



## Security Services Sector Skills Summary



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## Hinonga Kōkiri/Head Start Project

**The Hinonga Kōkiri/Head Start Project is an initiative from ServicelQ that brings together service sector stakeholders from industry, employers, schools, tertiary education providers, and iwi throughout Aotearoa New Zealand to reflect on the impacts of COVID-19.**

The purpose of the project is to hear stakeholder perspectives on:

- ▶ how COVID-19 has reshaped vocational pathways and business, and
- ▶ what people and skills, training, and learning pathways are needed to get a head start to COVID-19 recovery.

The stakeholder consultation began in August 2021 and concluded in October 2021 via industry focus groups. Their perspectives shaped the creation of this sector skills summary, and what support is needed for recovery.

The consultation results have been combined with industry insights, data and forecasting to produce

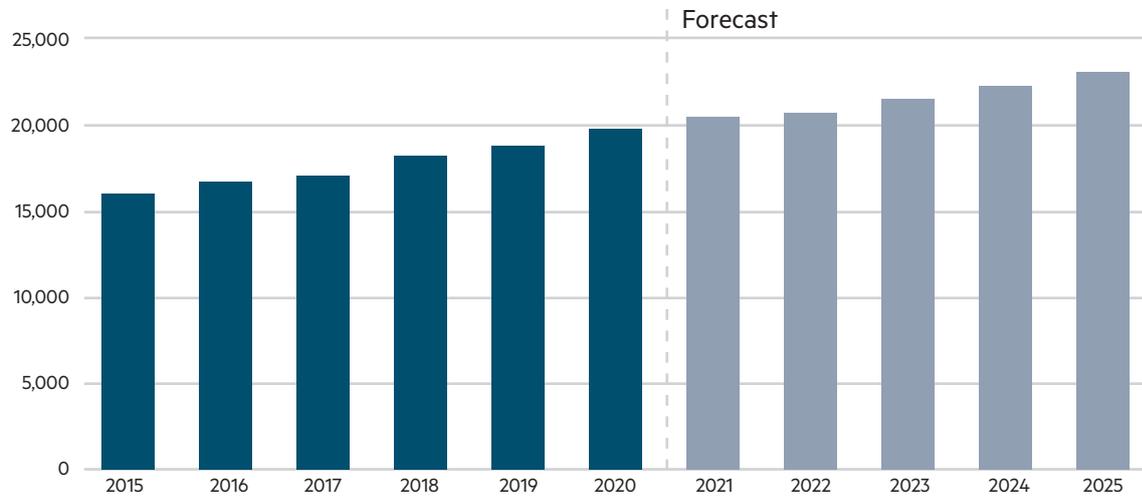
sixteen sector skills summaries, one for each sector represented by Ringa Hora Services Workforce Development Council. This skills summary is for the Security Services sector. There are 15 other summaries for the accommodation, aviation; cafés, bars and restaurants; catering; cleaning services; clubs; contact centres; financial services; local government; public services; quick service restaurants; real estate; retail and retail supply chain; travel; and tourism sectors.

From this research ServicelQ will produce a workforce strategy for Ringa Hora Services Workforce Development Council. The strategy will include industry, employer, schools, provider, and iwi voices. In this way the project gives service sector stakeholders an opportunity to shape vocational education in Aotearoa New Zealand.

The report is structured into five main areas to show what impacts COVID-19 has had on the sector; the sector response to COVID-19; key drivers of future success; skills needed to support sector recovery; and skills initiatives and strategies.

