
- Skills shortages tend to be more focused on the private security sector than the public security sector

### Security Monitoring Centre Operator

#### Comments from specific individuals/subgroups in industry group

- Employees in this job role may leave the industry to work in contact centres for better pay
- This is a highly specialised job role, and so general training of staff to be multi-skilled will not solve skill shortages

## A3.5 KEY POINTS FROM LABOUR MARKET ANALYSIS DATA

### A3.51 Occupations

Security Officer is an occupation which may be showing a growth, but this growth may be slowing. There appear to be some difficulties in supplying enough workers to fill available positions.

### A3.52 Importance of regions to the security industry

Table 10 shows the relative importance of regions of the security industry according to labour market analysis data.

Table 10: Relative importance of regions to the security industry

Key regions	Other significant regions	Marginal regions
Auckland	Hawke's Bay	Gisborne
Bay of Plenty	Northland	Marlborough
Canterbury	Taranaki	Nelson
Manawatu-Wanganui		Southland
Otago		Tasman
Waikato		West Coast
Wellington		

## APPENDIX 4

### APPENDIX 4: DEMAND FOR TRAINING

#### A4.1 USE OF ETITO SECURITY QUALIFICATIONS

This section describes levels of use of ETITO's security qualifications over the past five years linked to occupations in the security industry.

For each ETITO qualification, data was collected from the New Zealand Qualifications Authority [NZQA]. This data is summarised in Table 11 and presented in section A4.13.

Data collected from NZQA indicates:

- Numbers of trainees nationally who have completed an ETITO qualification [either through ETITO or elsewhere] and had this verified by NZQA since 2003

##### **A4.11 Patterns of Participation Data Summary**

Table 11 shows NZQA verifications for security qualifications and how qualifications relate to job roles. Graphs representing this data, broken down into gender and ethnicity can be found in Section A4.13.

## APPENDIX 4

Table 11: Patterns of participation data summary

Name of Qualification	Number of NZQA verifications					Relevant to which job roles?
	2003	2004	2005	2006	2007	
National Certificate in Security [Level 2]	158	212	148	98	85	Pre-employment qualification for security staff
National Certificate in Security [Level 3 or 4] with strands in...	231	401	222	236	226	Security Officer, specifically...
Court Security	Included by qualification.					Court Security Officer
Event Security [Venue Security]						Event Security Officer
Mobile Patrol						Mobile Patrol Officer
Noise Control						Noise Control Officer
Retail Security						Retail Security Officer
Secure Transport						Secure Transport Officer
Site Security						Site Security Officer
National Certificate in Security [Communications] [Level 3]	0	0	6	16	8	Security Monitoring Centre Operator
National Certificate in Security Management [Supervision] [Level 5]	2	0	1	0	0	Supervisor/Small Company Manager/Team Manager
National Diploma in Security Management [Level 6]	0	0	0	0	0	Company Manager
National Diploma in Security [Level 6]	0	0	0	0	1	Security Specialist/Senior Consultant/Designer
National Certificate in Electrical Engineering [Level 2]	65	119	134	218	232	Pre-employment qualification for electronic security
National Certificate in Electronic Security [Installer] [Level 3]	0	0	1	4	3	Security Technician
National Certificate in Electronic Security [Level 4]	0	0	0	1	0	Security Engineer/Consultant/Designer

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Table 11 indicates:

- There were high numbers of NZQA verifications over the past five years for:
  - National Certificate in Security [Level 2]
  - National Certificate in Security [Level 3 or 4] with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, Site Security
  - National Certificate in Electrical Engineering [Level 2]
- There were some NZQA verifications for the:
  - National Certificate in Security [Communications] [Level 3]
- There were few verifications for:
  - National Certificate in Security Management [Supervision] [Level 5]
  - National Diploma in Security [Level 6]
  - National Certificate in Electronic Security [Installer] [Level 3]
  - National Certificate in Electronic Security [Level 4]
- There were no verifications for:
  - National Diploma in Security Management [Level 6]

### **A4.12 Numbers of Potential Trainees within the Security Industry**

Table 12 shows potential numbers of trainees for the security industry.

These figures have been calculated by:

- multiplying the number of employees in the security and investigative services sector within key regions by the percentage of security officers without post-school qualifications

This provides an approximate measure of the numbers of security officers who might benefit from undertaking tertiary training. This calculation is only very approximate because it is based on an assumption that the percentage of security officers without post-school qualifications is equivalent to the percentage of employees in the security and investigative services sector without post-school qualifications, and that this industry sector is equivalent to the security industry generally. These assumptions are unlikely to be completely valid. In addition, only key regions of the security industry as described in this report have been taken into account.

**Both the industry and provider groups who were consulted about the estimation of potential trainees in the security industry stated that the figure provided in Table 12 was too low.**

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Table 12: Potential Regional Trainees in Security Industry

Occupation	Relevant qualifications	Region	Potential trainees within security industry
Security Officer	National Certificate in Security [Level 2]  National Certificate in Security [Level 3 or 4] with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security	Auckland	1854 trainees
		Bay of Plenty	192 trainees
		Canterbury	527 trainees
		Manawatu-Wanganui	186 trainees
		Otago	229 trainees
		Waikato	217 trainees
		Wellington	713 trainees
		<b>TOTAL</b>	<b>3918 trainees</b>

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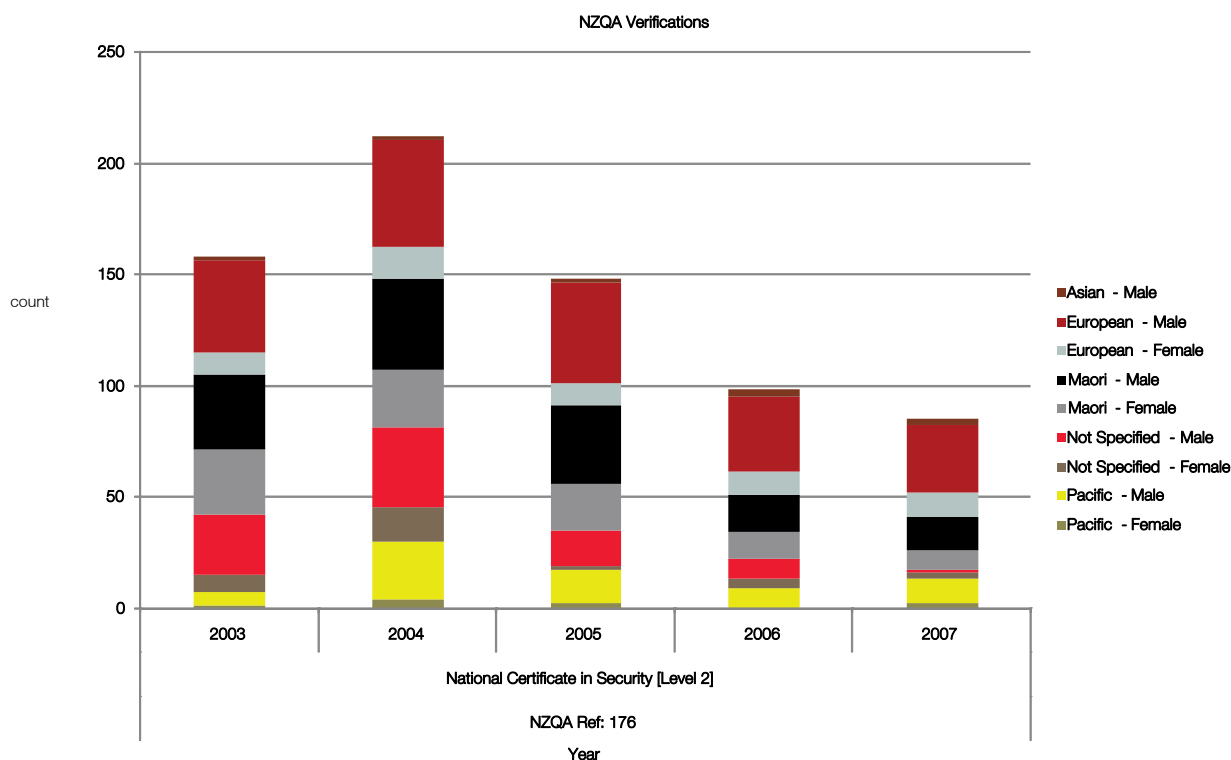
### A4.13 Patterns of Participation Graphs

The figures in this section show patterns of participation for ETITO security qualifications from 2003-2007, including the demographic characteristics [gender and ethnicity] of trainees.

