

# **COAG Harmonisation of the Private Security Industry**

**Stage One; Manpower Sector of the Security Industry.**

## **Report**



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## EXECUTIVE SUMMARY

In July 2008 in response to a national concern for the quality of both the technical and the manpower areas of the security industry, the Council of Australian Governments (COAG) agreed to implement a nationally consistent approach to the private security industry to provide improvements across the industry. COAG agreed to use the Security Industry Regulators Forum (SIRF) as a vehicle for the development of these concepts.

This paper provides outcomes for Stage One; the minimum standards in the manpower sector, including the competence and skills of security personnel across jurisdictions.

### Part 1 Agreed Competencies of Licensable Activities

This document utilises the CPP07 Property Services Training Package which is either being implemented or to be implemented by all jurisdictions to establish agreed minimum standards for skills and training in the man power sector of the security industry throughout Australia. The agreed standards are listed in the attachments at the rear of the paper.

All jurisdictions have agreed on minimum standards of required training for all classes of licence as directed by COAG.

### Part 2 of the document deals with the Development and Maintenance of Competencies.

All jurisdictions have agreed that the CPP07 training package, properly applied is sufficient to meet the needs of the industry. Where an applicant at licensing appears not to meet the standard then the Regulator can require the person to provide a certificate for IELTS level 6/7 (or equivalent).

### Part 3 of this document deals with assessing the Australian Quality Training Framework 2007.

The working group recommends that the Ministerial Council for Police and Emergency Management-Police (MCPEMP) make a recommendation to Ministerial Council for Training, Education and Employment (MCTEE) that the National Quality Council (NQC) include a review of the implementation of the AQTF 2007 as it relates to the security Industry in its next work program.



## BACKGROUND

The Australian security industry is frequently characterised as being in a state of rapid growth driven by raised concerns in the community around safety and security for all members. (Earle, K 2008) A recent study showed that the private security industry is growing at a faster rate than the Australian population (Prenzler, T; Sarre, R and Earle, K; (2007/8) Journal of Law Reform). The industry has grown in the commercial and private sectors and is now rapidly expanding in the areas of federal and state critical infrastructure.

“Australia has followed an international trend of substantial growth in security services in the last three decades of the 20<sup>th</sup> century. Nonetheless, the precise dimensions of this change are difficult to trace. The occupational category ‘guards and security officers’ was introduced into Australian census reports only in 1986. However, the number of categories included in the census as security providers has increased significantly since 1986 and moved beyond simply classifying security providers as ‘guards and security officers’.” (Prenzler, T; Sarre, R and Earle, K; (2007/8) Journal of Law Reform)

Over the 10 year period, 1996 to 2006, the Australian population increased by 11.8%, police numbers increased by 14.5% and security providers (broadly defined) increased by 41.2% (Prenzler, T; Sarre, R and Earle, K; (2007/8) Journal of Law Reform) In 2006 according to the census, the total number of persons recording their primary employment as security work was 52,768. However, in 2008, there were approximately 114,600 individuals holding one or more security licences, indicating a very large part-time component to the workforce.

The security industry provides a wide range of services which have been divided into two distinct areas;

1. The technical sector, which provides, installs and monitors security equipment and activities related to that equipment; and
2. The manpower sector, which provides for the watching, guarding and protection of property and persons through activities such as guarding.

In July 2008 in response to a national concern for the quality of both the technical and the manpower areas of the security industry, the Council of Australian Governments (COAG) agreed to implement a nationally consistent approach to the private security industry to provide improvements across the industry. COAG agreed to use the Security Industry Regulators Forum (SIRF) as a vehicle for the development of these concepts.

The resolution agreed to adopt a three stage approach:

- STAGE ONE; National minimum standards in the manpower (guarding sector) of the industry to improve the probity, competence and skills of security personnel and the mobility of security licences across jurisdictions.
- STAGE TWO; Exploring national minimum regulatory standards for the technical sector of the industry and security consultants, as well as proposals for enhancing the mobility of master (business, agents) licences.

- STAGE THREE; exploring a national registration or licensing system for the private security industry.

In keeping with this, each jurisdiction has undertaken to implement agreed COAG reforms by 1 January 2010.

This paper explores one of the key elements of STAGE ONE; the minimum standards in the manpower sector, including the competence and skills of security personnel across jurisdictions with a view to standardise the competencies and provide better mobility across jurisdictions.

## **OBJECTIVES OF THE MANPOWER REVIEW**

To achieve the COAG implementation for a nationally consistent approach to the Private Security Industry, this paper is directed towards providing recommendations for attaining the following objectives:

1. Improve the quality and consistency of materials used for training and assessment of the security industry, by developing agreed competencies for each licensable activity in consultation with the Australia Government Department of Employment and Education and the COAG Skills recognition Steering Committee.
2. Ensure that arrangements for the development and maintenance of the security industry competencies and training materials include ongoing consultation with the users of security services and licensing authorities in addition to the security industry
3. Assess the implementation of the Australian Quality Training Framework 2007 in relation to the security industry and, where necessary, implement additional measures to improve the quality and consistency of the delivery of security industry training by Registered Training Organisations.

## **METHODOLOGY**

At the direction of the Ministerial Council for Police and Emergency Management - Police, Western Australia agreed to chair a key working group consisting of Detective Inspector Dale BELL (WA Police), Inspector Michael CROWLEY (QLD Police) and Senior Sergeant Belinda MURPHY (VIC Police). A document titled Security Industry Licensing Requirements was formulated and forwarded to SIRF members requesting individual jurisdictions licence classes and training requirements. From the data received a matrix was compiled and a discussion paper formulated. After discussions with SIRF members from all jurisdictions, a consensus was reached and this document has been produced to reflect that consensus.