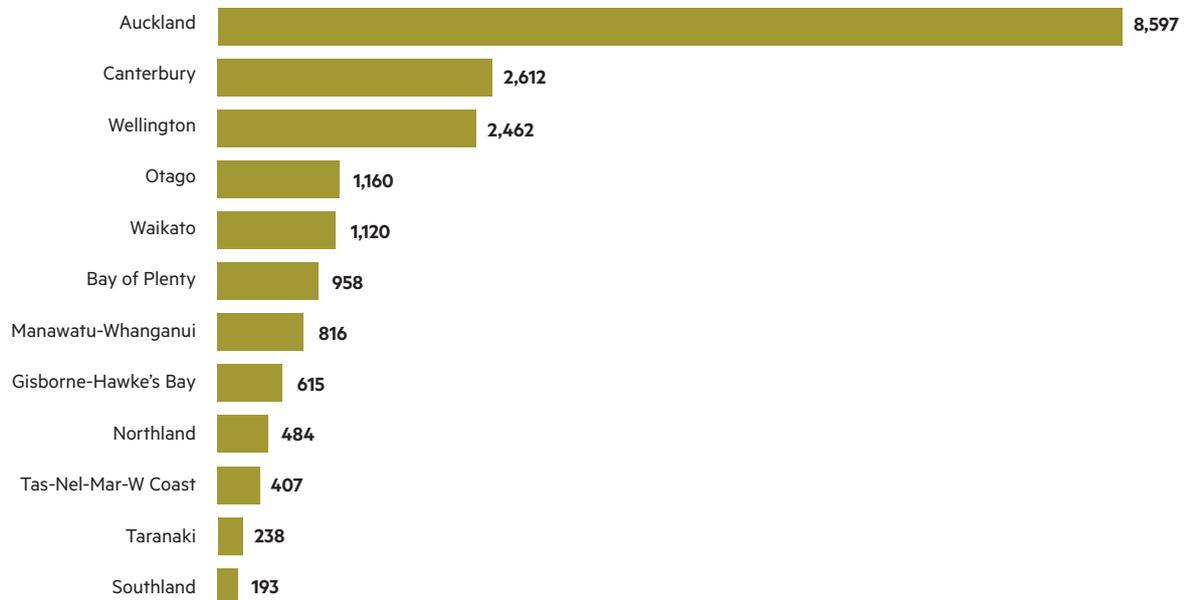
# Security Services Sector Snapshot

## Security Services Sector jobs



- ▶ Prior to COVID-19 there were 19,695 jobs in the security sector workforce and the sector was forecast to grow by 12.6% between 2020 and 2025. Infometrics now forecasts job increases of 675 or 3.4% of the sector workforce in the year to March 2021, growth of 1.3% (265 jobs) in the year to March 2022 and 3.7% growth (770 jobs) the following year.