#### NZQA Ref 176: National Certificate in Security [Level 2]

Figure 5 shows the number of trainees who had this qualification verified nationally since 2003.

Figure 5: NZQA Ref 176: National Certificate in Security [Level 2] – NZQA [National] Verifications



For the National Certificate in Security [Level 2]:

- The total number of national verifications over the past five years was 701
- The number of national verifications ranged annually from 85 to 212 over the past five years
- The number of national verifications rose from 158 in 2003 to 212 in 2004. The number of verifications then fell to 85 by 2007
- Of the national trainees who were verified by NZQA over the past five years:
  - 28% indicated that they were European male
  - 20% indicated that they were Maori male
  - 14% indicated that they were Maori female
  - 13% indicated that they were male but did not specify their ethnicity
  - 10% indicated that they were Pacific male

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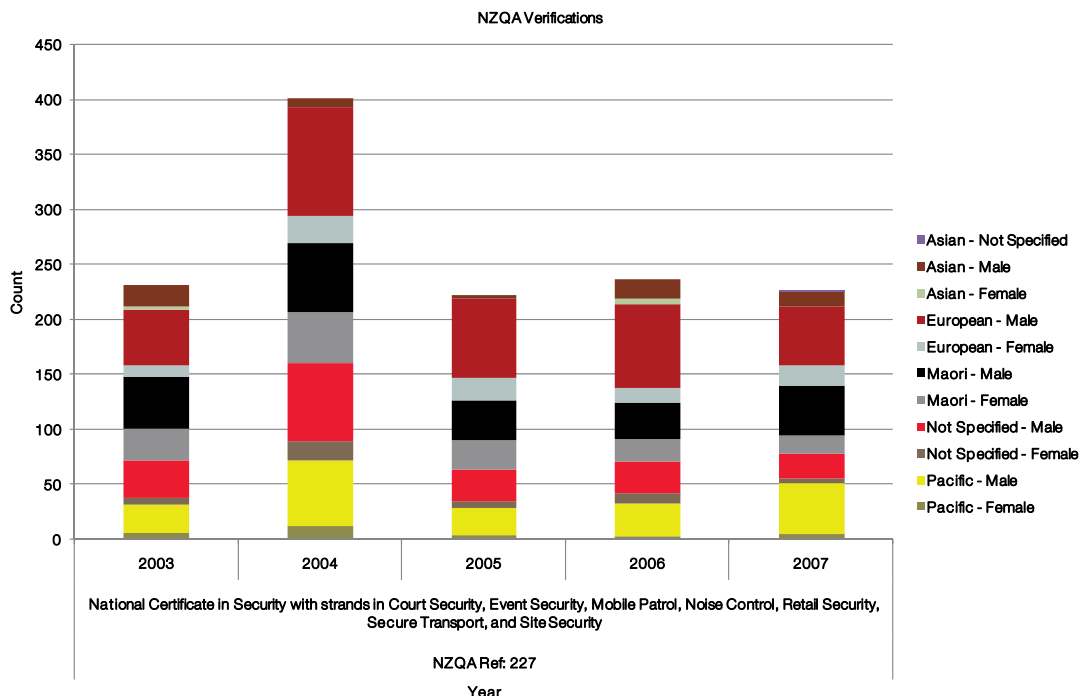
- 8% indicated that they were European female
  - 5% indicated that they were female but did not specify their ethnicity
  - 2% indicated that they were Asian male
  - Nine indicated that they were Pacific female
- The number of NZQA verifications showed a general trend of decrease from 2004 to 2007. The number of verifications by most ethnic groups appeared to decrease over this period, except perhaps for European female and Asian male

### NZQA Ref 176: National Certificate in Security [Level 3 or 4] with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security

Figure 6 shows the number of trainees who have had this qualification verified nationally since 2003.

### Figure 6: National Certificate in Security [Level 3 or 4] with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security – NZQA Verifications

[N.B. This qualification title changed from “National Certificate in Security [Level 3 or 4] with strands in Mobile Patrol, Retail Security, Secure Transport and Personal Protection” to “National Certificate in Security [Level 3 or 4] with strands in Mobile Patrol, Personal Protection, Retail Security, Secure Transport, Site Security, and Venue Security.” The data from both versions of the qualification have been combined in Figure 4.]



For the National Certificate in Security [Level 3 or 4] with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security:

- The total number of national verifications over the past five years was 1316

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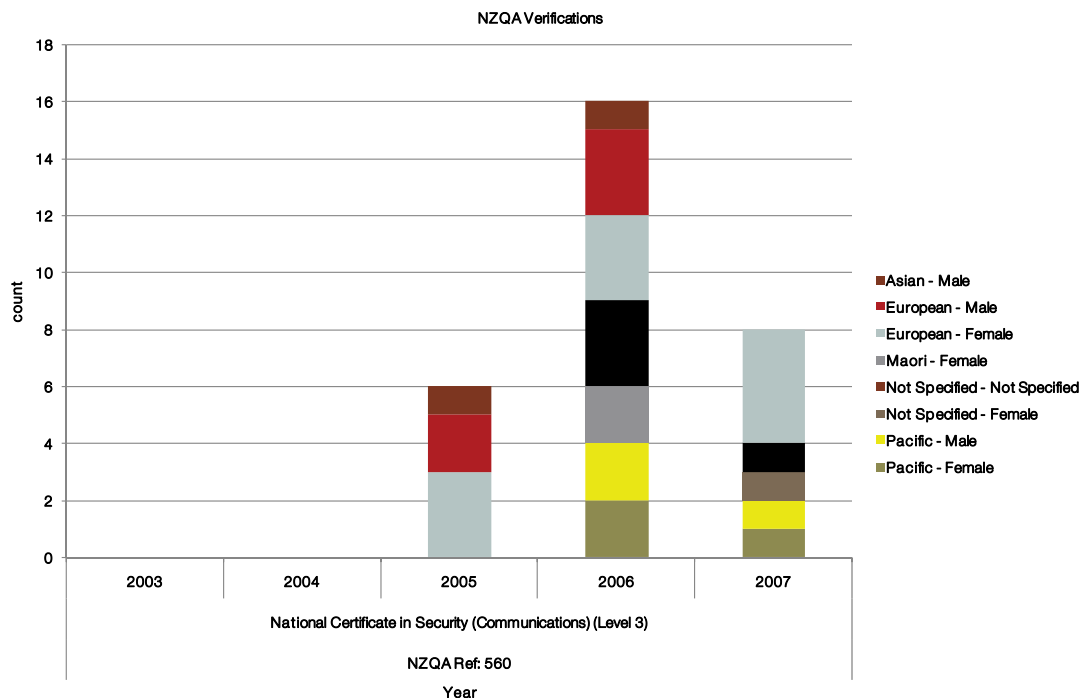
- The annual number of national verifications ranged from 222 to 401 over the past five years
- The number of national verifications was 231 in 2003 and rose to 401 in 2004. The number of verifications then fell to 222 in 2005 before rising to 236 in 2006. The number of verifications then fell to 226 in 2007
- Of the national trainees who were verified by NZQA over the past five years:
  - 27% indicated that they were European male
  - 17% indicated that they were Maori male
  - 14% indicated that they were Pacific male
  - 14% indicated that they were male but did not specify their ethnicity
  - 10% indicated that they were Maori female
  - 7% indicated that they were European female
  - 5% indicated that they were Asian male
  - 3% indicated that they were female but did not specify their ethnicity
  - 2% indicated that they were Pacific female
  - Eight indicated that they were Asian female
  - One indicated that they were Asian but did not specify their ethnicity
- The number of verifications for this qualification has remained relatively stable over the past three years, after an increase in 2004. The number of participants from each ethnicity who verified for the qualification has also remained relatively stable over the past three years

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### NZQA Ref 560: National Certificate in Security [Communications] [Level 3]

Figure 7 shows the number of trainees who completed this qualification nationally since 2003.