The process followed to achieve the objectives was:

1. Identify current competencies in all jurisdictions for all relevant licence classes and types.

2. Identify commonalities / differences across all jurisdictions in these areas.
3. Established the minimum levels of current competencies and gaps in training and education.
4. Identify agreed improvements and standards of education and training across jurisdictions, and ways to improve the delivery of those standards.
5. Align the agreed positions with the current Australian Quality Training Framework 2007 to ensure that the training and education standards provide improved consistent harmonisation across Australia.
6. Identify a method of monitoring training delivery to ensure that training standards are maintained.
7. Consult with the Australia Government Department of Employment and Education and the COAG Skills recognition Steering Committee to ensure alignment of all education standards.
8. Identify opportunities for consultation with users and licensing authorities.

## WHAT IS THE MANPOWER SECTOR

The current accepted definition of the manpower sector encompasses:

- Businesses and sole traders that provide/employ security officers and associated specialised activities that involve the watching, guarding and protecting of property;
- Security officers and associated specialised activities that involve the watching, guarding and protecting of property;
- Crowd controllers, who monitor and screen persons at licensed premises and major events, and
- Investigators, who gather information and/or evidence on persons and conduct inquiries into missing persons,

## REGULATION OF THE SECURITY (MANPOWER) INDUSTRY

Each state/territory in Australia has implemented legislation for the regulation of these activities.

### *Legislation Governing the Private Security Industry.*

<b>Jurisdiction</b>	<b>Legislation</b>
ACT	<i>Security Industry Act (ACT)2003 Security Industry Regulations 2003</i>
NSW	<i>Security Industry Act 1997 and Security Industry Regulation 2007 for security industry and the Commercial Agents &amp; Private Inquiry Agents Act (NSW) 2004 for private investigators</i>
NT	<i>Private Security Act (NT)1995, Criminal Code, (NT)1994 Private Security Act 1995 Regulations</i>
QLD	<i>Security Providers Act (Qld)1993, Security Providers Regulation 2008</i>
SA	<i>Security and Investigation Agents Act (SA) 1995, Security and Investigations Agents Regulations (SA) 1995</i>

TAS	<i>Security &amp; Investigations Agents Act 2002 and Regulations 2005. In 2006 Act to include <i>Crowd Control Act</i>.</i>
VIC	<i>Private Security Act (Vic) 2004 Private Security Regulation 2005</i>
WA	<i>Security and Related Activities (Control) Act 1977)</i>

In New South Wales, Victoria and Western Australia the manpower sector is regulated by Police. In Queensland the manpower sector is regulated by Fair Trading and in South Australia by Consumer Affairs. The Australian Capital Territory, Northern Territory and Tasmania the manpower sector is regulated by the Justice Department. Where a security officer's licence allows that person to be armed, the weapons training and qualifications are administered by police in all jurisdictions.

### **Definition of Classes:**

#### *Master/Business/Agent Licence*

Across all jurisdictions the primary function of this type of licence is the supply of licensed personnel for security purposes.

#### *Security Officer*

All jurisdictions have the definition of watch, guard, patrol and protect property. This is the primary function across all sub classes of Security officer.

#### *Monitoring Centre/ Control Room Operator*

There are two types of control room monitoring centre operators. The first being the control room or remote monitoring centre operator, who are security officers that respond to alarm advices and respond as per instructions, procedures or guidelines. The second type is the onsite monitoring centre which is manned by a security officer who responds to onsite situations.

#### *Bodyguard*

A bodyguard is a security officer who provides close personal protection to a person. The duties can include planning of travel routes, perform person and site risk analysis and develop contingency plans.

#### *Crowd Controller*

Across all jurisdictions a crowd controller, monitors and controls persons seeking entry to licensed premises and places of entertainment and removes persons for behavioural reasons.

#### *Armed Security Officer / Cash in Transit (CIT)*

A security officer who by special licence, class or endorsement can carry a firearm whilst guarding articles of value or money whilst in transit (CIT) or a security officer who by special licence, class or endorsement patrols, protects or watches approved classes of property whilst armed.

*Attachment B* sets out Licence type (manpower) by jurisdiction.

## KEY FACTORS OF THE MANPOWER SECTOR

Anecdotal evidence suggests that the manpower sector of the Private Security Industry is driven by the following factors

- It is a rapidly expanding industry driven by:
  - a public expectation of a safer community;
  - business to protect their property and assets; and
  - Government to protect critical infrastructure.

There is an estimated industry expenditure on Manpower Services\* of \$2.352 billion ([www.asial.com.au/statistics](http://www.asial.com.au/statistics)).

- The market forces and competition are strong drivers of the standards of personnel within the industry.
- The level of training currently is seen by the client as of being a low standard and requires improvement “Security is often characterized as an industry where it is very easy for people to set up business with little capital or ability, or gain employment with few skills or qualifications (Prenzler, T; Sarre, R (2008) Security Journal)
- The manpower sector for crowd controllers and security officers (general guarding) is viewed as a part-time supplementary income source. The prominence of part-time and also casual work is supported by a special Australian Bureau of Statistics study of the contracting sector in 1998/9 (ABS 2000), which found that 47% of persons were employed casually, 37% permanent full-time and 14% permanent part-time. There is no data to suggest that these statistics have altered significantly (Prenzler, T; Sarre, R and Earle, K; (2007/8) Journal of Law Reform).



# **PART 1 DEVELOPEMENT OF AGREED COMPETENCIES**

## PART 1 DEVELOPMENT OF AGREED COMPETENCIES

This document utilises the CPP07 Property Services Training Package which is either being implemented or to be implemented by all jurisdictions. Attachment A details the core units and the elective units for both Certificate II and III in security operations.

### Agent, Master or Business Licence: Security and Crowd Control:

#### **Current position**

Agent, master and business licences fall under two broad categories – Security and Crowd Control.

The Security Industry Regulators Forum (SIRF) Working Group has identified that the training requirements to hold an agent, master or business licence across states, range considerably, as identified in the graph below, however, the function of these types of licence is the same.

#### **Training requirements for Agent, Master Business Licence in the Security Industry in Australia:**



NB: Victoria require either a Certificate IV or membership of an approved security industry body.

#### **Findings:**

The SIRF working group identified that the holder of this licence type must have knowledge of the security industry and of the legislative requirements of respective legislation governing the industry within their jurisdiction.