## 2020 Regional employment

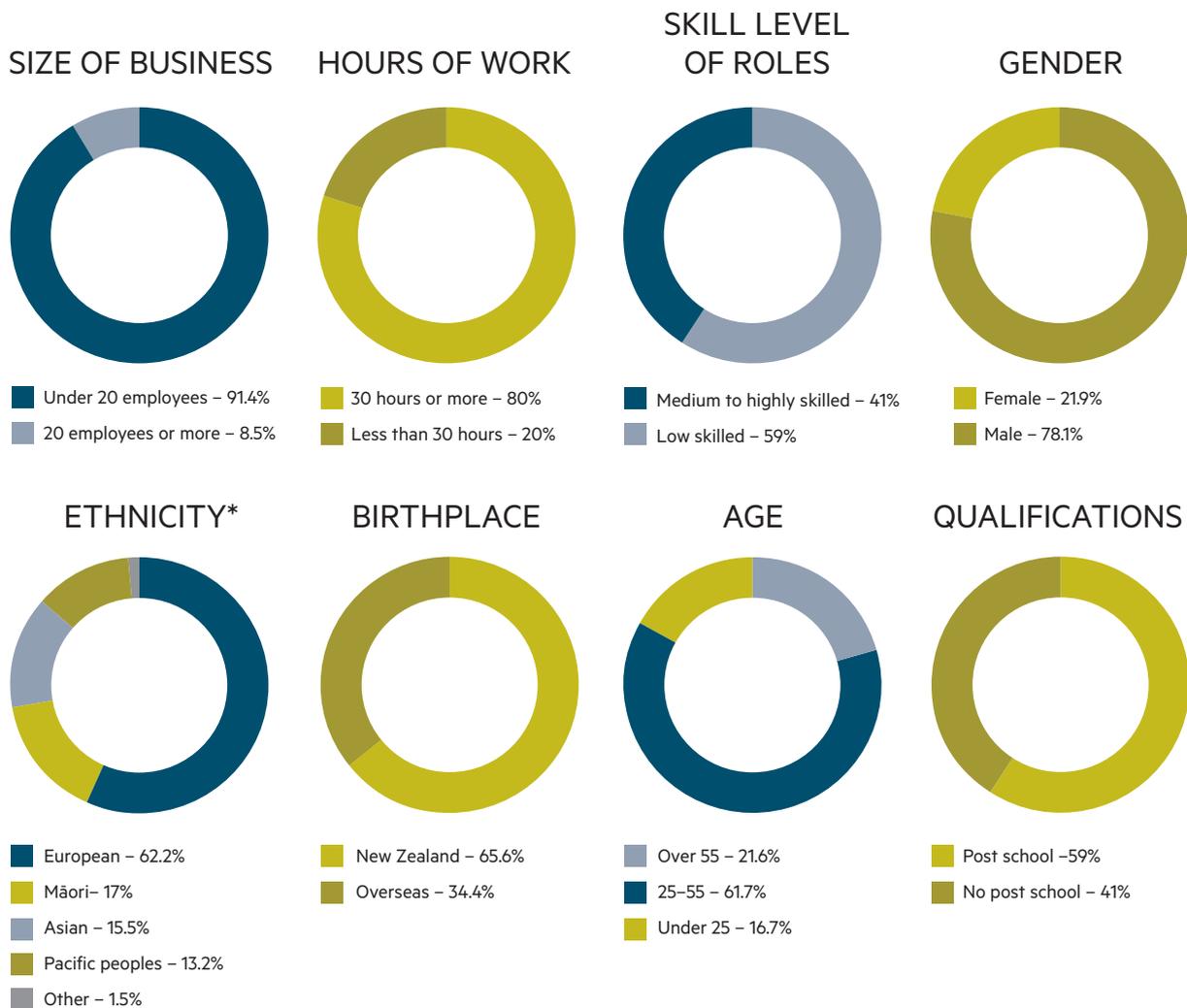


- ▶ In 2020 security officers made up 41.5% of roles in the sector. Other security roles include electronic equipment trades workers, locksmiths, security consultants and managing directors.
- ▶ The security sector self-employment rate in 2020 was 9.6%; lower than the overall economy which was 16.8%.

2020 Security Services Sector data



► GDP per FTE (full time equivalent) was \$115,465; lower than the GDP per FTE for the overall economy which was \$139,983.



\*Ethnicity percentages may add up to more than 100% as people may identify with more than one ethnicity.

- In the 2018 Census, almost one third of the sector workforce was born overseas, with 11.8% born in Asia.
- 28.8% of the sector is under the age of 30 years old compared to 25.9% of the overall workforce.



# Security Sector Skills Summary

## Introduction

This sector skills summary is based on an environmental scan, key informant interviews, and focus groups with industry and employee representatives.

## Context

### The industry

The security industry is covered by statute, which mandates a licence to work in the industry. There is a licensing authority, the Private Security Personnel Licensing Authority,<sup>1</sup> which specifies the types of services defined as security personnel, and which must therefore be licenced, including:

- ▶ security guards
- ▶ electronic security alarms, access controls, security type measures
- ▶ private investigators
- ▶ document destruction
- ▶ security consultants.

The New Zealand Security Association (NZSA) is the largest industry representative body for the security industry in New Zealand and represents over 85 percent of the industry by revenue. Its voluntary members include security providers ranging from large multi-nationals to sole traders and also includes individuals and companies who are not direct providers of security services but have an interest in the industry.

<sup>1</sup> <https://www.justice.govt.nz/tribunals/licences-certificates/pspla/>

According to NZSA, there are about 25,000 licenced workers, with about 18,000 of those in personnel security, working as guards or crowd controllers. There is a reasonably even mix between full and part time workers, with most security guards tending to be full time, with a more casual, part-time workforce for crowd control and event security.

## Training

The licencing regime specifies what training is required. To work as a security guard requires the completion of three unit standards of the New Zealand Certificate in Security (Foundation) (Level 3), to gain a Certificate of Approval (CoA). Managing conflict is a key skill for those in the security industry and the mandatory unit standards focus on this:

- ▶ 27364 – Demonstrate knowledge of the security industry in the pre-employment context
- ▶ 27360 – Demonstrate knowledge of managing conflict situations in a security context
- ▶ 27361 – Manage conflict situations in a security context.<sup>2</sup>

There is also a Level 3/4 apprenticeship programme based around the New Zealand Certificate in Electronic Security (Level 4). Numbers are small but this is a growth area, in a sector that is estimated to be 500 to 1,000 people short. Two to three years ago there were fewer than 20 electronic security trainees; that number is now close to 100.

*It is very pleasing to advise that not only is the New Zealand Certificate in Electronic Security (NZCiES) Level 4 qualification in place and being delivered, but also the uptake of registrations has exceeded expectations (NZSA Newsletter, March 2021).<sup>3</sup>*

<sup>2</sup> <https://skills.org.nz/careers-and-courses/business/security/>

<sup>3</sup> <https://security.org.nz/2021/03/>

**Two to three years ago there were fewer than 20 electronic security trainees; that number is now close to 100.**





***There has been a 'momentum shift' in levels of training over the last few years, with five or so years ago only three percent of the industry having a NZQA qualification to now over twenty percent.***

Other roles in the security industry require that staff demonstrate competency through training or experience, rather than gaining formal qualifications.

Training is delivered by a small number of Private Training Establishments (PTEs). In addition, some of the larger firms use a subcontracting model where they have their own internal assessors who have met the standards and been approved through the standard setting body. There has been a 'momentum shift' in levels of training over the last few years, with five or so years ago only three percent of the industry having a NZQA qualification to now over twenty percent. NZSA claims that this has occurred through encouraging employers to specify that training is important and to build it into the contracts, and through employers seeing training as a 'value add', enabling them to lift their business standards.