Figure 7: National Certificate in Security [Communications] [Level 3] – NZQA Verifications



For the National Certificate in Security [Communications] [Level 3]:

- The total number of national verifications over the past five years was 30
- The annual number of national verifications ranged from zero to 16 over the past five years
- There were no verifications in 2003 or 2004. There were six verifications in 2005. The number of verifications rose to 16 in 2006 and fell to eight in 2007
- Of the national trainees who completed over the past five years:
  - 33% indicated that they were European female
  - Five indicated that they were European male
  - Four indicated that they were Maori male
  - Three indicated that they were Pacific female
  - Three indicated that they were Pacific male
  - Two indicated that they were Asian male
  - Two indicated that they were Maori female

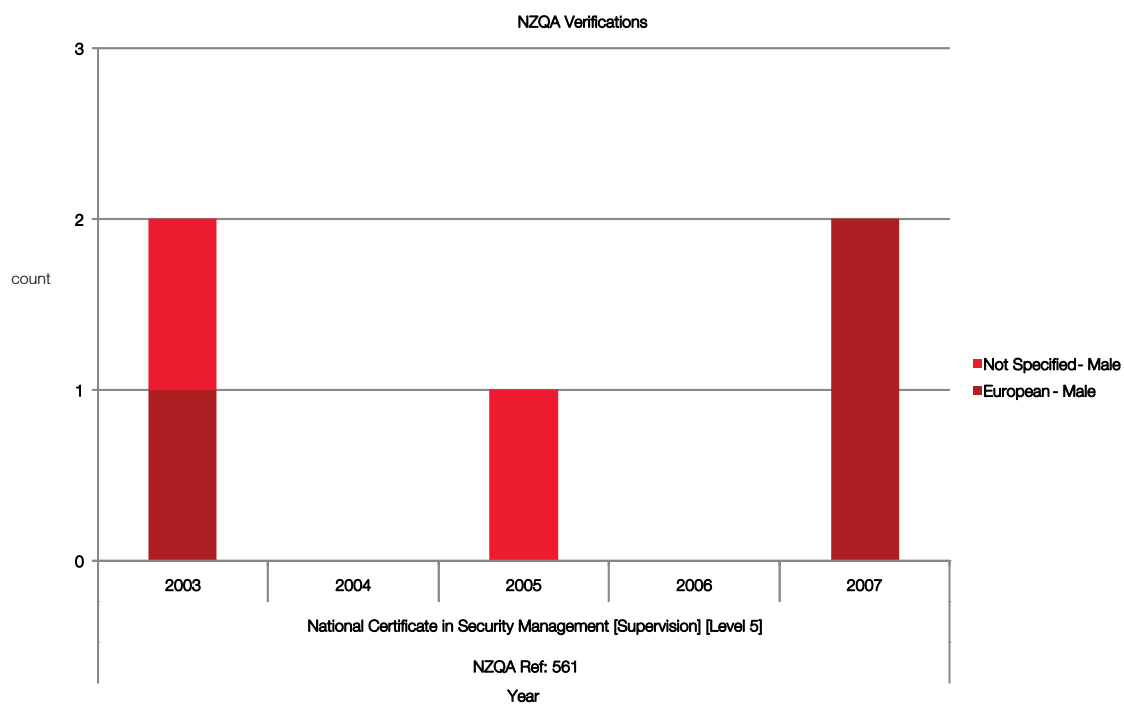
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- One indicated that they were female but did not specify their ethnicity
- There is no clear trend in the number of verifications for this qualification over the past five years. There was a peak of verifications in 2004

### NZQA Ref 561: National Certificate in Security Management [Supervision] [Level 5]

Figure 8 shows the number of trainees who had this qualification verified nationally since 2003.

Figure 8: National Certificate in Security Management [Supervision] [Level 5] – NZQA Verifications



For the National Certificate in Security Management [Supervision] [Level 5]:

- The total number of national verifications over the past five years was five
- The annual number of national verifications ranged from zero to two over the past five years
- There were no verifications in 2004 and 2006. There were two verifications in 2003 and 2007 and one in 2005
- Of the national trainees who were verified by NZQA over the past five years:
  - Three indicated that they were European male
  - Two indicated that they were male but did not specify their ethnicity

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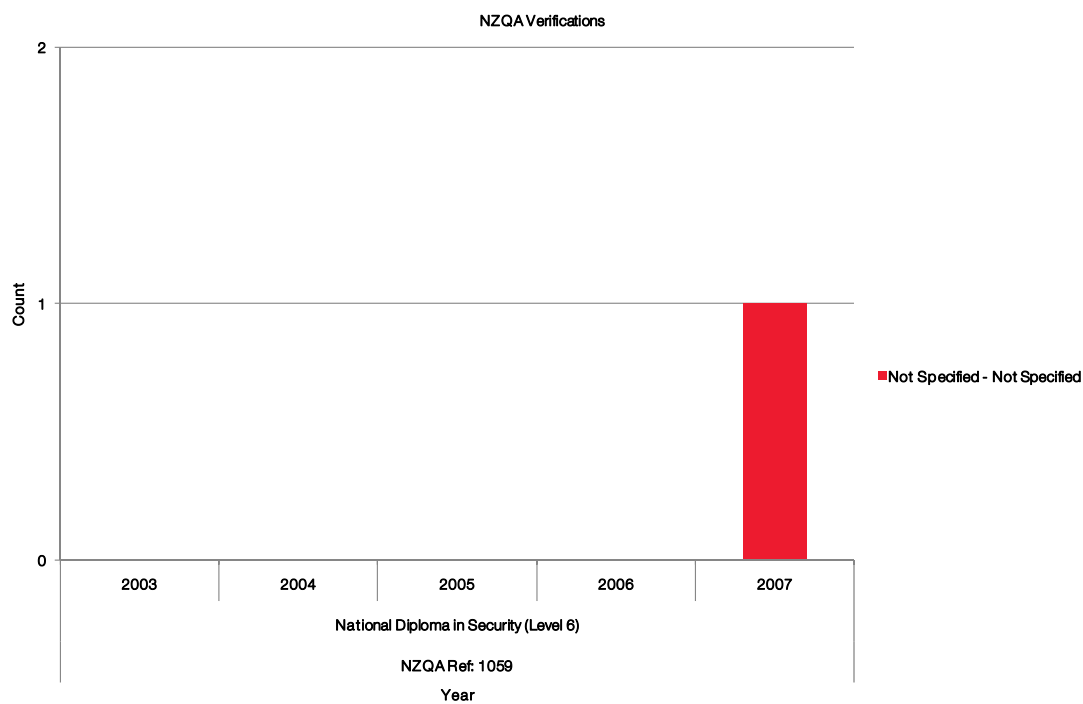
### NZQA Ref 562: National Diploma in Security Management [Level 6]

There are no NZQA verifications for this qualification for the past five years.

### NZQA Ref 1059: National Diploma in Security [Level 6]

Figure 9 shows the number of trainees who had this qualification verified nationally since 2003.

Figure 9: National Diploma in Security [Level 6] – NZQA Verifications



For the National Diploma in Security [Level 6]:

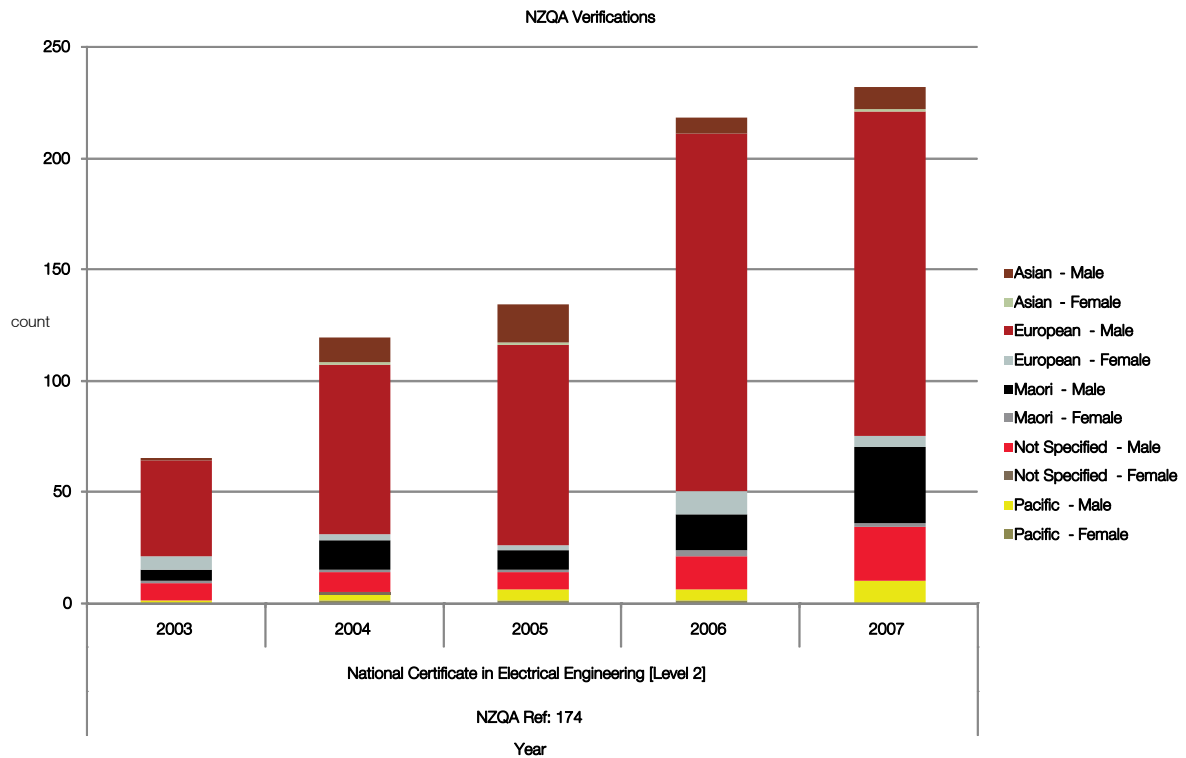
- There was one national verification for this qualification over the past five years, in 2007
- The national trainee who was verified by NZQA in 2007 did not indicate their gender or ethnicity

