apprenticeship FRAMEWORK

Providing Security Services - non-statutory (Wales)

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Apprenticeships

Providing Security Services - non-statutory (Wales)

Contents

Framework summary

Providing Security Services - non-statutory

Providing Security Services

Pathways for this framework at level 2 include:

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Competence qualifications available to this pathway:

C1 - Level 2 Certificate in Providing Security Services (QCF)

Knowledge qualifications available to this pathway:

K1 - BTEC Level 2 Certificate in Knowledge of Providing Security Services (QCF)

K2 - Level 2 Certificate in Knowledge of Providing Security Services (QCF)

K3 - Level 2 Certificate in Principles of Providing Security Services (QCF)

K4 - Level 2 Certificate in the Principles of Providing Security Services (QCF)

Combined qualifications available to this pathway:

N/A

This pathway also contains information on:

- Employee rights and responsibilities
- Essential skills

Framework information

Information on the Publishing Authority for this framework:

Skills for Security

The Apprenticeship sector for occupations in security.

Issue number: 5	**This framework includes:**
Framework ID: FR01060	Level 2
Date this framework is to be reviewed by: 30/06/2013	This framework is for use in: **Wales**

Short description

This apprenticeship is designed to provide apprentices with the skills to work in the security services sector, such as monitoring and maintaining security of property and premises, carrying out searches and controlling security incidents.

The Foundation Level Apprenticeship in Providing Security Services can be completed within 12 months and job opportunities include: Security Officer, Door Supervisor and CCTV Operator.

For regulatory reasons the majority of people undertaking this apprenticeship will need to be 18 or over.

Contact information

Proposer of this framework

This framework is published by Skills for Security on a non-statutory basis prior to the designation of issuing authorities for Wales.

Developer of this framework

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Issued by:	
Issuer contact name:	N/A
Issuer phone:	N/A
Issuer email:	

Revising a framework

Why this framework is being revised

Addition of a newly accredited component qualification from the Awarding Organisation IQ.

Qualification added to framework as of 28th October.

Summary of changes made to this framework

Component Knowledge qualification has been added from the Awarding Organisation IQ.

Related information has been changed as a consequence.

Qualifications removed

n/a

Qualifications added

IQ Level 2 Certificate in Principles of Providing Security Services- 600/3617/5.

Qualifications that have been extended

n/a

Purpose of this framework

Summary of the purpose of the framework

The Private Security Industry makes a key contribution to the UK economy and to the security and safety of the nation, its businesses and its citizens. It is estimated to employ 500,000 people across a variety of sub-sectors including Static and Patrol Guards, Uniformed Retail Security Guards, Store Detectives, Door Supervisors and CCTV Operators.

The Security Services sector is made up of some very large companies who operate on a national basis employing several thousand employees each, and a significant number of small and medium sized companies, operating regional or locally, employing between 50 and 1,000 employees.

The sector is highly labour intensive and experiences high labour turnover compared with many other sectors of the UK economy; currently averaging approximately 30% per annum.

Conversely, given the current security climate and the heightened threat from terrorism, and the build up to the 2012 Olympics/Paralympics, the sector has been growing by approximately 6-8% per year, and needs to continue to grow to meet increasing security requirements – for example, the London Organising Committee of the Olympic Games (LOCOG) have assessed that the Games will require an additional 15,000 security staff and around 80,000 staff trained in security awareness above the predicted growth of the sector.

In addition to the contract security sector described above many organisations such as large commercial companies, hospitals and universities employ their own in-house security teams and increasingly the armed forces are training their recruits in line with civilian programmes such as this framework.

The occupations covered in Providing Security Services include:

• Security Officers (includes 'static and patrol' guards)
• Door Supervisors
• CCTV Operators

The contract security guarding sector has some difficulty in employing school leavers due to legal and insurance restrictions (see Entry Conditions). The armed forces and organisations that employ 'in house' security services personnel do not experience these difficulties and use the Apprenticeship to train recruits.

The Apprenticeship programme is an ideal way to lead into, or enhance a career within the Security Services sector. It is designed to deliver the required practical skills and knowledge, and also to develop generic workplace skills and knowledge that are increasingly important to

employers.

Aims and objectives of this framework (Wales)

Aim:

To contribute to the development of a skilled, sustainable workforce for the UK private security sector.

The main objectives are:

- to contribute to the recruitment and retention of employees in the Security Services sector
- to attract people into the industry from diverse backgrounds
- to have a positive impact on the fight against crime, antisocial behaviour and terrorism
- to provide a developmental framework for existing staff in the Security Services sector to up-skill their current vocational skills and knowledge
- to deliver workplace skills that employees have identified as critical for these roles- customer service, problem solving etc.