### **Other considerations impacting on the security industry**

#### ***Protecting our Crowded Places from Attack: New Zealand's Strategy (August, 2020)***<sup>4</sup>

The strategy has been developed to protect people working in, using, and visiting crowded places, with the intent of preserving the public's use and enjoyment of these places while making them more resilient. There are four overarching strategies:

- ▶ Building stronger partnerships
- ▶ Implementing effective protective security
- ▶ Establishing better sharing of information and guidance
- ▶ Increasing resilience.

It has been recognised that the private security industry has a key role to play in the implementation and delivery of these strategies – both through participation in a Business Advisory Group and also in an advisory role to the owners and operators of venues, events and other crowded places when seeking guidance on protective security and building resilience (NZSA Newsletter, March 2021).

#### ***Security guards added to Part 6A of the Employment Relations Act***

Changes to the Employment Relations Act which provide security officers with additional employment protections came into effect on 1 July 2021. Subpart 1 of Part 6A of the Employment Relations Act provides specified employees who are affected by certain restructuring situations, such as a company being sold or a contract being transferred, with the option to transfer to the new employer on the same terms and conditions.

The employment changes give security guards the same employment protections already held by cleaning, catering and some laundry and caretaking workers under the Act when an employer's business is restructured.<sup>5</sup>

<sup>4</sup> <https://www.police.govt.nz/sites/default/files/publications/crowdedplaces-strategy-30092020.pdf>

<sup>5</sup> <https://www.mbie.govt.nz/business-and-employment/employment-and-skills/employment-legislation-reviews/security-officers-additional-employment-protections/>

### Fair Pay Agreement system

In April 2021 the Government announced the design of the Fair Pay Agreement (FPA) system. The design was informed by the Fair Pay Agreement Working Group and public consultation, as well as involvement from the New Zealand Council of Trade Unions (NZCTU) (representing unions) and Business New Zealand (representing employers and industry sectors). Current planning is that the Bill will be introduced in November 2021 and that the first agreement negotiations will be initiated in early 2022.

Whilst the detail is yet to be fully announced, it is clear that security workers will be one of the first sectors to be covered by a FPA and as such, bargaining will be required between E tū (being the union covering security workers) and employers (under co-ordination of the NZSA or an alternate industry body). Again, this will have a significant and far-reaching impact on those providers offering guarding, patrol and cash-in-transit services (NZSA Newsletter, July 2021).

### Māori employment in the Security Services Sector

Figure 1: Employment by ethnicity in the Security Services Sector in New Zealand

Ethnicity	Security				Growth
	Employment		Share of total		
	2013	2018	2013	2018	
European	11,039	11,253	71.2%	62.2%	1.9%
Asian	1,514	2,812	9.8%	15.5%	85.7%
Māori	2,146	3,084	13.8%	17.0%	43.7%
Pasifika	1,644	2,389	10.6%	13.2%	45.3%
MELAA	157	272	1.0%	1.5%	73.2%
Not elsewhere included	66	0	0.4%	0.0%	
Other	389	278	2.5%	1.5%	-28.5%

*Ethnicity percentages may add up to more than 100% as people may identify with more than one ethnicity.*

According to census data, while overall employment in the security sector increased by 16.7 percent between 2013 and 2018, the increase in those identifying as Māori employed in security was 43.7 percent. Māori in 2018 accounted for 17 percent of the security sector workforce, compared with 13.8 percent in 2013 (Māori accounted for 13.5 percent of the total workforce in 2018). Please see the Security Sector Snapshot (p.2) for post-COVID-19 workforce forecasts.

The increase of the number of Māori in the security sector reflects the overall growth of nearly 50 percent in the number of working Māori between 2013 and 2018, which accounted for more than a quarter of the growth across the total labour market. The total Māori population also grew substantially, with 180,000 additional Māori living in Aotearoa New Zealand. BERL suggests some possible explanations for the level of growth: Māori returning from overseas; actions taken by Statistics New Zealand to remedy the low response rates of Māori in the 2018 census; and the possibility that more people chose to identify as Māori in 2018 (BERL, 2020).



# Sector consultation insights

## 1. The impacts of COVID-19 on the Security Services Sector

This section discusses the immediate impacts of COVID-19 on the security sector. The section provides three perspectives, those of security providers, employees, and training providers.

**For security providers**, there was a significant increase in the demand for their services, meaning a 'huge' increase in staff numbers after the initial lockdown. There were challenges getting people into the industry and in getting them trained, especially in getting access to CoA training to ensure compliance. Particularly during lockdown, there were many people who came into the industry who were returning because they'd retired or moved on several years ago, but also a significant number with no previous experience of the industry. In some cases, this meant a higher calibre of recruit but also meant the training need to go back to the 'absolute basics'.

A nationwide security provider who provides event staff and security had to 'repurpose' their workforce as events dried up. The challenge became to train and license employees 'virtually', a big shift from an organisation that had always believed in the value of face-to-face training.

