

Communication Skills in the Security Industry

What you've told CPSISC

A large security employer in conversation with the Construction and Property Services Industry Skills Council (CPSISC)* about his workers:

“At the moment we're getting a lot of English as a second language applicants. The issue for us is that much communication is over the radio and when our guards are in a stress situation with offenders, their English gets worse. Then they have to do a written report on the incident, and their written English skills are very poor.”

And from a smaller security employer:

“Security workers often have low reading and writing skills, which don't get developed at home or at work. Their spelling is not the best and their computer skills are extremely poor. From the security perspective, where a lot of the work involves compiling reports and detailing full descriptions of incidents and so on, this has a huge impact both from the perspective of insurance and from being able to allocate the staff you need, based on the incidents that are reported.”

How CPSISC can help

CPSISC understand that managing the training needs of security personnel with low levels of education or from non-English speaking backgrounds can be difficult. Targeted support is critical if they are going to be able to upgrade their skills in order to work effectively, and understand and meet industry and regulator compliance requirements.

The Workplace English Language and Literacy Program (WELL) is a government program aimed at helping with workplace training where language, literacy or numeracy support is required. It funds accredited training for workers within your business that addresses skill or job needs alongside any literacy or numeracy needs a worker may have. The training can be tailored to your organisation's needs.

Some benefits are:

- 1 Increased productivity (e.g. improved writing and computer skills, which help improve the quality of online written incident reports and the time taken to complete them).
- 2 More effective communication (e.g. guards making themselves better understood over two-way radios in sometimes stressful conditions, or crowd controllers responding in a manner that is appropriate for the situation).
- 3 Improved occupational health and safety (e.g. all workers having a better understanding of workplace policy and procedures and a range of legislative requirements).
- 4 Better skilled and more confident employees (e.g. security monitoring service workers participating more effectively in reviews and debriefing processes relating to response effectiveness).

Who you could talk to

CPSISC has a dedicated Workplace Communication Project Officer (WELL broker), Karen Florent, who will work with your organisation to help you determine your training needs and apply for WELL funding. Please contact Karen on 02 6253 0002 or karen.florent@cpsisc.com.au.

Note: CPSISC represents the workforce training and development needs of the Construction and Property Services Industries. We are funded by the Australian Government to serve the construction and property services industries by identifying and meeting their training, skill and workforce development needs.

So if your business designs, builds, maintains, manages or protects Australian property we are your workforce skills development agency.