Entry conditions for this framework

Aspects of the Private Security Industry are regulated by the Security Industry Authority (SIA) and its authority is derived from the Private Security Industry Act 2001. The regulation requires that any individual carrying out activity that is covered by the Private Security Industry Act 2001 must be licensed to do so by the SIA. Whether or not an individual requires a licence is determined by the role that is performed and the activity that is undertaken. These are described fully in Section 3 and Schedule 2 of the Private Security Industry Act 2001 (as amended).

The SIA website http://www.sia.homeoffice.gov.uk/Pages/licensing.aspx lists the activities defined as licensable by the Act and provides specific definitions under the 'Licensing' web page*.

In relation to this framework, the regulation applies to;

• Door Supervisors (*see 'who needs a door supervisor licence?')
• Contract Security Guards (*see 'who needs a security licence?')
• CCTV Operators carrying out public space surveillance (*see 'who needs a public space surveillance (CCTV) licence?')

It is the employer's responsibility to check for exemptions to the above criteria.

In order to get this licence there are certain criteria that must be met. The applicant must be over 18, undergo a Criminal Records Bureau (CRB) check, be legally allowed to live and work in the country and successfully complete the minimum training standards for their chosen sector. Additionally, employers may also require that they meet the industry vetting standards based on BS7858.

Apprenticeship applicants will be required to hold a relevant SIA licence before commencing the apprenticeship if the activities they are carrying out fall within the scope of licensing. Awarding organisations may accept licence-linked qualifications as recognition of prior learning within the Providing Security Services knowledge qualification (see Qualifications section) subject to conditions as agreed with the SIA.

There are no academic pre-entry requirements.

Effective communication and the ability to interact well with a range of people is important - apprentices may be required to work in a range of locations and environments.

Legal Requirement;

The Specification of Apprenticeship Standards for Wales (SASW) requires apprentices to achieve (or have achieved) at least one of the English, Maths and (where relevant to the

sector) ICT, qualification options listed within the 'Transferable Skills' section of this document.

Level 2

Title for this framework at level 2

Providing Security Services

Pathways for this framework at level 2

Pathway 1:   Providing Security Services

Level 2, Pathway 1: Providing Security Services

Description of this pathway

Foundation Apprenticeship in Providing Security Services

Legal Requirement;

The Specification of Apprenticeship Standards in Wales (SASW) states than an apprentice must attain a minimum of 37 credits on the Qualifications and Credit Framework (QCF). The Foundation Apprenticeship in Providing Security Services comprises 49 credits and exceeds this requirement.

Entry requirements for this pathway in addition to the framework entry requirements

None

Job title(s)	Job role(s)
Door Supervisor	Maintaining the security of customers, staff and property at licensed venues.
CCTV Operator	Monitoring areas using CCTV systems, maintaining CCTV recording media libraries and preserving potential evidence. Maintaining the operational performance of CCTV systems.
Security Officer	Carrying out security functions including monitoring and maintaining security of property and premises, controlling entry to and access from premises, carrying out searches and controlling security incidents.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 Certificate in Providing Security Services (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/0010/7	Edexcel	22	min 138	N/A
C1b	600/0076/4	EDI	22	min 138	N/A
C1c	600/0124/0	NCFE	22	min 138	N/A
C1d	600/0447/2	NOCN	22	min 138	N/A
C1e	600/0508/7	City & Guilds	22	min 138	N/A
C1f	600/2610/8	IQ	22	min 138	N/A
C1g	600/2702/2	BIIAB	22	min 138	N/A
C1h	600/3045/8	HABC	22	min 138	N/A

Knowledge qualifications available to this pathway

K1 - BTEC Level 2 Certificate in Knowledge of Providing Security Services (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/0939/1	Edexcel	15	135-146	N/A

Knowledge qualifications available to this pathway (cont.)

K2 - Level 2 Certificate in Knowledge of Providing Security Services (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	600/1372/2	NOCN	19	141-158	N/A

K3 - Level 2 Certificate in Principles of Providing Security Services (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	600/2693/5	BIIAB	15	135-146	N/A
K3b	600/3053/7	HABC	15	135-146	N/A
K3c	600/3270/4	City & Guilds	15	130-154	N/A
K3d	600/3617/5	IQ	15	135-146	N/A

K4 - Level 2 Certificate in the Principles of Providing Security Services (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K4a	600/2714/4	EDI	15	120-123	N/A

Combined qualifications available to this pathway

N/A

Notes on competence and knowledge qualifications (if any)

K1, K2, K3 and K4 provide underpinning knowledge and understanding for C1.

Legal Requirement;

The Specification of Apprenticeship Standards in Wales (SASW) states that an apprentice must attain a minimum of 37 credits on the Qualifications and Credits Framework (QCF) and that the separate Competence and Knowledge qualifications must carry at least 10 credits each on the QCF. The Foundation Apprenticeship in Providing Security Services meets this requirement.