A key issue was having the ability to respond every time the situation changed and to make sure the staff were safe and knew what they were doing.

*'Jacinda told us what would happen at 1pm and we sat back and waited for our customers to call to ask 'what does that mean for us?'*

**- FOCUS GROUP PARTICIPANT**

Initially, there was a huge amount of fear from staff, both from the security workforce and from call centre staff. One security provider told of placing different call centre shifts in different parts of building, both to isolate the respective teams in a 'bubble' in case of an outbreak, but also as the staff did not want to share keyboards and other equipment with other staff. Some staff also encountered fear from their families, especially in the early stages - one person had to sleep in the garage because their family did not want them in the house, until the employer explained to the family the precautions that were being taken.

**Security employees** echo the 'huge' impact of COVID-19, telling of intense stress and the fatigue from working long hours, often on many consecutive days. This was exacerbated by the fact the guards with respiratory problems were not able to work, so cover had to be provided, with guards being pulled in from different parts of the country by some firms. There were also issues with the supply of resources like Personal Protective Equipment (PPE), hand sanitizer and gloves, provided by the companies.

**For training providers**, the supply of devices and internet connections was a huge challenge, especially for low decile learners with limited access to distance learning. The government support with device acquisition was much appreciated. There was an increase in the compliance aspect of security training, in response to the increase in business for security providers. Once lockdown was over, there were concerns from some learners about sharing classrooms, and the need to manage social distancing.

## 2. The response to date as a result of COVID-19

In this section we consider the ways in which the security services sector has responded to the impacts of COVID-19.

### Recruitment/talent supply

While in the first few months of the pandemic there were plenty of people seeking security work, the ongoing impacts of COVID-19 have exacerbated already existing recruitment challenges.

*Across the board, it's probably the most significant single issue for the industry at the moment. We would guess we're at least 1000 to 1500 security personnel short and probably at least 500 technical type people, and that's just an ongoing thing.*

**- KEY INFORMANT INTERVIEW**

The industry is working harder to attract people into security roles, including the use of social media to 'tell the story'. NZSA also reports that previously, around seven or eight people would be interviewed to get one successful applicant; now 14 or 15 people need to be interviewed, pointing to a drop in the quality of applicants. One security provider spoke of the challenges of recruiting in areas where they had not previously had a presence, like Invercargill and Kaitaia.

The increase in demand and a growing workforce requires not only recruitment and development of the base level workforce but flows on to a greater demand in the leadership capability of front-line leaders and has resulted in the need for one or two more layers of hierarchy in some businesses.



**In any place where people were able to congregate, guards had to manage the flow of people, and social distancing requirements.**

**Employees** also acknowledge the difficulties in recruiting staff but point to high turnover because of the lack of incentives, like low pay and sometimes limited chances for progression. They also identify issues with front-line management, with the feeling that the existing workforce is not always fully utilised and that promotion opportunities can be limited by speaking out or getting ‘on the wrong side’ of a manager.

### Customers

There was an increase in demand relating to COVID-19 from government-related clients, which may account for some of the surge in compliance-related training, with clients who were more proactive in terms of understanding compliance requirements and ensuring they were met.

**Employees** described the impact of the different COVID-19 response levels on their interactions with the public. In any place where people were able to congregate, guards had to manage the flow of people, and social distancing requirements. They also had a significant role in reinforcing appropriate behaviour and ensuring people adhered to the rules.

*So in terms of doing that and as guards, we have to remind people, ‘please go and wash your hands, you know, with warm water and soap and be on your way’... But like, there was a huge challenge for all us guys because a lot of the public with, you know, actually adhering to those rules... they put huge stress on all of us guards to kind of like remind the public, ‘please follow the rules, please follow the social distancing’.*

**– FOCUS GROUP PARTICIPANT**

### Managed isolation and quarantine facilities

One of the most high-profile areas where the security workforce is deployed is in Managed Isolation and Quarantine (MIQ) facilities. For security providers, these contracts required the development of new protocols and educating the workforce on these and the broader risks involved, for example, that the wearing of PPE was non-negotiable. Family members could also be nervous about their ‘loved ones’ working in MIQ facilities and there was some stigma in the community about these roles. The roles themselves can be quite routine and less engaging than security provision in other areas, particularly once the military became involved and took a lot of the front-facing work.

Employees working at MIQ facilities told of inconsistencies in areas like hygiene protocols, between different agencies responsible for the facilities, and between their employers and those agencies.

### Training

The security industry is now in ‘catch-up’ mode with the mandatory compliance training. There is usually a three-month window to complete that training and if it is not completed personnel are not permitted to work in the industry. The window was extended over the initial weeks of the pandemic, but there are currently people who have been working in the industry for up to nine months and still haven’t completed that training. Training providers confirm the increase in demand for CoA training as workforce numbers increase.