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### NZQA Ref 174: National Certificate in Electrical Engineering [Level 2]

Figure 10 shows the number of trainees who had this qualification verified nationally since 2003.

Figure 10: National Certificate in Electrical Engineering [Level 2] – NZQA Verifications



For the National Certificate in Electrical Engineering [Level 2]:

- The total number of national verifications over the past five years was 768
- The annual number of national verifications ranged from 65 to 232 over the past five years
- There were 65 trainees in 2003. This rose to 232 trainees by 2007
- Of the national trainees who completed over the past five years:
  - 67.2% indicated that they were European male
  - 10.0% indicated that they were Maori male
  - 8.3% indicated that they were male but did not specify their ethnicity
  - 6.0% indicated that they were Asian male
  - 3.4% indicated that they were European female
  - 3.1% indicated that they were Pacific male
  - Eight indicated that they were Maori female
  - Three indicated that they were Asian female

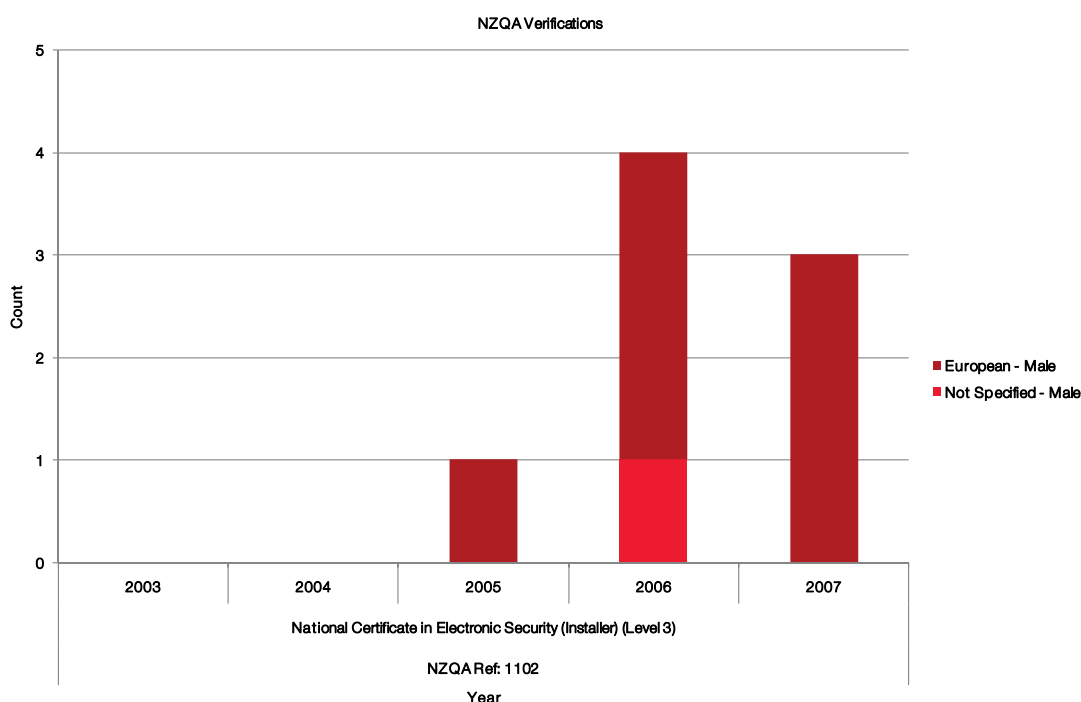
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- Three indicated that they were Pacific female
- One indicated that they were female but did not specify their ethnicity
- The number of verifications has increased every year since 2003. The number of European males has tended to increase, as well as the number of Maori males and Pacific males

### NZQA Ref 1102: National Certificate in Electronic Security [Installer] [Level 3]

Figure 11 shows the number of trainees who had this qualification verified nationally since 2003.

Figure 11: National Certificate in Electronic Security [Installer] [Level 3] – NZQA Verifications



For the National Certificate in Electronic Security [Installer] [Level 3]:

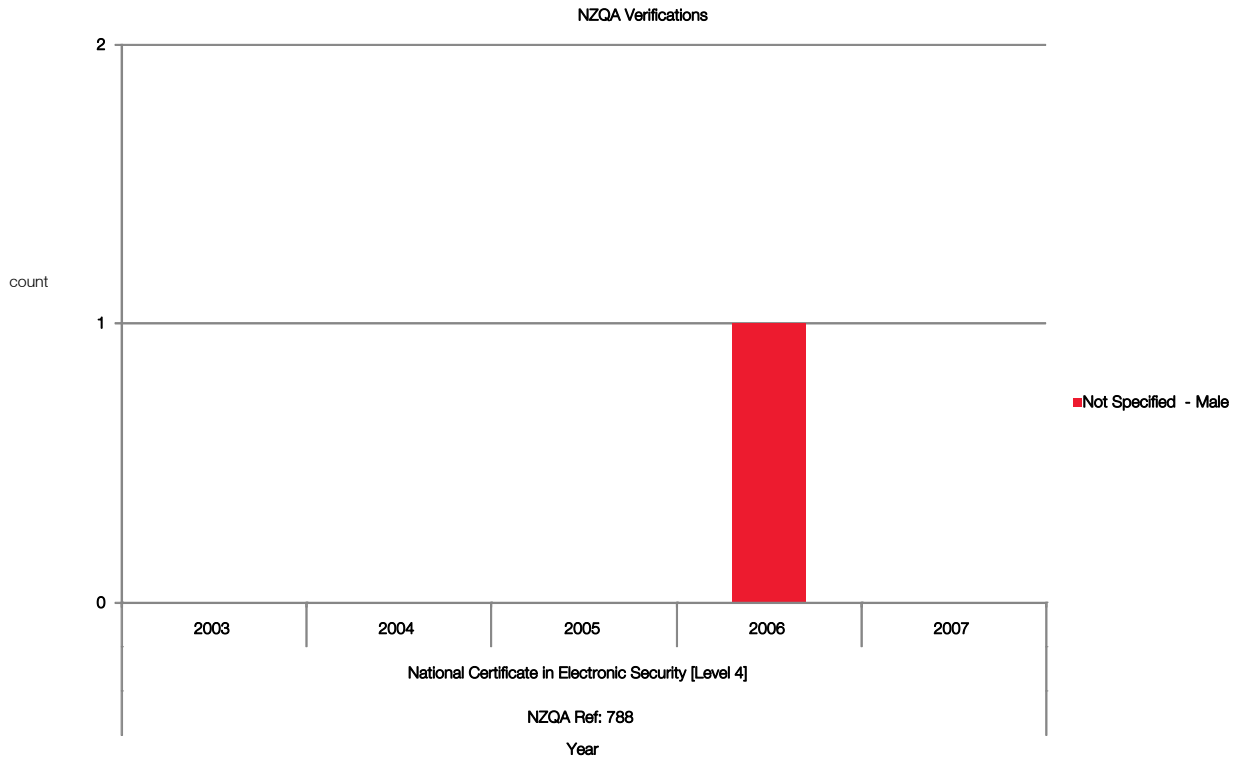
- The total number of national verifications over the past five years was eight
- The annual number of national verifications ranged from one to four over the past five years
- There were no verifications in 2003 and 2004. There was one verification in 2005, four in 2006 and three in 2007
- Of the national trainees who completed over the past five years:
  - Seven indicated that they were European males
  - One indicated that they were male but did not specify their ethnicity

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### NZQA Ref 788: National Certificate in Electronic Security [Level 4]

Figure 12 shows the number of trainees who had this qualification verified nationally since 2003.