As previously identified, the security industry is subject to different legislation within each state. Therefore, it is not possible to have a set unit incorporated into the CPPSEC training competency giving regulatory knowledge to the licence holder as each state has different legislative requirements.

### **Agreed Minimum Standard for Agent, Master Business Licence**

The Agreed **minimum** standard for this type of licence is a demonstrated knowledge of the security industry and of the legislative requirements of respective legislation governing the industry within their jurisdiction and relevant to their intended focus of business. The demonstrated knowledge of the industry and legislation is to be administered at each jurisdiction's discretion.

### **Security Officer Static Guard, Mobile Patrol**

#### **Current Position**

All jurisdictions currently require a Certificate II in Security Operations. It has been recommended that the electives in the Certificate II be nationally consistent. First Aid is not a qualification required by all jurisdictions.

### **Agreed Minimum Standard for Security Officer Static Guard, Mobile Patrol**

Identified from the responses given, the Agreed minimum standard is Certificate II in Security Operations with the seven core units, plus the following specified electives of:

- (CPPSEC 2011A) Control Access to and exit from premises,
- (CPPSEC2014A) Operate Basic Security Equipment,
- (CPPSEC2015A) Patrol Premises and
- (CPPSEC2017A) Protect Self and Others using Basic defensive Tactics
- (TLIE707B) Use communications systems.

First Aid is a core subject within the Certificate II (Apply First Aid HLTF301B) and on renewal of the licence the security officer is to produce a certificate of currency for a first aid qualification. Given that security providers are often frontline emergency response providers, pre-entry qualifications should include a first-aid certificate.

### **Armed Security Officers, Static and Cash in Transit (CIT) level of training**

““The misuse of firearms, batons and dogs can result in the death or injury of innocent bystanders, offenders or other security officers. Inadequately secured firearms are vulnerable to theft by criminals for use in the commission of offences. Yet historically, security weapons' training has been considered to be perfunctory at best. In summary, there is enormous potential for misconduct, abuse and incompetence in security work which remains strong. For this reason regulatory vigilance is important, especially for the protection of third parties – visitors, shoppers, passers-by and commuters – who have not directly contracted or employed security staff but who are highly vulnerable to misconduct or negligence”

Prenzler, T; Sarre, R (2008) Security Journal) Refer page 16 possible National training.

Guarding with a firearm is an agreed licensable activity in line with COAG recommendations. This section covers both armed static guards and armed officers involved in cash in transit. The two types of security officer guarding with a firearm have vastly differing responsibilities. The armed "Cash in Transit Guard" escorts' money or valuables whilst in transit and the duties are specifically designed for this purpose. The armed static guard is for the guarding of high profile, high risk sites such as embassies, critical infrastructure, banks and defence sites. The sites are the result of subjective assessment and must be justifiable.

### **Current Position**

Not all jurisdictions have a provision for armed static guards, but all have provision for armed cash in transit guards (CIT). The training required for these classes of licence vary between Certificate II and III in Security Operations. First aid is not a qualification required by all jurisdictions.

### **Agreed minimum training standard for Armed Security Officers within the Cash in Transit (CIT) industry.**

It has been identified that Certificate III in Security Operations is the Agreed minimum level of training required. Certificate II in Security Operations has no relevance or direct units/competencies in relation to firearms, whereas Certificate III has specific firearms units of competency and directly related to the cash in transit industry.

The eight core units of a certificate III in security operations plus the six specified electives will ensure national consistency,

- (CPPSEC3008A) Control security risk situations using firearms,
- (CPPSEC3013A) Control persons using empty hand techniques,
- (HLTFA301B) Apply first Aid
- (TLIO807C) Implement cash in transit security procedures.
- (TLID4107C) Undertake cash in transit loading and unloading in an unsecured environment.
- (TLIO907C) Test and inspect cash in transit security equipment

On renewal of the licence the licence holder is to produce a certificate of currency for a first aid qualification. This is to ensure that all officers maintain current first aid qualification.

All Jurisdictions agree that a form of secondary force option should be carried by armed security officers to ensure that they have an alternative to lethal force in incidents that do not legally support such force. In particular a baton is the agreed minimum secondary force option. However Security Officers should not be allowed batons without the appropriate training

### **Agreed minimum training standard for Armed Security Officers (protecting property with a firearm)**

The eight core units of a certificate III in security operations plus the six specified electives will ensure national consistency,

- (CPPSEC3008A) Control security risk situations using firearms,
- (CPPSEC309A) Prepare and present evidence in court
- (CPPSEC3013A) Control persons using empty hand techniques
- (CPPSEC3017A) Plan and conduct evacuation from premises
- (HLTFA301B) Apply first Aid and

On renewal of the licence the licence holder is to produce a certificate of currency for a first aid qualification. This is to ensure that all officers maintain current first aid qualification.

All Jurisdictions agree that a form of secondary force option should be carried by armed security officers to ensure that they have an alternative to lethal force in incidents that do not legally support such force. In particular a baton is the agreed minimum secondary force option. However Security Officers should not be allowed batons without the appropriate training

## **Firearms Training**

### **Current Position**

Across all jurisdictions the training of security officers with firearms is administered by Police with varying courses of fire and competencies.

### **Agreed minimum training standard for firearms training**

Firearms' training is to be administered by Police and the training is to cover

- firearms safety,
- use of force (both tactical options and legal requirements); and
- a course of fire.

Police approve RTOs and trainers and conduct audits of the training delivery. These should be by the current standards set by VET/AQTF.

At the present time New South Wales has engaged a consultant to design a firearms training course. This consultant has been in contact with jurisdictions in relation to the firearms training. When this course is developed it will be distributed to all jurisdictions for consideration as a national training standard

## **Endorsement for Batons**

### **Current position**

Across all jurisdictions batons are classed as weapons/controlled items and are regulated in one form or another by individual jurisdictions weapons legislation. In several jurisdictions, the police control the issue of batons for security officers.

### **Agreed minimum standard for endorsement for batons**

All jurisdictions have agreed that an armed security officer is to have a non lethal secondary force option and that a baton is the preferred option. Handcuffs are a form of restraint rather than a secondary force option.