One security firm was using an online model for training so that was able to continue. What has changed, in line with different recruitment patterns, is that more basic material is being offered, on the assumption that many recruits have no prior knowledge of the industry. Those working in MIQ have to be treated quite differently, as they have to be vaccinated, and to gain a deeper understanding of compliance and testing regimes. This has resulted in the firm creating a new face-to-face orientation programme in addition to the base training.

In the electronics sector, with most learners being in the workforce and studying remotely, the pandemic was disruptive, with some losing jobs or being very busy and not having the time to train. Other firms decided to 'get serious about recruiting' so sign ups increased, although training progress may have slowed.

### Virtual reality training

NZSA have supported the development of a virtual reality (VR) training platform, a combination of e-learning and VR, which becomes an accessible training solution during lockdown or that sort of situation. The platform delivers the mandatory CoA training required for working in the security industry.<sup>6</sup>

### Migration

Restrictions on migration have taken away traditional workforce sources, particularly on the technical side. This has promoted a revisit from a lot of electronic security providers to developing their own people, which they may not have done in the past.

### Business models

The early weeks of the pandemic meant security providers experienced a greater connection across their business as they grappled with the enormity of their response. Conversely, they were disconnected at the individual and team level because of remote working and social distancing in the workplace.

The pandemic has revealed the lack of significant surge capacity within the security industry. As demand continues, for example, with vaccination centres, businesses have had to bring people into the workforce and spread them out across the business, whilst ensuring that supervision and leadership, and the calibre of workers, is maintained.

<sup>6</sup> <https://security.org.nz/careers/vr-training/>





### 3. Key drivers of future success for the Security Services Sector

There are three interconnected keys drivers for future success for the security sector.

**Recruitment of suitable people:** As discussed above, increased demand overall and the need to be able to meet surge demands, mean the ability to be able to recruit more, and more suitable people, is uppermost for many in the industry.

The **continued professionalisation of the workforce** was a focus before COVID-19 but the impact of the pandemic has made this even more important.

*The greater the industry is seen as contributing to society as whole, the greater the mana will be to be working in this space. It will become a more attractive place to work, we'll be more trusted, more valued, then we can pay more, which makes us a better place to work.*

– FOCUS GROUP PARTICIPANT

Supporting the idea of professionalisation is a call for a more tiered workforce, with easier access to a **professional development qualifications framework**; a pathway that shows people what can be achieved with a career in the security industry. There has been discussion about the need for regulatory body or register of security professionals, likely to be particularly important in the context of the workforce capability requirements of the New Zealand Crowded Places Strategy, discussed in the first section.

### 4. Skills needed to support the Security Services Sector recovery

In this section, we discuss the skills that have come to the forefront since the onset of COVID-19. These are generally skill sets that were already identified and valued but the pandemic has shone a spotlight on their importance and intensified the need for greater development.

*We've got a workforce challenge, which means we've got a workforce development challenge.*

– FOCUS GROUP PARTICIPANT

## Literacy and numeracy skills

Given the importance of professionalisation and the upskilling noted above, the security workforce needs good literacy and numeracy skills for workers to be competent to undertake professional development opportunities. Literacy, numeracy and communications skills are also vital for staff to perform their duties competently and safely.

*Well, I think it's about reading and writing and it's about being able to go on to a client site and read the instructions and follow those instructions. But it's also about having the competence and the writing skills that they can observe something and report because they know the words to use... having the verbal communication skills so that they can be understood when they give an instruction to a client or a customer and or when a customer asks for instructions or directions, and the security officer actually understands what that client or a customer wants and can respond confidently. It's about having the numeracy skills to figure out that if I've got to be on the site at 10 o'clock in the morning and it's going to take me an hour and a quarter to get there, what time do I have to leave the house... And it's also about knowing how to fill out time sheets and basic forms and forms are quite a challenge for a lot of people. So having those skills that they can report confidently and not be afraid of offending people and target those conversations to different audiences.*