Figure 12: National Certificate in Electronic Security [Level 4] – NZQA Verifications



For the National Certificate in Electronic Security [Installer] [Level 4]:

- The total number of national verifications over the past five years was one
- This trainee indicated that they were male but did not specify their ethnicity



## APPENDIX 5

### APPENDIX 5: SUPPLY OF SKILLED LABOUR

#### A5.1 CURRENT QUALIFICATION PROVISION BY REGION

Table 13 shows qualification provision for security qualifications in regions of New Zealand.

**Table 13: Employees in security industry by region, linked with provision of security qualifications**

Region	Security and investigative services sector employees [2006]	TEOs in region providing any of ETITO security qualifications [excluding ITOs]	Security qualifications provided in region	Other relevant security qualifications provided in region/provider
Auckland	2990	1) Chubb NZ Ltd 2) National College of Security Personnel and Technology 3) New Zealand Career College Limited 4) Training Systems and Solutions Ltd 5) Appliance Industry Training Centre 6) WINTEC [distance learning]	National Certificate in Security [Level 2] National Certificate in Security [Level 3 or 4] with strands... National Certificate in Security Management [Supervision] [Level 5] National Diploma in Security [Level 6] National Certificate in Electronic Security [Installer] [Level 3] National Certificate in Electronic Security [Level 4]	Certificate in Frontline Security [Level 4]/Skills Update
Wellington	1150	1) WELTEC	National Certificate in Electronic Security [Level 3]	
Canterbury	850	1) WINTEC [distance learning] 2) The Salvation Army Employment Plus 3) ATC New Zealand	National Certificate in Security [Level 2] National Certificate in Security [Level 3 or 4] with strands... National Certificate in Security Management [Supervision] [Level 5] National Diploma in Security [Level 6]	Certificate in Security [Level 4]/CPIT

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Region	Security and investigative services sector employees [2006]	TEOs in region providing any of ETITO security qualifications [excluding ITOs]	Security qualifications provided in region	Other relevant security qualifications provided in region/provider
Otago	370	2] WINTEC [distance learning]	National Certificate in Security [Level 2]  National Certificate in Security [Level 3 or 4] with strands...  National Certificate in Security Management [Supervision] [Level 5]  National Diploma in Security [Level 6]	
Waikato	350	1] WINTEC [distance learning] 2] ATC New Zealand	National Certificate in Security [Level 2]  National Certificate in Security [Level 3 or 4] with strands...  National Certificate in Security Management [Supervision] [Level 5]  National Diploma in Security [Level 6]	
Bay of Plenty	310			Certificate in Preparation for Law Enforcement [Level 3]/Bay of Plenty Polytechnic
Manawatu-Wanganui	300	1] Horowhenua Learning Centre Trust 2] Patumakuku Incorporated	National Certificate in Security [Level 2]  National Certificate in Security [Level 3 or 4] with strands...	
Northland	190	1] People Potential 2] WINTEC [distance learning] 1] The Salvation Army Employment Plus	National Certificate in Security [Level 2]  National Certificate in Security [Level 3 or 4] with strands...  National Certificate in Security Management [Supervision] [Level 5]  National Diploma in Security [Level 6]	

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Region	Security and investigative services sector employees [2006]	TEOs in region providing any of ETITO security qualifications [excluding ITOs]	Security qualifications provided in region	Other relevant security qualifications provided in region/provider
Hawke's Bay	160			
Taranaki	120			
Nelson	50	<p>1] National Council of YMCAs of New Zealand</p> <p>2] WINTEC [distance learning]</p>	<p>National Certificate in Security [Level 2]</p> <p>National Certificate in Security [Level 3 or 4] with strands...</p> <p>National Certificate in Security Management [Supervision] [Level 5]</p> <p>National Diploma in Security [Level 6]</p>	Certificate in Frontline Security [Level 4] / Nelson Marlborough Institute of Technology
Southland	45	1] WINTEC [distance learning]	<p>National Certificate in Security [Level 2]</p> <p>National Certificate in Security [Level 3 or 4] with strands...</p> <p>National Certificate in Security Management [Supervision] [Level 5]</p> <p>National Diploma in Security [Level 6]</p>	
Gisborne	35			
Marlborough	20	1] WINTEC [distance learning]	<p>National Certificate in Security [Level 2]</p> <p>National Certificate in Security [Level 3 or 4] with strands...</p> <p>National Certificate in Security Management [Supervision] [Level 5]</p> <p>National Diploma in Security [Level 6]</p>	

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Region	Security and investigative services sector employees [2006]	TEOs in region providing any of ETITO security qualifications [excluding ITOs]	Security qualifications provided in region	Other relevant security qualifications provided in region/provider
Tasman	3	1] WINTEC [distance learning]	National Certificate in Security [Level 2]  National Certificate in Security [Level 3 or 4] with strands...  National Certificate in Security Management [Supervision] [Level 5]  National Diploma in Security [Level 6]	
West Coast	3	1] WINTEC [distance learning]	National Certificate in Security [Level 2]  National Certificate in Security [Level 3 or 4] with strands...  National Certificate in Security Management [Supervision] [Level 5]  National Diploma in Security [Level 6]	

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Table 13 indicates that:

- There is provision for:
  - National Certificate in Security [Level 2]
  - National Certificate in Security [Level 3 or 4] with strands
  - National Diploma in Security [Level 6]
  - National Certificate in Security Management [Supervision] [Level 5]

in the following regions:

- Auckland
- Canterbury
- Manawatu-Wanganui
- Otago
- Waikato
- Northland
- Nelson
- Southland
- Marlborough
- Tasman
- West Coast

[The Bay of Plenty Polytechnic used to provide security qualifications to Wellington, Bay of Plenty, Manawatu-Wanganui, Hawke's Bay, Taranaki and Gisborne but is no longer doing this]

- Non-national security qualifications available, and their providers are:
  - Certificate in Preparation for Law Enforcement [Level 3]/Bay of Plenty Polytechnic
  - Certificate in Security [Level 4]/CPIT
  - Certificate in Frontline Security [Level 4]/Skills Update
  - Certificate in Frontline Security [Level 4] / Nelson Marlborough Institute of Technology

## APPENDIX 5

### A5.2 QUALIFICATION PROVISION BY INSTITUTION

Tables 14 to 21 show accredited providers for each of ETITO's security qualifications. The percentage of those who are active is shown at the end of each table. Providers with multiple locations were counted as representing a single provider and TEOs who would normally deliver only workplace assessment [that is ITOs] have not been included in calculations.

**Table 14: Providers for National Certificate in Security [Level 2]**

Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
ETITO	ITO	Yes	Workplace assessment
Public Sector Training Organisation	ITO	No	
1. Bay of Plenty Polytechnic	Polytechnic	No	
2a. Southern Institute of Technology	Polytechnic	No	
2b. Southern Institute of Technology	Polytechnic	No	
2c. Southern Institute of Technology	Polytechnic	No	
3. Waikato Institute of Technology	Polytechnic	Yes	19 week full-time course, or distance learning with two one week block courses.
4. Wellington Institute of Technology	Polytechnic	No	
5a. ATC New Zealand	Private Training Establishment	Yes	3-6 months face-to-face delivery.
5b. ATC New Zealand	Private Training Establishment	Yes	3-6 months face-to-face delivery.
6. Chubb New Zealand Limited	Private Training Establishment	Yes	48 weeks full-time, including Level 3
7. Horowhenua Learning Centre Trust	Private Training Establishment	Yes [as part of a programme which also contains Level 3 with security site strand]	Full-time course for 39 weeks with 5 weeks break, including work experience
8. National College of Security Personnel and Technology	Private Training Establishment	Yes	21 week course, full-time. Takes place in classroom and in a control room for on-job element
9a. National Council of YMCA's of New Zealand [Christchurch]	Private Training Establishment	No	
9b. National Council of YMCA's of New Zealand [Hastings]	Private Training Establishment	No	
9c. National Council of YMCA's of New Zealand [Invercargill]	Private Training Establishment	No	
9d. National Council of YMCA's of New Zealand [Masterton]	Private Training Establishment	No	