The preferred method of regulating batons is by legislation or endorsement with a suitable training course is to be undertaken before the endorsement is issued. Jurisdictions agreed that training for batons should be undertaken at least once every twelve months.

## **Security Officer Control Room**

### **Current position**

Monitoring centre operations is a COAG licensable activity.

There are two types of security officers in this licensable activity and both have to respond to security situations

- One responds to an electronic alert (monitoring electronic security equipment on residential and business premises) and
- One responds to real time situations (observed via CCTV)

Current training requirements for these types of licences vary from no training to Certificate II in Security Operations.

### **Agreed minimum standard security officer control room**

All jurisdictions agree the minimum level of training required for this class of licence is a Certificate II in Security Operations with the seven core units, plus the following specified electives of,

- (CPPSEC2018A) Monitor electronic reporting facility
- (CPPSEC3020A) Monitor Security from Control Room
- (CPPSEC3021A) Maintain and use security database
- (TDTE701A) Use Communications systems

## **Unarmed Bodyguard**

### **Current Position**

This is a COAG licensable activity requirement of body guarding. Jurisdictions are divided on the level of training required for an unarmed security bodyguard. Certificate II in Security Operations is the minimum standard required by four jurisdictions. The remaining four indicate Certificate III in Security Operations should be the minimum standard.

### **Agreed minimum standard for unarmed body guard**

It is recommended that the minimum training level be Certificate III in Security Operations with the eight core units of a certificate III in security operations plus the six specified electives

- (CPPSEC3013A) Control persons using empty hand techniques
- (CPPSEC3017A) Plan and conduct evacuation of premises
- (CPPSEC3018A) Provide for the safety of persons at risk
- (HLTFA301B) Apply First Aid
- (CPPSEC2011A) Control access and exit from premises
- (CPPSEC2012A) Monitor and control individual and crowd behaviour

All jurisdictions agreed that first aid is a requirement and in line with that of a security officer.

## **Security Officer Guarding with Dog**

### **Current Position**

This activity is to be a licensable activity in line with COAG recommendations.

All jurisdictions require a Certificate II in Security Operations, but the majority have no other specific requirements in relation to guarding with a dog. Two jurisdictions that currently regulate guarding with a dog require dog handling and managing dogs training modules from the CPPSEC module.

### **Agreed minimum standards for security officer guarding with dog**

The minimum training level is Certificate II in Security Operations with the seven core units, plus the following specified electives of,

- (CPPSEC2011A) Control and access to and exit from premises
  - (CPPSEC2014A) Operate Basic Security Equipment
  - (CPPSEC2015A) Patrol Premises
  - (CPPSEC3010A) Manage dogs for security functions
  - (CPPSEC3011A) Handle dogs for security patrol
- 
- All dogs should be trained and must show that they can work under the control of a handler. The training of the dog is to be the responsibility of the Master/Business/Agent licence holder who will maintain records of this training.

## **Consultant Advising on Watching, Protecting Property**

### **Current position**

Not all jurisdictions have a licence requirement for this activity and of those currently licensing this class, the training requirements vary from no training to Certificate IV in Security Risk Management. This type of licence is for a person who provides advice on watching, guarding and protecting property. This advice can be from residential security to commercial and critical infrastructure advice and requires a high level of knowledge.

### **Agreed minimum standard**

The minimum training level should be Certificate IV in Security Risk Management.

The person advising in security operations should be at a higher level than a standard security officer and should be able to demonstrate knowledge.

## **Crowd Controller Licensed Premises and Places of Entertainment**

### **Current position:**

Across all jurisdictions a crowd controller, monitors and controls persons seeking entry to licensed premises and places of entertainment, and enforces the removal of persons in breach of the conditions of entry. All jurisdictions agree that Certificate II in Security Operations is the minimum level of training

### **Agreed minimum standard for crowd controller**

The minimum training level is Certificate II in Security Operations with the seven core units, plus the following specified electives of:

- (CPPSEC2010A) Protect safety of persons
- (CPPSEC2011A) Control access to and exit from premises,
- (CPPSEC2012A) Monitor and control individual and crowd behaviour
- (CPPSEC3002A) Manage conflict through negotiation
- (CPPSEC3013A) Control persons using empty hand techniques
- First aid is to be a requirement of this licence inline with that of a security officer.

## Inquiry Agents or Private Investigator Master Licence

### **Current position**

Not all jurisdictions regulate or licence this activity within the security industry. Of the jurisdictions that regulate or licence this activity, the required training standard ranges from no training to Certificate III in Investigate Services with business training.

### **Agreed minimum standard for inquiry agents or private investigator master licence**

As this licence category is closely aligned to the business or agents style licence, the requirements of business knowledge are to be the same as a Security Master Licence/Agents Licence.

## Investigators

### **Current position**

Not all jurisdictions regulate or licence this activity within the security industry. Of the jurisdictions that regulate or licence this activity, the required training standard is Certificate III in Investigate Services

### **Agreed minimum standard for investigators**

The minimum standard of training for this activity is to be Certificate III in Investigative Services comprising of twelve core units plus the three specified electives. There is no requirement for first aid.

- (CPPSEC3012A) Store and protect information
- (CPPSEC3034A) Operate information gathering equipment
- (FNSMERC304B) Locate suspects

## Provisional and conditional licences for all classes of licence

### **Current position**

All jurisdictions have the ability within their current respective legislation for the issue of a provisional licence. The provisional or conditional licences vary between jurisdictions but are based on the principle that a person can commence work within the industry, having completed part of the required training and are able to complete their training during their first 6 to 12 months of work. Only then is a full licence issued.