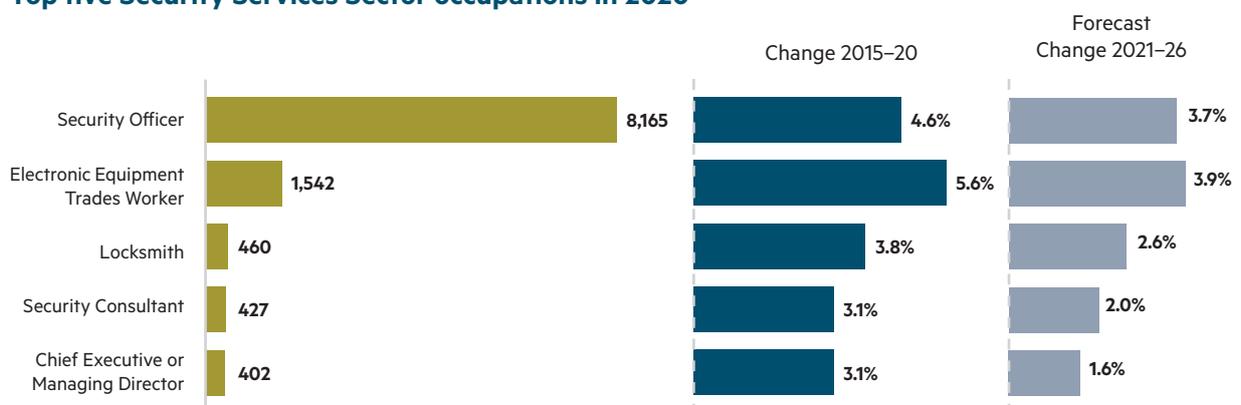
– FOCUS GROUP PARTICIPANT



**Literacy, numeracy and communications skills are also vital for staff to perform their duties competently and safely.**

NZSA is currently scoping a literacy and numeracy project, working with company owners and supervisors to better understand what literacy and numeracy issues look like, and what they can do in their workplaces to address some of those issues.

## Top five Security Services Sector occupations in 2020





**Employees reported increased respect from some of the public, and gratitude for the services they provide. They also noted, however, an escalation in the level of violence and weapons they encounter, as well as the fear and uncertainty generated by the pandemic.**

## Leadership skills

The need for leadership skills in a growing workforce is clearly identified. Frontline managers need to be able to get the best out of their team, and to keep them safe. The increase in the number of inexperienced workers means managers have to be more proactive in their management style and provide more guidance.

## Critical thinking skills

The impact of COVID-19 has intensified many of the situations that security officers face. Dealing with this requires situational awareness, active listening, engaged conversations, and critical thinking and analytical skills.

*To be able to see a situation and identify the different risks and actually then formulate the most appropriate plan at the time... some days they're dealing with riskier situations, they're dealing with evolving situations, with new situations. And it's that transfer of skills into a new situation that really needs to be improved as well.*

– FOCUS GROUP PARTICIPANT

## Resilience and well-being

One outcome of the pandemic is that generally people are more 'fragile' and anxious. As discussed above, security officers need the skills to be able to deal with these unfolding situations, but also need to be well-supported in terms of their own well-being.

Employees reported increased respect from some of the public, and gratitude for the services they provide. They also noted, however, an escalation in the level of violence and weapons they encounter, as well as the fear and uncertainty generated by the pandemic.

*So for security guards, it just sort of made the work a little bit harder because you had a lot more people, a bit more aggressive, short tempered. But that's understandable when you're frightened. You're not too sure how long the lockdown is going to happen. It's never happened before. And we've got this pandemic going around the world... But at the time it was understandable, you know, even for us, we didn't know what we were getting ourselves into...*

– FOCUS GROUP PARTICIPANT

In response to these issues, employees called for de-escalation training over and above that provided in the mandatory unit standards, and for greater access to protective equipment, for example (at some sites), stab-proof vests.



## 5. Skills initiatives and solutions to support the sector over the next two years

In keeping with the key drivers identified in the responses to Question 3, this section focuses on the recruitment, training and professional development that is seen as required to support the security sector over the next two years. This involves:

- ▶ Being able to manage the barriers to entering the industry, like literacy and numeracy issues, the cost of training, and the need for better preparation for work – to ‘get them to good’ before they start work.
- ▶ Broadening the potential recruitment pool, for example, by working more closely with iwi, coupled with improving the perception of the industry.
- ▶ Offering a wide range of training modes; the ability to recognise and stack smaller chunks of learning; and supporting career pathways through more supervision and leadership training options.
- ▶ Cementing the gains made in some areas since beginning of the pandemic and continuing to professionalise and lift the profile of the security industry.

### Managing barriers to entry

#### *MSD Work Broker Programme*

Beginning in 2018, NZSA partnered with the Ministry of Social Development (MSD) to develop an Industry Partnership, with NZSA becoming the National Work Broker for the Security Industry. NZSA works with MSD to identify and assess candidates suitable for work in the security sectors (including the electronics sector) and matches the screened candidates with member’s workplace vacancies. The programme has around a 60 percent success rate of getting candidates into employment, with 180 people placed into full time employment in 2020.

To assist with promoting security careers to those on benefits, MSD and NZSA have produced [videos](https://security.org.nz/careers/msd-work-broker-programme/)<sup>7</sup> targeting opportunities for security officers and security technicians.

<sup>7</sup> <https://security.org.nz/careers/msd-work-broker-programme/>.