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Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
9e. National Council of YMCA's of New Zealand [Nelson]	Private Training Establishment	Yes	Face-to-face learning. Duration depends on candidates progress.
9f. National Council of YMCA's of New Zealand [New Plymouth]	Private Training Establishment	No	
9g. National Council of YMCA's of New Zealand [Palmerston North]	Private Training Establishment	No	
9h. National Council of YMCA's of New Zealand [South Waikato]	Private Training Establishment	No	
9i. National Council of YMCA's of New Zealand [Tauranga]	Private Training Establishment	No	
9j. National Council of YMCA's of New Zealand [Timaru]	Private Training Establishment	No	
9k. National Council of YMCA's of New Zealand [Wanganui]	Private Training Establishment	No	
9l. National Council of YMCA's of New Zealand [Wellington]	Private Training Establishment	No	
10a. New Zealand Career College Limited [Christchurch]	Private Training Establishment	No	
10b. New Zealand Career College Limited [Manukau]	Private Training Establishment	Yes	24 week course full-time with 3 weeks industry training
10c. New Zealand Career College Limited [Wellington]	Private Training Establishment	No	
11. Patumakuku Incorporated	Private Training Establishment	Yes	Delivered with Level 3 over the course of a year full-time.
12. People Potential [Whangerei]	Private Training Establishment	Yes	26 week course, 30 hours per week [with extension if necessary]
13. RNZAF Training Group [Blenheim]	Private Training Establishment	No	
14. School of Business Limited [Auckland]	Private Training Establishment	No	
15a. Skills Update Training Institute [Glendene]	Private Training Establishment	No	
15b. Skills Update Training Institute [Mangere]	Private Training Establishment	No	
15c. Skills Update Training Institute [North Shore]	Private Training Establishment	No	
15d. Skills Update Training Institute [Papakura]	Private Training Establishment	No	
16. The Salvation Army Employment Plus	Private Training Establishment	Yes	6 months full-time classroom learning plus on-job assessment

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Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
17. Training Systems & Solutions Limited	Private Training Establishment	Yes	Distance and workplace learning at individual's own pace. [No e-learning involved]
18. Turanga Ararau	Private Training Establishment	No	
19a. Te Wananga o Aotearoa [Hamilton]	Wananga	No	
19b. Te Wananga o Aotearoa [Rotorua]	Wananga	No	
19c. Te Wananga o Aotearoa [Te Awamutu]	Wananga	No	
19d. Te Whanau o Waipareira Trust [Auckland]	Wananga	No	

**Number of accredited TEOs: 19**

**% of active accredited TEOs: 58%**

**Table 15: Providers for National Certificate in Security [Level 3 or 4] with strands in Court Security, Event Security, Mobile Patrol, Noise Control, Retail Security, Secure Transport, and Site Security**

Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
ETITO	ITO	Yes	Workplace assessment
Public Sector Training Organisation	ITO	No	
1. Bay of Plenty Polytechnic	Polytechnic	No	
2a. Southern Institute of Technology [Christchurch]	Polytechnic	No	
2b. Southern Institute of Technology [Gore]	Polytechnic	No	
2c. Southern Institute of Technology [Invercargill]	Polytechnic	No	
3. Waikato Institute of Technology	Polytechnic	Yes	38 weeks full-time course or distance learning with two one week block courses
4. Wellington Institute of Technology	Polytechnic	No	
5a. ATC New Zealand [Christchurch]	Private Training Establishment	No	
5b. ATC New Zealand [Hamilton]	Private Training Establishment	No	
6. Chubb New Zealand Limited	Private Training Establishment	Yes	48 weeks full-time, including Level 2
7. Horowhenua Learning Centre Trust	Private Training Establishment	Yes [as part of programme which also contains Level 2. Site security strand is undertaken as part of Level 3]	Full-time course for 39 weeks with 5 weeks break, including work experience
8. National College of Security Personnel and Technology	Private Training Establishment	Yes	In college classroom, full-time 21 week course. Strands taught in a "control room"
9a. New Zealand Career College Ltd [Christchurch]	Private Training Establishment	No	
9b. New Zealand Career College Ltd [Manukau]	Private Training Establishment	Yes	Full-time course for 24 weeks, including 3 weeks industry training

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Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
9c. New Zealand Career College Ltd [Wellington]	Private Training Establishment	No	
10. Patumakuku Incorporated	Private Training Establishment	Yes	Delivered with Level 3 over the course of a year full-time.
11. RNZAF Training Group	Private Training Establishment	No	
12. School of Business Limited	Private Training Establishment	No	
13a. Skills Update Training Institute [Glendene]	Private Training Establishment	No	
13b. Skills Update Training Institute [Mangere]	Private Training Establishment	No	
13c. Skills Update Training Institute [North Shore]	Private Training Establishment	No	
13d. Skills Update Training Institute [Papakura]	Private Training Establishment	No	
14. The Salvation Army Employment Plus	Private Training Establishment	Yes	6 months full-time classroom learning plus on-job assessment
15. Training Systems & Solutions Limited	Private Training Establishment	Yes	Distance and workplace learning at individual's own pace. [No e-learning involved]
16. Turanga Ararau	Private Training Establishment	No	
17a. Te Wananga o Aotearoa [Hamilton]	Wananga	No	
17b. Te Wananga o Aotearoa [Rotorua]	Wananga	No	
17c. Te Wananga o Aotearoa [Te Awamutu]	Wananga	No	
17d. Te Whanau o Waipareira Trust [Auckland]	Wananga	No	

**Number of accredited TEOs: 17**  
**% of active accredited TEOs: 47%**

**Table 16: Providers for National Certificate in Security [Communications] [Level 3]**

Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
ETITO	ITO	No	
Public Sector Training Organisation	ITO	No	
1. Bay of Plenty Polytechnic	Polytechnic	No	
2a. Southern Institute of Technology [Christchurch]	Polytechnic	No	
2b. Southern Institute of Technology [Gore]	Polytechnic	No	
2c. Southern Institute of Technology [Invercargill]	Polytechnic	No	
3. Waikato Institute of Technology	Polytechnic	No	
4. Wellington Institute of Technology	Polytechnic	No	
5a. ATC New Zealand [Christchurch]	Private Training Establishment	No	
5b. ATC New Zealand [Hamilton]	Private Training Establishment	No	
6. Chubb New Zealand Limited	Private Training Establishment	No	
7. Horowhenua Learning Centre Trust	Private Training Establishment	No	
8. National College of Security Personnel and Technology	Private Training Establishment	No	

## APPENDIX 5

Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
9a. New Zealand Career College Limited [Christchurch]	Private Training Establishment	No	
9b. New Zealand Career College Limited [Manukau]	Private Training Establishment	No	
9c. New Zealand Career College Limited [Wellington]	Private Training Establishment	No	
10. RNZAF Training Group	Private Training Establishment	No	
11. School of Business Limited	Private Training Establishment	No	
12a. Skills Update Training Institute [Glendene]	Private Training Establishment	No	
12b. Skills Update Training Institute [Mangere]	Private Training Establishment	No	
12c. Skills Update Training Institute [North Shore]	Private Training Establishment	No	
12d. Skills Update Training Institute [Papakura]	Private Training Establishment	No	
13. The Salvation Army Employment Plus	Private Training Establishment	No	
14. Training Systems & Solutions Limited [Auckland]	Private Training Establishment	No	
15. Turanga Ararau	Private Training Establishment	No	
16a. Te Wananga o Aotearoa [Hamilton]	Wananga	No	
16b. Te Wananga o Aotearoa [Rotorua]	Wananga	No	
16c. Te Wananga o Aotearoa [Te Awamutu]	Wananga	No	
17. Te Whanau o Waipareira Trust	Wananga	No	

**Number of accredited TEOs:** 17  
**% of active accredited TEOs:** 0%

**Table 17: Providers for National Certificate in Security Management [Supervision] [Level 5]**

Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
ETITO	ITO	No	
Public Sector Training Organisation [Wellington]	ITO	No	
1. Bay of Plenty Polytechnic [Tauranga]	Polytechnic	No	
2. Waikato Institute of Technology [Hamilton]	Polytechnic	Yes	One semester course, distance learning and e-learning also available
3. National College of Security Personnel and Technology [Auckland]	Private Training Establishment	No	
4. RNZAF Training Group [Blenheim]	Private Training Establishment	No	
5. Training Systems & Solutions Limited [Auckland]	Private Training Establishment	No	