The experience across jurisdictions indicates that there is a range of issues with this type of licence including:

- The identification of the minimum training requirements prior to a person being issued a provisional licence. This minimum training requirement would vary between licence types and would require a second complete training regime to be identified at a level below the minimum training packages for full licences, which is the subject of this report.
- The identification of the skills and qualifications required by supervisors to ensure that field training is both effective and accredited.
- Development of training records and content.
- Assessment and auditing of persons conducting onsite training.
- Associated risks to partly trained staff working within high risk areas such as crowd control. (Occupational Health & Safety, employers liability)
- The added cost of supervision for smaller businesses.
- Industry feedback indicating that provisional/conditional licenses are a barrier for employment.
- Financial, administrative burden and regulatory impacts on the industry

There are a number of reviews and prosecutions relating to fraudulent behaviour in connection with the management and compliance for provisional licences underway. The outcomes of these may impact the future direction of provisional licensing in the manpower sector.

In particular as of 07/MAY/2009 the Vocational Training Tribunal Unit of the Department of Education and Training (DET) NSW has released advice that the establishment of Security Operations traineeships has been suspended at the request of the Security Industry Registry. The SIR recommended the suspension of such traineeships because of the implications for them of the current investigation of security licensing training related matters by the Independent Commission against Corruption (ICAC). Under the circumstances, the SIR considers (and DET agrees) that it would be inappropriate to establish further Security Operations traineeships until the release of the ICAC's investigation findings.

For further information visit

<http://apprenticeship.det.nsw.edu.au/html/advins/atadg038.htm>

The COAG recommendation on provisional licences is noted.

As a provisional licence is only issued by each jurisdiction as an interim step towards a full licence, to enable persons who are not trained to work within the industry in a limited capacity, it cannot be recognised as a licence in other jurisdictions.

The provisional licence is valid in the jurisdiction where it is issued as it is not a full licence it does not meet the requirements of mutual recognition as it is a stage of training and not a licence per se.

#### **Agreed minimum standard for provisional licences.**

Provisional Licences do not form part of a national licensing standard as they do not represent a licence class but a progression towards a licence class.

Progression to a licence class should be recognised as part of national training standards and not as a licence type.

#### **Other Identified / Additional Issues**

##### **Psychological testing as a pre-licence requirement for crowd controllers.**

By consensus of opinion psychological testing should not be considered as a pre-licence requirement. This is not a training issue, would be a costly process and would be problematic for auditors to regulate.

Until a national standard in job related psychological training is identified, the testing would be problematic.



## **PART 2 DEVELOPEMENT AND MAINTENANCE OF COMPETENCIES**

## **PART 2 DEVELOPMENT AND MAINTENANCE OF COMPETENCIES**

There are clear national requirements for the development and ongoing maintenance of competencies for training and skills management within the security industry. The SIRF have established that steps need to be taken to manage and maintain these.

### **Recommendation**

To meet this requirement regulators in developing an ongoing maintenance of competencies should:

1. Make a provision for a mechanism where consumers are able to give feedback or raise concerns regarding security companies and registered training organisations (RTOs), preferably via Jurisdictions websites; and
2. Establish a permanent agenda item addressing the development and maintenance of competencies at the Security Industry Regulators Forum (SIRF).

### **Literacy and Communication**

Across all jurisdictions, there is increasing concern emanating from both regulators and industry relating to the standard of written and oral communication skills of applicants. Over the last five years there has been an increase of applicants with limited communications skills into the security industry.

### **Current Position**

The current training for literacy and communication is contained within a Certificate II in Security Operations. This has a core competency of Communicating Effectively in the Security Industry (CPPSEC2001A). Neither of these units has a set formal English prerequisite.

The qualification from CPP07 Property Services training package identifies the skill a person must attain in order to gain a Certificate II in Security Operations. The literacy skill clearly identifies that the person must be able to:

- assess and use workplace information;
- process workplace documentation;
- read and record data; and
- communicate in a clear and concise manner in written and verbal modes.

The communication skill identifies:

- give and receive information accurately;
- negotiate and communicate effectively to diffuse conflict;
- provide clear and concise instructions and directions to others; and
- be able to report on hazards and incidents.

If properly tested and applied this standard should be sufficient to ensure that persons completing the course can effectively communicate and carry out their duties.

It is noted that the Certificate II in Hospitality (Operations) have a prerequisite of an English language proficiency level of IELTS 5.0 (for overseas/international students). This may provide an alternative language standard and is already in use in service industry training.

IELTS is an International English testing programme developed and administered by Cambridge University in the United Kingdom. The programme is internationally recognised and standardised. It covers the literacy skills of reading, writing, speaking and listening in English. The testing results are graded on a number system of 1 to 9. 1 being has no English skills beyond a few words to level 9 a fully operational command of the English language. This programme is internationally recognised and utilized by educational institutions and the Department of Immigration in gauging person's literacy skills. IELTS at a level of 6/7 should be considered as the national literacy standard for entry into the security industry. This standard of proficiency will enable a security industry operative to give clear directions and enable them to assess and respond appropriately to security incidents.

#### **Agreed minimum standard**

1. That the CPP07 Property Services Training package, properly applied is sufficient to meet the needs of the industry.

Where at licensing it appears that a person does not meet this standard then the regulator can require a person to provide a certificate for IELTS level 6/7 (or equivalent);

NSW is currently working on an ITAB/COAG project in relation to the communication and literacy standard within the Security Industry. A draft is due to be completed in December 2009 early 2010. When this draft is released its recommendations should be considered by SIRF.

These recommendations and concerns should be submitted to the Industry and the Ministerial Council for Vocational Training and Education for further decision making outside of this report.



**PART 3 ASSESS THE AUSTRALIAN QUALITY  
TRAINING FRAMEWORK 2007**

### **PART 3 ASSESS THE AUSTRALIAN QUALITY TRAINING FRAMEWORK 2007**

The final task for the Working Group under this body of work was to assess the implementation of the *Australian Quality Training Framework 2007* (AQTF 2007) as it relates to the security industry and, where necessary, implement additional measures to improve the quality and consistency of the delivery of security industry training by Registered Training Organisations (RTO).

The *Australian Quality Training Framework* is the national set of standards which assures nationally consistent, high-quality training and assessment services. The National Quality Council (NQC) collaboratively developed AQTF 2007 and continues to monitor it. An RTO is formally registered by a State or Territory Registering/Course Accrediting Body (RCAB) in accordance with the AQTF 2007. The jurisdictional RCABs are also responsible for ensuring that RTOs comply with the AQTF standards.