### Extending the MSD programme model

In line with the MSD programme model, it is felt that shorter, funded block courses would help to give people an insight into the industry and help them gain the mandatory unit standards prior to employment. This would help companies, who would get a better graduate outcome and could help reduce churn because the trainee is secure, supported, and confident in the work they're doing. There is currently minimal funding support for training to get into the industry.

### Working with iwi

While focus group participants did not report any specific initiatives with iwi, one security provider works closely with Māori Wardens, especially in the area of COVID-19 vaccination facilities. Māori Wardens are involved in a wide range of additional activities like this to ensure the community and whānau get the support they need.<sup>8</sup>

There is appetite to engage more closely with iwi, but the industry is aware of the sometimes negative way it may be viewed:

*We don't look like a good place to work yet – 'why would I help you get my people into your industry when I'd like them to go somewhere better?'*

– FOCUS GROUP PARTICIPANT

One participant reported that Ōrākei Marae, the home of Ngāti Whātua Ōrākei, have recently developed their own internal security people, as part of a decision to fully develop a multi-skilled workforce, that includes dementia and first aid training to support their elderly whānau.

### Training

The significant gap between the three mandatory unit standards and the Level 3 qualification (requiring 600 hours of nominal learning) was noted with concern, and 'small bites' of learning or microcredentials are suggested as a solution. There is support in the industry to develop trainers and assessors, with people willing to work in this space but limited resources to upskill them.

**Employees** also called for more investment in training, but were mindful that long hours of work impacted on their ability to access training. They also spoke of their role in on-the-job 'skill transfer', and the responsibility they felt in ensuring that the information and skills they passed on in that training / mentoring context were correct.

### The new normal

Focus groups participants were keen to keep the gains made over the last 18 months that have strengthened and improved the industry. Critical to this is meeting client expectations for higher standards and not engaging in a contract price-driven 'race to the bottom' once some of the constraints of the pandemic are removed.

**Employees** echoed these thoughts, calling for greater consistency of standard operating procedures and expectations between companies and sites, and for more thorough auditing of firms' work practices and health and safety regimes.

<sup>8</sup> <https://www.tpk.govt.nz/en/mo-te-puni-kokiri/our-stories-and-media/maori-wardens-continue-whanau-support-in-tamaki-co>

**The Ministry of Justice's Court Security Officers make up the uniformed frontline team based across all court sites. Team members are recruited, trained and supported by the Ministry's technical security experts to help them be an effective and reassuring physical security presence at courts and places of work.**

Courts remained (and remain) an essential service throughout COVID-19 Alert Level 4 and while jury trials were adjourned, priority proceedings continued to be heard. This required social distancing, Personal Protective Equipment (PPE) to be worn, and remote technology to reduce in-person visits.

There are around 310 Court Security Officers (CSOs), with 60 to 80 a year having received training over the last few years. New staff attend a three-week training course, where they may choose to sign up to a training agreement with The Skills Organisation and work towards the New Zealand Certificate in Security (Foundation) (Level 3). By the end of the three-week course, they will have done around three-quarters of the required papers and will only have to complete the remaining assessments and on-the-job-work to be awarded the qualification.

The Ministry is currently working through an alignment exercise with The Skills Organisation as the standard Level 3 qualification is not fit-for-purpose for the public sector. CSOs operate under statute and have legislative powers which need to be taken account of within the training. The Ministry is looking forward to the aligned qualification coming online and expects good uptake of around 100 staff once it is available. It will be open to all staff who are

currently in the job, and then offered to new staff as they come on board, with recruitment levels of around 60 people a year. New staff are encouraged to enrol in the training as it means that even if the job doesn't work out for them, they are able to exit with a portable qualification.

The Ministry of Justice, Health Safety and Security Training Team, has become the 'go-to' organisation for government security training, and now have their own training facility, the Justice Training and Development Centre, built out at Trentham, complete with a mock court room, public waiting area and operational screening station. The training team works with (for example):

- ▶ MBIE, who have sought input into security provision at MIQ facilities.
- ▶ Parliamentary Security, who are currently reviewing their service delivery. The aligned Level 3 qualification could be useful them as they are likely to gain some regulatory powers.
- ▶ The New Zealand Customs Service, who currently do not have their own trainers.
- ▶ Oranga Tamariki, where some CSO team members are part of the Use of Force review panel.
- ▶ There has also been interest in the Ministry's model of training from some private security companies.

There is a case to be made for a government security organisation that would cover all government agencies:

*'there's a lot that goes on around the government side of security that is not well-known'.*

– KEY INFORMANT INTERVIEW



ServiceIQ.org.nz  
Level 14, Plimmer Towers  
2-6 Gilmer Terrace, Wellington 6011  
PO Box 25522, Wellington 6140

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