Transferable skills (Wales)

Essential skills (Wales)		
	Minimum level	**Credit value**
Communication	1	6
Application of numbers	1	6
IT	n/a	n/a

Progression routes into and from this pathway

Progression opportunities INTO the Foundation Apprenticeship include;

• Progression from secondary school education into an in-house security role (please see Entry Conditions detailing regulatory age restrictions). Key/Functional Skills may be accepted in the framework under 'recognition of prior learning' (RPL) (subject to specified criteria - see Entry Conditions)
• Progression from Further Education
• Work based qualifications such as NVQs/SVQs or vocationally related qualifications in a subject related to Providing Security Services
• Previous experience in the Security Sector or a related discipline can also be an appropriate route of entry e.g. Community Wardens, Police Community Support Officers, The Armed Forces.

Progression opportunities FROM the Foundation Apprenticeship include:

• Specialising in areas such as:

- CCTV Operation
- Dog Handling
- Key Holding and Alarm Response
- Mobile Patrol
- Port/Airport Security
- Retail Security
- Events Security

• Diversification into related disciplines – e.g. Community Wardens, Facilities Management

•Transferability of skills between CCTV Operation, Static and Patrol Guarding and Door

Supervision functions (subject to regulatory and licensing criteria)

• Progression onto the Level 3 Award in Security Operations (QCF)

• Progression into supervisory/team leader/controller roles

• Progression into training/teaching e.g. as an 'in company' training officer or FE lecturer, providers of 'conflict management' training etc

• Study for supervisory and management qualifications enabling apprentices to progress to more senior positions within the sector such as team leaders

• Progress to higher level courses of study e.g.

- Foundation degrees in subjects such as:
    Security and risk management
    Crowd and safety management
    Protective security management
- Honours degrees in subjects such as Criminology and Security studies.

It may be possible after further development and gaining required qualifications to move into areas such as community safety, criminology, events management etc.

Delivery and assessment of employee rights and responsibilities

Employee Rights and Responsibilities must be covered and assessed as part of the Foundation Apprenticeship in Providing Security Services. It is expected that the national outcomes/standards for Employee Rights and Responsibilities will be covered through employer and/or training provider inductions. Apprentices are required to complete Skills for Security's ERR workbook (available by contacting Customer Relations on 08450 750111 or info@skillsforsecurity.org.uk) and training providers will be expected to verify that all the outcomes have been covered and assessed. Submission of the completed sign off sheet in the workbook as evidence of achievement must be provided before Skills for Security will issue a completion certificate.

The course of training in ERR must be designed so that the apprentice:

• knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and Health & Safety, together with the responsibilities and duties of employers;

• knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;

• knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;

• understands the role played by their occupation within their organisation and industry;

• has an informed view of the types of career pathways that are open to them;

• knows the types of representative bodies and understands their relevance to their industry and organisation, and their main roles and responsibilities;

• knows where and how to get information and advice on their industry, occupation, training and career;

• can describe and work within their organisation's principles and codes of practice;

• recognises and can form a view on issues of public concern that affect their organisation and industry.

Time spent on ERR will contribute towards meeting the minimum 280 GLH per year requirement (Wales). (Please see section on Guided Learning Hours on-the-job/off-the-job)

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

The Providing Security Services Foundation Apprenticeship is open to all who have the necessary attributes to succeed. Providers and employers must have equal opportunity policies which are operated effectively and comply with current diversity legislation.

If apprentices are carrying out activities that are covered by the Private Security Act 2001 and are therefore subject to SIA regulation, there is a legal requirement for them to be 18 years of age or over (see entry conditions for further details). If apprentices' activities are exempt, this age restriction does not apply and employers' recruitment and selection policies will take into account the suitability of Security Services roles for those under 18, in line with employment law and current diversity legislation.

Employers, who are ultimately responsible for the recruitment of apprentices, are encouraged to take into account imbalances in the representation of groups within the apprenticeship. The current breakdown of gender and ethnicity for apprentices for this framework (based on registrations) is:

• Males 95%
• Females 5%
• Ethnicity 15% (N.B of total registrations, approximately 50% indicated their ethnicity)

There is currently a clear gender imbalance in this sector although unfounded social perceptions about the suitability of roles for women within the Providing Security Services sector provides the only barrier to entry and progression for this under-represented group. It should be noted however, that historically the majority of Providing Security Services apprentices have come from the armed forces, traditionally a male-dominated sector, and this has influenced this trend.