The Working Group notes that the Department of Education, Employment and Workplace Relations (DEEWR), on behalf of the NQC, commissioned KPMG to evaluate the implementation of the revised AQTF 2007. This evaluation has now been completed and the report (*Department of Education, Employment and Workplace Relations – Formative Evaluation of the Australian Quality Training Framework 2007 – KMPG 2008*) includes the following key finding:

*Based on the project activities it was identified that the implementation of AQTF 2007 was considered moderately smooth and effective by RTOs, Registering Bodies, and auditors. The collaborative process for development of AQTF 2007 across jurisdictions was effective, and each Registering Body contributed significant effort in implementing new arrangements within their jurisdiction. However, the timeframe for implementation has impacted on the effectiveness of the implementation process.*

In relation to regulators, the report's key finding is as follows:

*It was identified that there is much variation in the implementation of AQTF 2007 requirements for industry regulator engagement across jurisdictions, reflecting the resources and commitment required for successful implementation. There is a need for an enhanced focus on industry regulator engagement by some Registering Bodies, and greater resources and support to facilitate this.*

Noting the findings in the KPMG evaluation, the Working Group supports continuation of the current regime of auditing and reviewing RTOs. Inclusion of security industry regulators, along with relevant education training authorities, will enhance regulator engagement in the auditing process. Further improvements to the auditing process could be achieved by accepting inputs from the relevant skills training councils, and by establishing the ability to audit covertly.

Further, the Working Group notes that the NSW Independent Commission against Corruption's (ICAC) is currently conducting an investigation into matters related to security licensing training. The findings from this investigation may reflect upon, and have implications for, the current auditing process. Further enhancements of the RTO auditing regime should take account of any relevant findings from this investigation.

The Working Group does not have access to the necessary expertise and resources that would be necessary to assess the implementation of the AQTF 2007 as it relates to the security industry.

The NQC, which is a committee of the Ministerial Council for Training, Education and Employment (MCTEE), has policy responsibility for vocational education and training and oversees the quality of vocational education and training including AQTF 2007. More to the point, the NQC is funded and correctly resourced to undertake this function. Therefore, the Working Group has identified the NQC as the body that should review the implementation of the AQTF 2007 as it relates to the security industry.

The Working Group recommends that:

#### **Agreed Position**

- The Ministerial Council for Police and Emergency Management – Police (MCPEMP) make a recommendation to MCTEE that the NQC include a review of the implementation of the AQTF 2007 as it relates to the security industry in its next work program
- Any review of AQTF 2007 by the NQC take into account:
  1. The need to include regulators in the audit process,
  2. The benefits of covert auditing,
  3. Inputs from the relevant industry skills training council, and
  4. The findings from the current ICAC investigation into security licensing training matters.

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## **DETAILS OF ATTACHMENTS**

### **ATTACHMENT A**

Page 35 and 36 Certificate II in Security Operations

Page 37 and 38 Certificate III in Security operations.

### **ATTACHMENT B**

Page 39 and 40 Licence Type (Manpower) by Jurisdiction.

### **ATTACHMENT C**

Page 41 Training Qualifications, Security Officer Static Guard, and Mobile patrol.

Page 42 Training Qualifications, Armed Security Officer within the Cash in Transit (CTI) Industry.

Page 43 Training Qualifications, Armed Security Officer (protecting property with a firearm).

Page 44 Training Qualifications, Security Officer Control Room/Monitoring Center.

Page 45 Training Qualifications, Unarmed Bodyguard

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Page 48 Training Qualifications, Investigator.

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## ATTACHMENT A

### CPP20207 Certificate II in Security Operations

#### Qualification requirements

<b>Packaging rules</b>	
To achieve recognition at the Certificate <b>H</b> level, the candidate must demonstrate competency in the seven core units, plus four electives (total eleven units). Up to two of the required electives may be selected from other qualifications aligned at the Certificate <b>I, II</b> or <b>III</b> level in this Training Package or from other relevant endorsed Training Package qualifications aligned at the Certificate <b>I, II</b> or <b>III</b> level (with a maximum of one unit from Certificate <b>I</b> ).	
<b>Core units</b>	
CPPSEC2001A	Communicate effectively in the security industry
CPPSEC2002A	Follow workplace safety procedures in the security industry
CPPSEC2003A	Work effectively in the security industry
CPPSEC2004A	Respond to security risk situation
CPPSEC2005A	Work as part of a security team
CPPSEC2006A	Provide security services to clients
HLTFA301B	Apply first aid
<b>Elective units</b>	
CPPCMN2001A	Control and direct traffic
CPPSEC2007A	Screen people
CPPSEC2008A	Screen items
CPPSEC2009A	Give evidence in court
CPPSEC2010A	Protect safety of persons
CPPSEC2011A	Control access to and exit from premises
CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC2013A	Protect valuables in transit
CPPSEC2014A	Operate basic security equipment
CPPSEC2015A	Patrol premises
CPPSEC2016A	Contribute to investigative activities
CPPSEC2017A	Protect self and others using basic defensive tactics
CPPSEC2018A	Monitor electronic reporting facility
CPPSEC2019A	Monitor biometrics equipment and systems
TDTO398B	Undertake loading and unloading in a designated secured environment

TDTB497B	Carry out vehicle inspection
TDTE701A	Use communication systems

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## CPP30407 Certificate III in Security

