Second consultation findings – February 2019

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 a second online consultation for four weeks between January and February 2019 to ask for views on the revised draft specifications for learning and qualifications.

The revised specifications included the feedback from the initial consultation and suggestions made by our expert working groups (advisory panels comprising industry representatives and subject matter experts) as well as the findings from extensive research.

Overview

We received 4280 responses to the consultation, 99% of respondents had a SIA licence, 73% of respondents stated they were a security operative/employee and 58% of respondents have been in the industry for over 6 years.

There was increased satisfaction with all specifications since the initial consultation held in September/October 2018.

With the exception of close protection, there was a very high degree of satisfaction with the revised specifications (over 74%), most respondents (over 82%) thought that nothing had been left out of the specifications with the exception of close protection.

There was strong agreement for licence integration to remain for close protection licence holders, but, security officers were divided as to whether they should be required to undertake physical intervention training or not.

Common security knowledge

- 76% were fully satisfied with this revised specification, an increase from 63% from the initial consultation.
- 84% of respondents thought that nothing had been left out of the specification.
Comments for the improvement of the specification included testing of English literacy and language skills as operatives ability to communicate effectively can directly lead to increased conflict.

The next most cited improvement requirement included first aid and refresher training. Greater scrutiny of training providers (in knowledge, marking and delivery) was called for followed by customer service skills and scenarios taken from real-life situations to learn from and practical on the job training.

Physical intervention skills (including lone-worker techniques), counter terrorism and self-defence were also cited as areas to add improvement.

**Public space surveillance (CCTV)**
- 78% were fully satisfied with this revised specification, an increase from 67% from the initial consultation.
- 84% of respondents thought that nothing had been left out of the specification.

Comments on improvements to the learning were around testing operatives English literacy and language skills. There were calls for more practical training with use of a control room and compulsory refresher training. There were a number of requests to include a GDPR update including information retention, and an introduction to different types of cameras and equipment.

**Close protection**
- 56% were fully satisfied with the revised specification with licence integration, an increase from 47% in the previous consultation.
- 51% were fully satisfied with the revised specification without licence integration.
- 71% of respondents thought that nothing had been left out of the specification.
- 68% confirmed that the role of a door supervisor should be included in the close protection specification which would enable licence integration to continue although this will mean additional training for close protection licence holders.

Comments on improvements to the learning were diverse but the most popular response was relaxing the requirement to wear a licence on show while working.* This was followed by having more detail in physical
intervention and restraint training, introducing first aid and fitness standards, then a driving requirement.

*This is a requirement of the Private Security Industry Act 2001 and therefore must be adhered to.

**Cash and valuables in transit**
- 74% were fully satisfied with the revised specification, an increase from 63% from the initial consultation.
- 82% of respondents thought that nothing had been left out of the specification.

Minimal comments were given on improvements to the learning but there was feedback that company systems and processes differ (eg. reference to certain business requirements is very specific).

**Door supervision**
- 77% were fully satisfied with this revised specification, an increase from 67% from the initial consultation.
- 82% of respondents thought that nothing had been left out of the specification.
- 68% confirmed that the role of a door supervisor should be included in the close protection specification which would enable licence integration to continue. This will mean additional training for close protection licence holders. Suggested improvements to the specification include first aid, an English language and literacy test, and basic customer service to avoid conflict.

There were also calls for more realistic and practical learning under pressure (particularly for physical intervention) and real-life scenarios. Suggestions for improved self-defence techniques against armed and intoxicated persons.

Also, stricter training conditions (checks on trainers, independently invigilated exams and complaints about Jobcentre candidates) and refresher training.

**Security officers**
- 75% were fully satisfied with this revised specification, an increase from 66% from the initial consultation.
• 84% of respondents thought that nothing had been left out of the specification.

When asked whether compulsory physical intervention training should be included views were divided.

The top three comments to improve the learning included the introduction of an English language skills test, a first aid requirement and physical intervention for security officers.

**Physical intervention skills**

• 75% were fully satisfied with this revised specification, an increase from 66% from the initial consultation.

• 85% of respondents thought that nothing had been left out of the specification.

The overwhelming feedback to improve the specification was the requirement for self-defence training (against kicks, head butts, blades etc) followed by calls for compulsory refresher training either annual or at renewal. There were requests for more time given to the training to provide tougher and more in-depth physical intervention training. Respondents also asked for more and better teaching on the reality of door work/real-life scenarios.

**Conflict management**

• 78% were fully satisfied with this revised specification, an increase from 71% in the initial consultation.

• 87% of respondents thought that nothing had been left out of the specification.

Comments to improve the specification included better communication skills/de-escalation/negotiation, alongside better English as poor communication could result in accelerated conflict. There were a considerable number of requests for role play, videos, practical skills and tests, pressure tests and maybe onsite training. Following that, respondents suggested customer service skills be included, such as attitude, body language, mind-set, anger management etc.

It should be noted that there were a considerable number of responses about the low hourly wage of security operatives, static pay rates and their working conditions.