Outcome: Agency: ASQA

Department of Education and Training Question No. SQ16-000670

Senator Carr, Kim provided in writing

ASQA: Cert II in Security Operations

Question

Are security guards currently receiving two day online training and obtaining a Cert II in Security Operations? If yes, is the Department or ASQA satisfied that this is sufficient? If not, what else is being done to address this problem?

Answer

The Australian Skills Quality Authority (ASQA) has provided the following response.

Of the 100 RTOs that responded to the survey issued as part of ASQA's strategic review into *Training in security programs in Australia*, one registered training organisation (RTO) self-reported that it was delivering the CPP20212 Certificate II in Security Operations in Queensland in two days via a combination of classroom and self-paced delivery.

The RTO's Queensland site was audited by ASQA in 2014 and found to be not compliant. The RTO was, however, able to demonstrate compliance after the 20 day rectification period.

The same RTO advertises the CPP20212 Certificate II in Security Operations for delivery in NSW with course duration of 126 hours of face to face learning in a classroom and simulated work environment.

The differences in course duration and delivery modes are driven largely by the differing licensing requirements imposed by the relevant state governments. ASQA's strategic review makes a number of recommendations aimed at addressing the inconsistency in the State-based licensing arrangements and strengthening the requirements of the training package, notably, in relation to course duration.

ASQA's report on its review into *Training in security programs in Australia* made eight recommendations to address concerns, including recommending that:

• licensing authorities agree on a single set of qualifications and units to be used in all jurisdictions, paving the way for consistent licensing arrangements;

• the training package be changed to more clearly specify:

  o assessment and amount of training requirements

  o what can be delivered and assessed online and what cannot, including what aspects need to be delivered in the workplace

  o the language, literacy and numeracy skill requirements of job roles

  o skills in safe restraint techniques

- there be a more strategic and systematic engagement between ASQA and the licensing authorities to facilitate information sharing and to achieve a coordinated response to licensing authority concerns about the quality and integrity of training and assessment

The recommendation that the training package specify the amount of training required for these qualifications is based on the conclusion in the report that too many courses in the security industry are too short.

The implementation of the strategic review's recommendations will considerably strengthen the quality and safety of security training and assessment provided to learners. This is particularly important: not only for the integrity of the VET sector, but also because this training is integral to safe practices and effective risk management in the security industry.

ASQA will work with the licensing authorities and industry representatives to implement these recommendations.