### Operations Qualification requirements

<b>Packaging rules</b>	
To achieve recognition at the Certificate III level, the candidate must demonstrate competency in the eight core units, plus four electives (total twelve units). Up to two of the required electives may be selected from other qualifications aligned at the Certificate <b>II, III</b> or IV level in this Training Package or from other relevant endorsed Training Package qualifications aligned at the Certificate <b>H, III</b> or IV level (with a maximum of one unit from Certificate II).	
<b>Core units</b>	
BSBFLM303C	Contribute to effective workplace relationships
BSBWOR301A	Organise personal work priorities and development
CPPSEC3001A	Maintain workplace safety in the security industry
CPPSEC3002A	Manage conflict through negotiation
CPPSEC3003A	Determine response to security risk situation
CPPSEC3005A	Prepare and present security documentation and reports
CPPSEC3006A	Coordinate a quality security service to customers
CPPSEC3007A	Maintain security of environment
<b>Elective units</b>	
CPPCMN3002A	Develop a traffic management plan
CPPSEC3004A	Lead small teams in the security industry
CPPSEC3008A	Control security risk situations using firearms
CPPSEC3009A	Prepare and present evidence in court
CPPSEC3010A	Manage dogs for security functions
CPPSEC3011A	Handle dogs for security patrol
CPPSEC3012A	Store and protect information
CPPSEC3013A	Control persons using empty hand techniques
CPPSEC3014A	Control persons using baton
CPPSEC3015A	Restrain persons using handcuffs
CPPSEC3016A	Defend persons using spray
CPPSEC3017A	Plan and conduct evacuation of premises
CPPSEC3018A	Provide for the safety of persons at risk
CPPSEC3019A	Operate specialised security equipment
CPPSEC3020A	Monitor security from control room
CPPSEC3021A	Maintain and use security database

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CPPSEC3022A	Maintain biometrics database
CPPSEC3023A	Coordinate biometric equipment and systems
FILTFA301B	Apply first aid
TDTD4198B	Undertake cash in transit loading and unloading in an unsecured environment
TDTO898B	Implement cash in transit security procedures
TDTO998B	Test and inspect cash in transit security equipment

## ATTACHMENT B

### Licence Type (Manpower) By Jurisdiction

ACT	NSW	NT	QLD	SA	TAS	VIC	WA	Licence class
Security master licence	Security master licence	Security providers licence	Security Firm	Security agent	Security Agent	Business licence/ rego	Security Agent	Master business agent
					Crowd Control Agent		Crowd control agent	
					Inquiry Agent	Inquiry Agent	Inquiry agent	
Security employee licence	Security Officer Class 1C	Security Officer	Security officer	Security Guard	Security Guard	Security Guard	Security officer	Security officer static guard
Security Officer	Security officer	Security officer	Security officer	Security officer	Security Guard	Security Guard	Security officer	Security officer mobile
Security officer	Security officer	Security officer	Security officer	Security officer	Security Guard	Security Guard	Security officer	Security officer screening
Security Officer	Security Officer Class 1G	Security officer	Security officer also includes in-house loss protection	Security officer	Security officer	Security officer	Security officer	Security Officer Retail theft
Armed Security officers for Embassy and Consulate	Armed Security Officer patrol protect and watch property Class 1F	No armed static guards	No armed static guards	No difference between static armed guard and cash in transit armed guard	No armed static guards	Armed Static Guard	Armed Static guard on permit for special occasion	Security Officer Armed guard
Armed Security Officer same as armed static guard	Armed Security Officer same as armed static guard	Security Officer Armed must wear uniform no concealed firearms	Armed Security officer protecting valuables whilst in transit	No difference between static armed guard and cash in transit armed guard	General Security officer armed	General Security officer with firearm	Security officer with firearm endorsement for cash in transit	Security Officer Armed Cash in Transit
Batons not regulated must apply police recommended secondary force option for armed officers	Baton can be carried preferred secondary force option for armed security officers	Batons limited to Cash in transit officers	No baton but agree to secondary force option baton preferred	No baton but agree to secondary force option baton preferred	No particular endorsement but preferred secondary force option	Baton can be carried preferred secondary force option for armed security officers	Baton can be carried preferred secondary force option for armed security officers	Security officer with baton
Security officer	Security officer but	Security officer	Security officer	Security officer	Security officer	Security officer	Security officer	Control Room

	differentiates between control and monitor Class 1C							monitoring room operator
Security officer sub-class bodyguard	Security Officer class 1B	No licensing category	Security officer	Security officer	No specific class only security officer with special training	Security bodyguard	No class at present is included in New amendments Security bodyguard	Security Bodyguard
Security Officer Dogs Not Regulated	Security officer class 1D	Security officer dogs not regulated	Security Officer Dog patrol category	Security officer no specific training	Security Officer no specific licence	Security Officer no specific licence	Present on specific licence but new amendments dog handler	Guarding with dog
Security Officer Class c	Security Consultant	No provision	Security advisor	No provision	No provision	Registered as security advisor	Security Consultant	Consultant watching guarding and protecting property
Crowd Controller	Crowd Controller Class 1C	Crowd Controller	Crowd Controller	Crowd Controller	Security officer section 3A general licence	Crowd Controller	Crowd Controller	Crowd Controller
No licence under Security	Known as CA-PI	Investigator	Investigator	Investigator	Investigator	Investigator	Investigator	Investigator

## ATTACHMENT C

### TRAINING QUALIFICATIONS

#### Security Officer Static Guard, Mobile Patrol

#### Agreed Minimum Standard

Certificate II in Security Operations

#### CORE UNITS

CPPSEC2001A	Communicate effectively in the security industry
CPPSEC2002A	Follow workplace safety procedures in the security industry
CPPSEC2003A	Work effectively in the security industry
CPPSEC2004A	Respond to security risk situation
CPPSEC2005A	Work as part of a security team
CPPSEC2006A	Provide security services to clients
HLTFA301B	Apply first aid

#### SPECIFIED ELECTIVE UNITS

CPPSEC2011A	Control access to and exit from premises
CPPSEC2014A	Operate basic security equipment
CPPSEC2015A	Patrol premises
CPPSEC2017A	Protect self and others using basic defensive tactics
TLIE707B	Use communication systems

## **TRAINING QUALIFICATIONS**

### **Armed Security Officers within the Cash in Transit (CTI) industry**

#### **Agreed Minimum Standard**

Certificate III in Security Operations

#### **CORE UNITS**

BSBFLM303C	Contribute to effective workplace relationships
BSBWOR301A	Organise personal work priorities and developments
CPPSEC3001A	Maintain workplace safety in the security industry
CPPSEC3002A	Manage conflict through negotiation
CPPSEC3003A	Determine response to security risk situation
CPPSEC3005A	Prepare and present security documentation and reports
CPPSEC3006A	Coordinate a quality security service to customers
CPPSEC3007A	Maintain security of environment