To assist in addressing this issue Skills for Security ensures that all its apprenticeship publicity include images which make it clear to the reader that there are good careers for women in the sector. Additionally, in support of this ethos Skills for Security has been involved with a number of initiatives to encourage widening diversity across the security industry as a whole. These include:

• being involved with the Pathways to Work initiative targeted at Jobcentre Plus priority clients (which include women and people with disabilities) to enable them to get back into work.
• working with SEEDA (South East England Development Agency) on the '40-70 Tomorrow's Workforce' initiative to encourage older workers into the security sector
• contributing to training a group of young people from BME groups to encourage them to engage positively with the community by undertaking Community Warden duties through the

London Borough of Tower Hamlets.

• presenting at the 'Women into Non-Traditional Occupations' seminar aimed at encouraging women to consider security as an occupation.

• 'Women into Security' with Jobcentre Plus

Skills for Security will continue to become involved with projects, such as those detailed above, that aim to promote the industry to the groups of the population that do not traditionally see it as a career choice.

On and off the job training (Wales)

Summary of on- and off-the-job training

Legal Requirement:

The Specification of Apprenticeship Standards for Wales (SASW) states that an apprentice taking a Foundation Level Apprenticeship must contain 280 Guided Learning Hours (GLH) for the first and each subsequent 12 months of the Foundation Apprenticeship framework. Should an apprentice complete a framework after the first 12 months but partway through a subsequent 12 month period they must receive a proportionate amount of GLH for this period. For example, if an apprentice completes the framework in 18 months they must receive the minimum GLH for the first 12 months and then 50% of the minimum GLH for the remaining 6 month period.

A minimum of 100 GLH (or 30% of GLH whichever is the greater) delivered off-the-job must be received to complete the Foundation Level Apprenticeship framework.

Definition:

- On-the-job = Time spent learning in the workplace
- Off-the-job = Time spent away from the area of work. This could be time spent with a training provider or Further Education College or completing key/essential skills.

Using the Level 2 Certificate in Providing Security Services (138 GLH) and a Knowledge based Level 2 Certificate in Providing Security Services (min 120 GLH) the total amount of Guided Learning Hours, including both on-the-job and off-the-job guided learning, that an apprentice must receive to complete the Foundation Level Apprenticeship is a minimum of 393 GLH over 12 months.

Off-the-job training

For the Foundation Level Apprenticeship, a typical apprentice will need to complete a minimum of 255 GLH off-the-job over 12 months which exceeds the minimum of 30% or 100 GLH off-the-job GLH per year.

How this requirement will be met

Off-the-job learning will comprise:

- A minimum of 120 GLH using a Knowledge based Level Certificate in Providing Security Services
- 45 GLH Level 1 Essential Skills Wales Application of Number
- 45 GLH Level 1 Essential Skills Wales Communication
- 45 GLH for ERR and induction (to reflect the % of time for induction and ERR delivered/ completed off-the-job)

GLH should:

- achieve clear and specific outcomes which contribute directly to the successful acievement of the framework and this may include accredited and non-accredited elements of the framework;
- be planned, reviewed and evaluated jointly between the apprentice and a tutor,teacher, mentor or manager;
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- be delivered through one of more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; feedback and assessment; collaborative/ networked learning with peers; guided study.
- be recorded e.g. in a log book or diary.

Evidence of off-the-job GLH:

For the Foundation Apprenticeship;

- A Knowledge based Level 2 Certificate in Providing Security Services.
- Level 1 Essential Skills for Application of Number and Communication.
- GLH log within ERR workbook.

On-the-job training

For the Foundation Level Apprenticeship an apprentice will need to complete:

- a minimum of 138 GLH on-the-job per year using the Level 2 Certificate in Providing Security Services

How this requirement will be met

On-the-job GLH should:

- achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework;
- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager;

- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- be delivered during contracted working hours;
- be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; feedback and assessment; collaborative/ networked learning with peers; guided study.
- be recorded e.g. in a log book or diary.

Evidence of on-the-job GLH will include:

- Level 2 Certificate in Providing Security Services
- GLH log within ERR workbook

Wider key skills assessment and recognition (Wales)

Improving own learning and performance

Improving own learning and performance is not mandatory in this framework. Consulation with employers shows that this Wider Key Skill is sufficiently covered in the the Knowledge and Competence elements of this framework.

However providers and apprentices are encouraged to record where and when this Wider Key Skill is being used so that evidence can be gathered to allow apprentices to claim APL in the future.

Working with others

Working with others is not mandatory in this framework. Consulation shows that this Wider Key Skill is sufficiently covered in the the Knowledge and Competence elements of this framework.

However providers and apprentices are encouraged to record where and when this Wider Key Skill is being used so that evidence can be gathered to allow apprentices to claim APL in the future.

Problem solving

Problem solving is not mandatory in this framework. Consulation shows that this Wider Key Skill is sufficiently covered in the the Knowledge and Competence elements of this framework.

However providers and apprentices are encouraged to record where and when this Wider Key Skill is being used so that evidence can be gathered to allow apprentices to claim APL in the future.

Additional employer requirements

Not applicable.

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