



International discussion forum

Involving the security organisations of Asia, Australia, Brazil, Russia, South-Africa and the United States

Consolidated overview of responses received to the December 2009 questionnaire on 'Training'

Month	December 2009
Focus theme	Training

1. Which are the main issues, obstacles and/or challenges you have been or are faced with regarding training? These may be related to legislation, organisation, policies, procedures or other circumstances.

Australia (CPSISC)

CPSISC has designed its training package so that it is **flexible** enough to take into account different licensing requirements in 8 states and territories. However, **national consistency** remains a problem and CPSISC is pushing for **standardised national licensing**. **Public perception** of the security industry is still a key problem with issues attracting the right calibre of people into the industry. Quality companies have designed videos and induction materials to **attract** people into their company and treat people fairly to ensure retention. They also use the **career pathways** in the CPSISC package to offer long-term careers to their employees.

United States (NASCO)

While all NASCO members provide a high level of training to their security officers across the United States, **training standards differ** from state to state, because the federal government has **yet to develop a training standard** that all states can comply with. Because of this, various states have taken it upon themselves to **develop their own standard** through legislation. Unfortunately, many states provide **no training requirement** at all.

Brazil (World Security Federation – EU response)

- **Cutting of training budgets** in enterprises because of the economic crisis
- **Legislative restrictions** on access to the security sector
- **Lack of awareness** in enterprises to achieve real progress in specialised training of its staff

South-Africa (SIA)

In South-Africa, it is the conversion of 375,000 registered security officers to the new **outcomes-based security skills programmes** which have been legislated by the regulatory authority.

2. Which main objectives or ambitions did/would you like to achieve regarding training through your organisation's work? How would your organisation perceive the ideal model of training?

Australia (CPSISC)

The key objective is to provide employers with **nationally recognised training** that will attract, train and retain quality staff. The ideal model of training is a **competency-based system** with candidates demonstrating that they can perform the tasks required on the job. The focus should be on **outcomes** not just input, and **quality** must be forefront. The intention is to build **workforce capability** for both the short term and the longer term future. CPSISC will incorporate **world's best practice** into all training through its international strategic engagement.

United States (NASCO)

NASCO supports the implementation of **"reasonable" training standards and requirements** at all governmental levels and feels that **proper training should be a universal requirement** for all security officers. NASCO also supports efforts that will effectively **raise the level of professionalism** of



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security officers and the industry.

Brazil (World Security Federation – EU response)

- Achieving a **specialised training**, according to the activity of enterprises, their spheres of activity and staff involved
- **Expand training on security/safety issues** to non-security personnel
- Extend training for security personnel in **supplementary materials** for their professional development

South-Africa (SIA)

The ideal model for security training is **outcomes-based security education**. In South-Africa, three national qualifications are now registered with the South-African Qualifications Authority and these qualifications will enable **quality security education** in South-Africa.

3. Which methodology did you use or are you planning to use to accomplish the above-mentioned objectives?

Australia (CPSISC)

CPSISC has developed a **National Training Package** which is used around Australia. Licensing bodies, industry and State Governments have **signed off in support** of the package.

United States (NASCO)

Due to a myriad of reasons, NASCO is **not actively pursuing legislation** that would require a federal training standard. Ultimately, it's a timing issue. However, similar to many other related issues, such as **adopting mandatory federal background screening** for all security officers, NASCO will continue to support any such effort that further professionalises the industry.

Brazil (World Security Federation – EU response)

- **Increase knowledge** in security procedures and activities in each and every of its areas of action
- **Scrutinised selection of teachers**, according to the objectives of each plan
- Attention and response to **legislative changes** as they occur
- Analysis of **specific training needs** for security companies and end users

South-Africa (SIA)

In South-Africa, the **skills development training model** is used: give knowledge, test understanding, assess at the workplace.

4. Which solutions, responses, initiatives and/or projects were/will be generated in order to overcome the issues, obstacles and/or challenges you identified regarding training (cf. question 1.)?

Australia (CPSISC)

Key industry bodies such as ASIAL have conducted **extensive marketing campaigns** to overcome poor public perceptions of the industry. They present guards as family-focused citizens simply doing a job in a professional manner. Action by the **Council Of Australian Governments**, which includes the Prime Minister and each of the State Premiers, is driving **towards national licensing** which will make use of our package easier. We are exploring **flexible delivery** and already have some **electronic toolboxes** for training delivery.

United States (NASCO)

NASCO will work to **educate** elected officials, stakeholders and members of the public about the importance of establishing a **minimum training standard** through a **marketing and public relations**



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campaign and **face-to-face meetings** with key influentials.

Brazil (World Security Federation – EU response)

- Execute **information and awareness-raising campaigns** and organise events to promote discussion
- Understand and develop the **opportunities on public economic support** or subsidies for training
- Develop **programmes** to serve organisations with more complex needs in safety training
- Enhance the application of **new teaching methodologies**
- Implement **mixed methods of teaching** (e-learning, distance training, etc.)

South-Africa (SIA)

The training is finalised with the **skills development policy, qualifications** and **skills programmes** for security officers.

5. In case you have any other comments and/or additional information you wish to share, please feel free to do so here:

Australia (CPSISC)

N/A

United States (NASCO)

N/A

Brazil (World Security Federation – EU response)

- It is important to organise **events** in order to establish structures of relationship between professionals to promote awareness and interest on all issues related to training
- We must also **pressure public agencies and governments** so as to provide support or subsidies for training
- Establish **bases and working groups** to share experiences and training programmes among educational institutions from different countries

South-Africa (SIA)

SIA believes South-Africa is far **advanced** in its security training and this training has been **benchmarked** internationally.

Should you have any queries and/or concerns related to this consolidated overview and/or the focus theme, please do not hesitate to contact the CoESS General Secretariat:

Confederation of European Security Services (CoESS)

Jan Bogemansstraat | Rue Jan Bogemans 249

B-1780 Wemmel, Belgium

T +32 2 462 07 73 | F +32 2 460 14 31

E-mail: apeg-bvbo@i-b-s.be | Web: www.coess.eu