**Number of accredited TEOs:** 5  
**% of active accredited TEOs:** 20%

## APPENDIX 5

**Table 18: Providers for National Diploma in Security [Level 6]**

Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
ETITO	ITO	No	
Public Sector Training Organisation [Wellington]	ITO	No	
1. Bay of Plenty Polytechnic [Tauranga]	Polytechnic	No	
2. Waikato Institute of Technology [Hamilton]	Polytechnic	Yes	Up to one year distance learning course
3. National College of Security Personnel and Technology [Auckland]	Private Training Establishment	No	
4. RNZAF Training Group [Blenheim]	Private Training Establishment	No	
5. Training Systems & Solutions Limited [Auckland]	Private Training Establishment	Yes	Distance and workplace learning at individual's own pace. [No e-learning involved]

**Number of accredited TEOs: 5**  
**% of active accredited TEOs: 40%**

**Table 19: Providers for National Diploma in Security Management [Level 6]**

Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
ETITO	ITO	No	
Public Sector Training Organisation [Wellington]	ITO	No	
1. Bay of Plenty Polytechnic [Tauranga]	Polytechnic	No	
2. Waikato Institute of Technology [Hamilton]	Polytechnic	No	
3. National College of Security Personnel and Technology [Auckland]	Private Training Establishment	No	
4. RNZAF Training Group [Blenheim]	Private Training Establishment	No	
5. Training Systems & Solutions Limited [Auckland]	Private Training Establishment	No	

**Number of accredited TEOs: 5**  
**% of active accredited TEOs: 0%**

## APPENDIX 5

Table 20: Providers for National Certificate in Electrical Engineering [Level 2]

Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
Aviation, Tourism And Travel Training Organisation	Industry Training Organisation	No	
Competenz	Industry Training Organisation	No	
Electricity Supply Industry Training Organisation	Industry Training Organisation	No	
ETITO	Industry Training Organisation	No	
1. Naval Training - HMNZS Philomel	Government Training Establishment	No	
2. RNZAF Training Group	Government Training Establishment	No	
3. Aoraki Polytechnic [Timaru]	Polytechnic	Yes	18 week course at Timaru campus
4. Bay Of Plenty Polytechnic [Tauranga]	Polytechnic	Yes	Weekly night classes and block courses
5. Christchurch Polytechnic Institute Of Technology	Polytechnic	Yes	Weekly night classes plus block course
6. Eastern Institute Of Technology	Polytechnic	Yes	2 x weekly night classes, 4 x block courses
7. Manukau Institute Of Technology	Polytechnic	Yes	Weekly Monday night classes
8. Nelson Marlborough Institute Of Technology	Polytechnic	No	
9. Northland Polytechnic	Polytechnic	Yes	Weekly night classes. Block courses 11 days in total
10. Otago Polytechnic	Polytechnic	No	
11a. Southern Institute Of Technology [Christchurch]	Polytechnic	Yes	Night classes and block course
11b. Southern Institute Of Technology [Gore]	Polytechnic	No	
11c. Southern Institute Of Technology [Invercargill]	Polytechnic	Yes	Night classes and block course
12. Tai Poutini Polytechnic [Greymouth]	Polytechnic	No	
13. The Open Polytechnic Of New Zealand	Polytechnic	Yes	Distance learning plus block courses
14a. UCOL International Limited [Levin]	Polytechnic	No	
14b. UCOL International Limited [Masterton]	Polytechnic	No	
14c. UCOL International Limited [Palmerston North]	Polytechnic	Yes	Night classes and 2 x 1 week block courses
14d. UCOL International Limited [Wanganui]	Polytechnic	No	
15. Waiariki Institute Of Technology [Rotorua]	Polytechnic	No	
16. Waikato Institute Of Technology	Polytechnic	Yes	2 x weekly night classes plus 2 x 5 day block courses
17. Wellington Institute Of Technology	Polytechnic	Yes	2x weekly night classes and block courses

## APPENDIX 5

Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
18. Western Institute Of Technology	Polytechnic	Yes	1 x weekly night class plus 1 x 5 day block course
19. Whitireia Community Polytechnic [Porirua]	Polytechnic	Yes	Embedded within Whitireia Certificate in Electrical Engineering. Theory and practical component and a work experience module, which involves students being rotated around 6 employers on a five week cycle during the year. One year full time course. There is no distance or e-learning option.
20. Academy New Zealand - Group [Christchurch]	Private Training Establishment	No	
21a. Air New Zealand Ltd [People Development And Training] [Auckland]	Private Training Establishment	No	
21b. Air New Zealand Ltd [People Development And Training] [Christchurch]	Private Training Establishment	No	
22. Appliance Industry Training Centre Limited	Private Training Establishment	Yes	Distance learning, mentorship contact and practical training
23. Cyberwaka Training Academy	Private Training Establishment	No	
24. Dunedin Training Centre	Private Training Establishment	No	
25. Electec National College Of Technology Limited	Private Training Establishment	Yes	Face-to-face delivery as part of a 39 week programme
26. Engineering And Industry Training Limited	Private Training Establishment	No	
27a. Etc Learning Centre [Palmerston North]	Private Training Establishment	No	
27b. Etc Learning Centre [Wellington]	Private Training Establishment	No	
28. Firetech Training Limited	Private Training Establishment	No	
29. Future Skills Academy	Private Training Establishment	No	
30a. G And H Training Limited [Palmerston North]	Private Training Establishment	No	
30b. G And H Training Limited [Wellington]	Private Training Establishment	No	
30c. G And H Training Limited [Whangarei]	Private Training Establishment	No	
31. Genesis Power Private Training Establishment	Private Training Establishment	No	
32a. Industry Training And Technology [Auckland]	Private Training Establishment	No	
32b. Industry Training New Zealand Limited [Westport]	Private Training Establishment	No	

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Accredited Institutions [TEOs]	Provider type	Current Provider?	Type of learning
33. Institute Of Applied Learning Ltd [Otahuhu]	Private Training Establishment	No	
34. O-I New Zealand Milestone Centre [Auckland]	Private Training Establishment	No	
35a. Pukapuka Training Academy [Canning Cres]	Private Training Establishment	No	
35b. Pukapuka Training Academy [Jordan Rd]	Private Training Establishment	No	
36a. Skills Update Training Institute [Glendene]	Private Training Establishment	No	
36b. Skills Update Training Institute [Helensville]	Private Training Establishment	No	
36c. Skills Update Training Institute [Mangere]	Private Training Establishment	No	
36d. Skills Update Training Institute [Northshore]	Private Training Establishment	No	
36e. Skills Update Training Institute [Papakura]	Private Training Establishment	No	
37. Specialist Training Company Ltd	Private Training Establishment	No	
38. Tasman Pulp And Paper Company Limited - Learning Systems	Private Training Establishment	Yes	Block courses and self-study
39. The Electrical Training Company	Private Training Establishment	Yes	Night class and block course
40. The Energy Trainers Ltd	Private Training Establishment	No	
41. The Salvation Army Employment Plus - Southern	Private Training Establishment	No	
42. Transfield Services E&T New Zealand Limited	Private Training Establishment	No	
43. Unitec Limited	Private Training Establishment	Yes	Night class plus 2 week block course
44. Utilitech Training Centre	Private Training Establishment	No	
45. WLCNZ Institute Limited	Private Training Establishment	No	
46. Auckland University Of Technology [Auckland]	University	No	

**Number of accredited TEOs: 46**

**% of active accredited TEOs: 39%**

## APPENDIX 5

Table 21: Providers for National Certificate in Electronic Security [Installer] [Level 3]