#### **SPECIFIED ELECTIVE UNITS**

CPPSEC3008A	Control security risk situations using firearms
CPPSEC3013A	Control persons using empty hand techniques
HLTFA301B	Apply first aid
TLIO807C	Implement cash in transit security procedures
TLID4107C	Undertake cash in transit loading and unloading in an unsecured environment
TLIO907C	Test and inspect cash in transit security equipment

## TRAINING QUALIFICATIONS

### **Armed Security Officers (protecting property with a firearm)**

#### **Agreed Minimum Standard**

Certificate III in Security Operations

#### **CORE UNITS**

BSBFLM303C	Contribute to effective workplace relationships
BSBWOR301A	Organise personal work priorities and developments
CPPSEC3001A	Maintain workplace safety in the security industry
CPPSEC3002A	Manage conflict through negotiation
CPPSEC3003A	Determine response to security risk situation
CPPSEC3005A	Prepare and present security documentation and reports
CPPSEC3006A	Coordinate a quality security service to customers
CPPSEC3007A	Maintain security of environment

#### **SPECIFIED ELECTIVE UNITS**

CPPSEC3008A	Control security risk situations using firearms
CPPSEC3009A	Prepare and present evidence in court
CPPSEC3013A	Control persons using empty hand techniques
CPPSEC3017A	Plan and conduct evacuation from premises
HLTFA301B	Apply first aid

## TRAINING QUALIFICATIONS

### Security Officer Control Room/Monitoring Center

#### The Agreed Minimum Standard

Certificate II in Security Operations

#### CORE UNITS

CPPSEC2001A	Communicate effectively in the security industry
CPPSEC2002A	Follow workplace safety procedures in the security industry
CPPSEC2003A	Work effectively in the security industry
CPPSEC2004A	Respond to security risk situation
CPPSEC2005A	Work as part of a security team
CPPSEC2006A	Provide security services to clients
HLTFA301B	Apply first aid

#### SPECIFIED ELECTIVE UNITS

CPPSEC2018A	Monitor electronic reporting facility
CPPSEC3020A	Monitor Security from Control Room
CPPSEC3021A	Maintain and use security database
TLIE707B	Use communications systems

## **TRAINING QUALIFICATIONS**

### **Unarmed Bodyguard**

#### **The Agreed Minimum Standard**

Certificate III in Security Operations

#### **CORE UNITS**

BSBFLM303C	Contribute to effective workplace relationships
BSBWOR301A	Organise personal work priorities and developments
CPPSEC3001A	Maintain workplace safety in the security industry
CPPSEC3002A	Manage conflict through negotiation
CPPSEC3003A	Determine response to security risk situation
CPPSEC3005A	Prepare and present security documentation and reports
CPPSEC3006A	Coordinate a quality security service to customers
CPPSEC3007A	Maintain security of environment

#### **SPECIFIED ELECTIVE UNITS**

CPPSEC3013A	Control persons using empty hand techniques
CPPSEC3017A	Plan and conduct evacuation from premises
CPPSEC3018A	Provide for the safety of persons at risk
HLTFA301B	Apply first Aid
CPPSEC 2011A	Control access and exit from premises
CPPSEC2012A	Monitor and control individual and crowd behaviour

## **TRAINING QUALIFICATIONS**

### **Security Officer Guarding with a Dog**

#### **The Agreed Minimum Standard**

Certificate II in Security Operations

#### **CORE UNITS**

CPPSEC2001A	Communicate effectively in the security industry
CPPSEC2002A	Follow workplace safety procedures in the security industry
CPPSEC2003A	Work effectively in the security industry
CPPSEC2004A	Respond to security risk situation
CPPSEC2005A	Work as part of a security team
CPPSEC2006A	Provide security services to clients
HLTFA301B	Apply first aid

#### **SPECIFIED ELECTIVE UNITS**

CPPSEC2011A	Control access to and exit from premises
CPPSEC2014A	Operate basic security equipment
CPPSEC2015A	Patrol premises
CPPSEC3010A	Manage dogs for security functions
CPPSEC3011A	Handle dogs for security patrol

## **TRAINING QUALIFICATIONS**

### **Crowd Controller Licensed Premises and Places of Entertainment**

#### **The Agreed Minimum Standard**

Certificate II in Security Operations

#### **CORE UNITS**

CPPSEC2001A	Communicate effectively in the security industry
CPPSEC2002A	Follow workplace safety procedures in the security industry
CPPSEC2003A	Work effectively in the security industry
CPPSEC2004A	Respond to security risk situation
CPPSEC2005A	Work as part of a security team
CPPSEC2006A	Provide security services to clients
HLTFA301B	Apply first aid

#### **SPECIFIED ELECTIVE UNITS**

CPPSEC2010A	Protect safety of persons
CPPSEC2011A	Control access to and exit from premises
CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3002A	Manage conflict through negotiation
CPPSEC3013A	Control person using empty hand techniques

## **TRAINING QUALIFICATIONS**

### **Investigators**

#### **The Agreed Minimum Standard**

Certificate III in Investigative Services

#### **CORE UNITS**

BSBFLM303C	Contribute to effective workplace relationships
BSBWOR301A	Organise personal work priorities and development
CPPSEC3001A	Maintain work[place safety in the security industry
CPPSEC3009A	Prepare and present evidence in court
CPPSEC3026A	Work effectively in the investigative services industry
CPPSEC3027A	Develop investigative plan
CPPSEC3028A	Compile investigative report
CPPSEC3029A	Provide quality investigative services to clients
CPPSEC3030A	Conduct Surveillance
CPPSEC3031A	Organise and operate a surveillance vehicle
CPPSEC3032A	Gather information by factual investigation.
CPPSEC3033A	Conduct interviews and take statements

#### **SPECIFIED ELECTIVE UNITS**

CPPSEC3012A	Store and protect information
CPPSEC3034A	Operate information gathering equipment
FNSMERC304B	Locate suspects.