

### First consultation findings – December 2018

Every five years we review the qualifications required for a SIA licence. We do this to make sure that they stay up to date with changes to the law, technology, the way people work and that they continue to help keep people safe.

We ran an online consultation for four weeks in September to October 2018 to ask for views on the draft specifications for learning and qualifications.

The new specifications included suggestions made by our expert working groups (advisory panels composed of industry representatives and subject matter experts) and findings from extensive research.

#### Overview

We received 846 responses to the consultation, 92% of respondents had a SIA licence, 64% of respondents stated they were a security operative/employee and 66% of respondents have been in the industry for over 6 years.

Generally there was a very high degree of satisfaction and agreement with the topics and training provision.

#### Common security knowledge

- Each topic in this specification was rated very useful by over 70% of respondents, except “the private security industry” which was 53%.
- 63% were fully satisfied with the specification as a whole and 33% partially satisfied
- 58% were fully satisfied with the training provision and 33% partially satisfied
- Comments on the improvement to the specification included - self-defence, using interactive learning, role plays, case studies, real life scenarios, as well as testing of English literacy and language skills.

#### Public space surveillance (CCTV)

- Each topic in this specification was rated very useful by over 70% of respondents, except the ‘equipment’ topic which was 66%.
- 67% were fully satisfied with the specification as a whole and 32% partially satisfied
- 62% were fully satisfied with the training provision and 32% partially satisfied
- Comments on improvements to the learning were around acknowledgement of the different systems and equipment available, more on surveillance techniques,

and the ability for operatives to deal with emergencies (such as stabbings, acid attacks, bomb disposal, tracking of suspects in real time).

Additional comments were also received on working with other control room staff and in communication with the police.

### Close protection

- Each topic in this specification was rated very useful by over 66% of respondents.
- 47% were fully satisfied with the specification as a whole and 43% partially satisfied
- 48% fully satisfied with the training provision and 42% partially satisfied
- 31% thought that there had been issues left out of the specification which is significantly higher than with any other specification. Respondents would like to see more practical training, high level protective physical intervention and self-defence techniques. We have included these in the latest draft of the new specification.

### Cash and valuables in transit

- The Cash and valuable in transit industry operations topic was rated very useful by 80% of respondents, and the industry induction topic was rated very useful by 58%.
- 63% were fully satisfied with the specification as a whole and 33% partially satisfied
- 58% fully satisfied with the training provision and 38% partially satisfied
- Comments on improvements to the learning were minimal but there were several comments around awareness of tiger kidnap - one or more hostages are taken to coerce another person, usually a relation of the person or people held, to take part in a crime.

### Door supervision

- Each topic in this specification was rated very useful by over 70% of respondents, except for 'arrest' and 'equipment' which has 52% and 60% respectively.
- 67% are fully satisfied with the specification as a whole and 30% partially satisfied
- 66% fully satisfied with the training provision and 28% partially satisfied

- Comments to improve the learning included practical first aid. There were a number of very positive comments saying that we have got this specification right.

### Security guarding

- Each topic was rated very useful by over 70% of respondents, except for 'searching' and 'electronic and physical protection systems' which had 66% and 64% respectively.
- 66% are fully satisfied with the specification as a whole and 30% partially satisfied
- 63% fully satisfied with the training provision and 29% partially satisfied
- Comments to improve the learning included more on counter terrorism and first aid. There was support for merging the door supervisor and security guarding licences.

### Vehicle immobilisation

- Each topic was rated very useful by 46% to 58% of respondents, but the highest scoring topics are the 'introduction to vehicle immobilisation' and 'the payment and appeals process' which were both rated very useful by 62% of respondents.
- 69% are fully satisfied with the specification as a whole and 15% partially satisfied
- 82% fully satisfied with the training provision and 18% not satisfied
- Vehicle immobilisation was the only sector which felt that nothing had been left out of the specification that should have been included.

### Physical intervention skills

- 68% of respondents found the topics very useful
- 67% are fully satisfied with the specification as a whole and 25% partially satisfied
- 66% are fully satisfied with the training provision and 23% partially satisfied
- Comments to improve the specification included more robust physical intervention and restraint techniques in more realistic scenarios (violent, armed and non-compliant subjects).

### Conflict management

- All topics were rated very useful by over 70% of respondents, except for the Vehicle Immobilisation topic (62%). 'Avoiding conflict and personal risk' was rated very useful by 81%.
- 71% are fully satisfied with the specification as a whole and 26% partially satisfied
- 69% fully satisfied with the training provision and 25% partially satisfied
- Comments to improve the specification included conflict management and diffusion for all, more continued professional development and licence renewal training, and more realistic/real life scenarios and case studies.

### Additional comments

In addition to comments on the content of the training, there were suggestions of measures to reduce training malpractice. Suggestions included off site marking, independent invigilators, raised pass mark and not just multiple choice questions.

### Next steps

We have held further discussions with our expert working group to consider the findings from this consultation as well as key learnings from the research we conducted to understand the current and future skill needs of the private security industry in the UK.

All of this invaluable feedback and opinion will feed into the second draft of our specifications for learning and qualifications. The expert working group will again provide valuable insight on this.

We will be consulting for a final time on the new specifications in January 2019.

Please keep an eye out for this as it will be your last opportunity to help shape the qualifications and to ensure they stay relevant for your industry in the years ahead.