Accredited Institutions	Provide type	Current Provider?	Type of learning
Electricity Supply Industry Training Organisation			
ETITO			
Public Sector Training Organisation			
1. Naval Training - HMNZS Philomel	Government Training Establishment	No	
2. RNZAF Training Group	Government Training Establishment	No	
3. Aoraki Polytechnic	Polytechnic	No	
4. Bay of Plenty Polytechnic	Polytechnic	No	
5. Christchurch Polytechnic Institute of Technology	Polytechnic	No	
6. Eastern Institute of Technology	Polytechnic	No	
7. Manukau Institute of Technology	Polytechnic	No	
8. Northland Polytechnic	Polytechnic	No	
9. Otago Polytechnic	Polytechnic	No	
10a. Southern Institute of Technology [Christchurch]	Polytechnic	No	
10b. Southern Institute of Technology [Gore]	Polytechnic	No	
10c. Southern Institute of Technology [Invercargill]	Polytechnic	No	
11. The Open Polytechnic of New Zealand	Polytechnic	No	
12a. UCOL International Limited [Levin]	Polytechnic	No	
12b. UCOL International Limited [Masterton]	Polytechnic	No	
12c. UCOL International Limited [Palmerston North]	Polytechnic	No	
12d. UCOL International Limited [Wanganui]	Polytechnic	No	
13. Unitec Limited [Mt Albert]	Polytechnic	No	
14. Waikato Institute of Technology	Polytechnic	No	
15. Wellington Institute of Technology	Polytechnic	Yes	Up to one year distance learning and five day block course for electronic security unit standards. 6months – 1year night classes for electrical units
16. Western Institute of Technology at Taranaki	Polytechnic	No	
17. Appliance Industry Training Centre Limited	Private Training Establishment	Yes	One year course incorporating one week block course
18. Electec National College Of Technology Limited	Private Training Establishment	No	
19. Firetech Training Limited	Private Training Establishment	No	
20. Tasman Pulp and Paper Company Limited - Learning Systems	Private Training Establishment	No	

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Accredited Institutions	Provide type	Current Provider?	Type of learning
21. The Electrical Training Company Limited	Private Training Establishment	No	
22. The Energy Trainers Ltd	Private Training Establishment	No	
23. Auckland University of Technology	University	No	

**Number of accredited TEOs: 23**  
**% of active accredited TEOs: 9%**

**Table 22: Providers for National Certificate in Electronic Security [Level 4]**

Accredited Institutions	Provider Type	Current Provider?	Type Of Learning
Electricity Supply Industry Training Organisation	ITO	No	
ETITO	ITO	No	
Public Sector Training Organisation	ITO	No	
1. Naval Training - HMNZS Philomel	Government Training Establishment	No	
2. RNZAF Training Group	Government Training Establishment	No	
3. Bay of Plenty Polytechnic	Polytechnic	No	
4. Christchurch Polytechnic Institute of Technology	Polytechnic	No	
5. Eastern Institute of Technology	Polytechnic	No	
6. Manukau Institute of Technology	Polytechnic	No	
7. Northland Polytechnic	Polytechnic	No	
8. Otago Polytechnic	Polytechnic	No	
9a. Southern Institute of Technology [Christchurch]	Polytechnic	No	
9b. Southern Institute of Technology [Gore]	Polytechnic	No	
9c. Southern Institute of Technology [Invercargill]	Polytechnic	No	
10. The Open Polytechnic of New Zealand	Polytechnic	No	
11a. UCOL International Limited [Levin]	Polytechnic	No	
11b. UCOL International Limited [Masterton]	Polytechnic	No	
11c. UCOL International Limited [Palmerston North]	Polytechnic	No	
11d. UCOL International Limited [Wanganui]	Polytechnic	No	
12. Unitec Limited	Polytechnic	No	
13. Waikato Institute of Technology	Polytechnic	No	
14. Wellington Institute of Technology	Polytechnic	No	
15. Western Institute of Technology at Taranaki	Polytechnic	No	
16. Appliance Industry Training Centre Limited	Private Training Establishment	Yes	One year course incorporating one week block course
17. Electec National College of Technology Limited	Private Training Establishment	No	
18. Tasman Pulp and Paper Company Limited - Learning Systems	Private Training Establishment	No	
19. The Electrical Training Company Limited	Private Training Establishment	No	

## APPENDIX 5

Accredited Institutions	Provider Type	Current Provider?	Type Of Learning
20. The Energy Trainers Ltd	Private Training Establishment	No	
21. Auckland University of Technology	University	No	

**Number of accredited TEOs: 21**  
**% of active accredited TEOs: 5%**



# APPENDIX 6

## APPENDIX 6: WORKPLACE PRACTICES CONTINUUMS

The industry group was asked to consider where the job 'Security Guard' would sit along each continuum shown below. Six sheets were collected [some people worked in groups.] The marks on each continuum show the positions where the groups marked their response. There were not responses from all groups for all measures. Where groups included more than one response on the continuum, all responses have been included.



Training & Development Workplace Practices	
1	<p>Training and/or professional development available</p> <p>No training or professional development available</p>
2	<p>Manager has no discussion with staff about the on-job use of any training provided</p> <p>Manager discusses with individual staff the purpose of training and how it will be used on the job – before and after any training event</p>

# APPENDIX 6



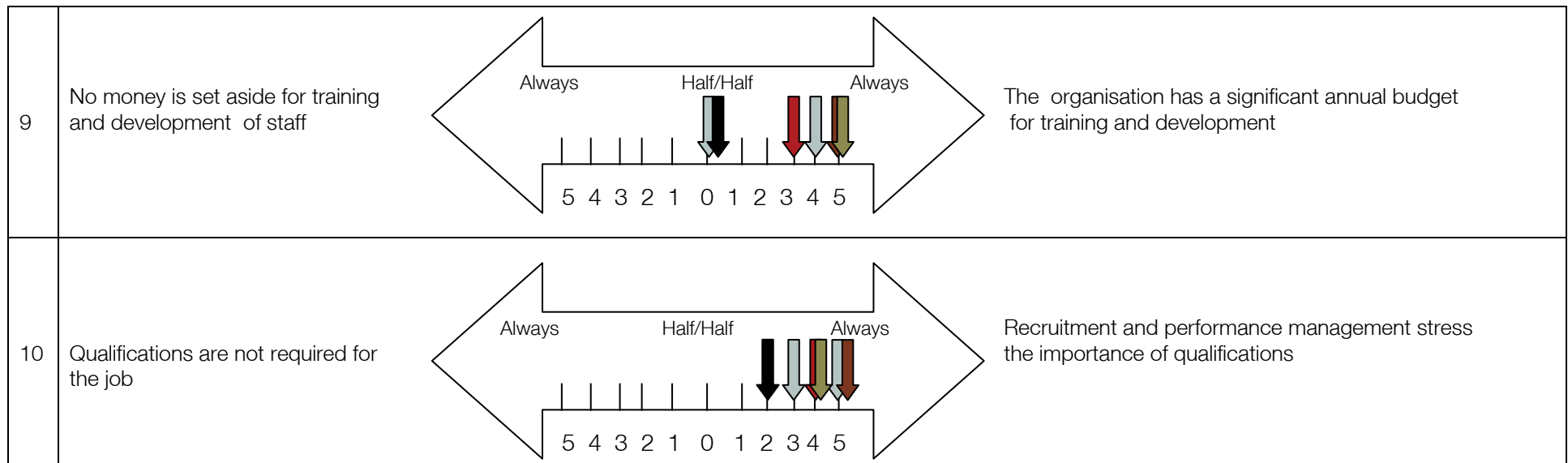
3	<p>There is no feedback on performance unless you stuff up</p>	<p>Always      Half/Half      Always</p> <p>5 4 3 2 1 0 1 2 3 4 5</p>	<p>Regular feedback on performance and coaching is provided to staff</p>
4	<p>Computer literacy required [e.g. computerised reporting, data entry etc]</p>	<p>Always      Half/Half      Always</p> <p>5 4 3 2 1 0 1 2 3 4 5</p>	<p>Computer literacy not required</p>
5	<p>Workplace provides computer training for required on-job computer skills</p>	<p>Always      Half/Half      Always</p> <p>5 4 3 2 1 0 1 2 3 4 5</p>	<p>Computer literacy is the responsibility of employees</p>

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6	Basic literacy and numeracy required to do the job		Advanced literacy and numeracy required to do the job
7	Workplace provides literacy and numeracy support to individuals and through literacy friendly job aids		Literacy and numeracy is the responsibility of employees
8	There is no annual discussion of performance and training needs and plans for each employee with their manager		Employees are involved in the planning of training and development with their Manager each year

## APPENDIX 6



The continuums above suggest that the industry consultation group felt that for the security industry:

- Training and/or professional development are usually available
- Managers will often, but not always, discuss with individual staff the purpose of training and how it will be used on the job before and after any training event
- There is regular feedback on performance and coaching provided to staff
- Computer literacy is sometimes, but not always, required
- Computer literacy is sometimes the responsibility of employees but sometimes the workplace provides computer training for required on-job computer skills
- The levels of literacy and numeracy required to do the job vary between companies
- Literacy and numeracy is usually the responsibility of employees
- Employees are usually, but not always, involved in the planning of training and development with their Manager each year
- Organisations usually have a significant annual budget for training and development
- Recruitment and performance management stress the importance of qualifications