

Licence-linked qualifications used in the private security industry

Regulatory report



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Executive summary

This report sets out our work over the last 18 months in response to concerns about qualifications used in the private security industry. We found problems with some of the qualifications, and we explain here the actions we have taken as a result. We then set out what we will do next.

Over 300,000 people are employed in licensed roles in the UK's private security industry¹. Activities include security guarding, door supervision and public space surveillance are regulated by the Security Industry Authority (SIA). People who want to work in the industry have to get a licence to work, for which they need a qualification issued by an awarding organisation endorsed by the SIA.

In addition to Ofqual's requirements of awarding organisations offering such qualifications, the SIA has its own quality rules. Only those awarding organisations that have demonstrated the capacity and expertise to deliver to the industry may award licence-linked qualifications. The SIA also requires awarding organisations to implement strict rules that govern the delivery of qualifications, as well as setting requirements for the quality monitoring of assessment centres and the reporting and investigation of malpractice allegations.

There are good reasons to think that the qualifications in this sector are particularly at risk, and over the past 2 years there have been concerns raised about malpractice, including allegations broadcast by the BBC. Given the volume and importance of these qualifications, we took these concerns seriously. We investigated some specific concerns, and we examined how the awarding organisations delivering security qualifications manage the risks of malpractice. We found problems in some awarding organisations, which might have contributed to malpractice.

In particular, we found:

- that the arrangements that some awarding organisations had with the training providers (known as 'centres') that teach and assess learners were insufficient to control the risks. Some awarding organisations did not have written and enforceable agreements in place with all their centres
- evidence of assessment malpractice occurring in some centres

¹ Source, SIA licensing statistics: <http://www.sia.homeoffice.gov.uk/Pages/licensing-stats.aspx>. There are currently 369,000 licence holders. Some operatives hold more than one licence.

- inadequate responses by some awarding organisations when malpractice was discovered.

We took the following regulatory action:

- we required awarding organisations to tackle promptly inadequate centre controls where they were identified
- we required awarding organisations to address weaknesses we found in their approaches to the design, delivery and award of qualifications that threatened future non-compliance
- we required one awarding organisation that was at risk of taking action against students, without a sufficient investigation, to give us an undertaking that it would follow due process in its investigation and decision-making
- we directed one awarding organisation that had failed to properly investigate alleged malpractice at one of its centres, and had withdrawn qualifications unfairly, to reissue certificates where necessary, pending a proper investigation of the allegations, and to commission an expert review of its procedures for investigating malpractice.

We have planned a series of follow-up actions, which are set out in full in section 6 of this report. We will carry out further checks on awarding organisations' controls, including centre agreements. We have already discussed our findings with the SIA, and we will continue to do so, and in particular we will explore with them how we can strengthen controls and put in place systematic arrangements to share intelligence. We will also ask awarding organisations to work together on strengthening the risk management of security qualifications, and consider whether we need additional regulatory rules and guidance for this sector.

The SIA will also be doing a number of things to improve the quality of delivery of training in the sector. It will work with the awarding organisations in the development of a quality improvement plan for the sector that will address the concerns outlined in this report. The SIA is already changing its arrangements with awarding organisations to include more quality requirements. In addition, the SIA will ensure better sharing of data and provide more resource to support malpractice investigations.

More widely we will highlight the wider lessons from the findings in this report to all awarding organisations, and we will review whether there are other qualifications and sectors where there may be similar risks.

The private security industry

The private security industry protects people, property and premises. The SIA is the organisation responsible for regulating the industry in the UK. It was set up in 2001, and has 2 main duties. One is the compulsory licensing of individuals undertaking designated activities within the industry. The other is to manage a voluntary Approved Contractor Scheme. This ensures that private security operatives are 'fit and proper' persons who are properly trained and qualified to do their job. It covers the following areas:

- Manned guarding: cash and valuables in transit; close protection; door supervision; public space surveillance (CCTV) and security guarding
- Key holding
- Vehicle immobilisation (Northern Ireland only).

While most security staff work under contract through specialist firms, a considerable number are directly employed and a smaller number are self-employed. Security companies range in size from multi-national corporations to small local service providers. In October 2015 there were 376,500 active SIA licences in the private security industry, representing 326,100 individual licence holders².

In order to gain a licence (other than for key holding), a person needs to have a regulated qualification that meets the SIA's requirements. The SIA sets out detailed requirements of the qualification needed for a licence for each sector³, which are developed with the support of expert working groups. The SIA also sets requirements for awarding organisations and centres⁴, describing the sector competence and qualification requirements for trainers, the English language prerequisites for learners, and the learning and assessment environment. Centres delivering qualifications in this sector range in size from large general further education colleges to small private training providers, which often do not receive public funding.

The SIA reports that the impact of licensing has had a positive effect on the industry⁵. Before the SIA was established, there were a number of significant problems in parts of the industry, which compromised public protection. These

² Source – SIA Annual Review 2014-15 <http://www.sia.homeoffice.gov.uk/Documents/reviews/sia-annual-review-2014-15.pdf>

³ For example, the security guard specification is here:

http://www.sia.homeoffice.gov.uk/Documents/training/modules/sia_sg_specification.pdf

⁴ http://www.sia.homeoffice.gov.uk/Documents/training/modules/sia_specifications_intro.pdf

⁵ Source – SIA Annual Review 2014-15 <http://www.sia.homeoffice.gov.uk/Documents/reviews/sia-annual-review-2014-15.pdf>

included low standards, criminal behaviour and a lack of investment in training and staff development. Research undertaken into the impact of regulation on the industry indicates that licensing has had a positive effect: standards are higher and the public is better protected.

Licence-linked qualifications

Seven of the awarding organisations we regulate are endorsed by the SIA to offer so-called licence-linked qualifications:

- BIIAB
- City and Guilds of London Institute (City & Guilds)
- Highfield Awarding Body for Compliance (HABC)
- Industry Qualifications (IQ)
- Laser Learning Awards (LASER)⁶
- NOCN
- Pearson Education Ltd (Pearson)

The awarding organisations work together with the SIA to develop common units and arrangements for their qualifications, to ensure standardisation across the sector.

The current licence-linked qualifications are:

- Level 2 Award for Working as a Cash and Valuables in Transit Operative within the Private Security Industry
- Level 3 Certificate for Working as a Close Protection Operative within the Private Security Industry
- Level 2 Award for Working as a Door Supervisor within the Private Security Industry
- Level 2 Award for Upskilling a Door Supervisor Working within the Private Security Industry
- Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry

⁶ LASER Learning Awards use the brand Trident Awards in the security sector

- Level 2 Award for Working as a Security Officer within the Private Security Industry
- Level 2 Award for Working as a Vehicle Immobiliser within the Private Security Industry.

Learners are assessed for these qualifications, which meet specifications outlined by the SIA, after completing training delivered within the SIA's framework of rules. This includes mandatory contact time (between trainer and learners) for each qualification unit. Courses are normally delivered over 2 to 5 days, though the Level 3 Certificate for Working as a Close Protection Operative takes a minimum of 12 days (contact time between trainer and learners).

The qualifications are assessed predominately by multiple choice question papers, practical assessments and demonstrations. Multiple-choice tests are invigilated by the centre and marked by the awarding organisation, and learners pass by achieving at least 70% of the available marks. Practical assessment tasks and demonstrations are marked by the centre and moderated by the awarding organisation, and learners must successfully demonstrate all the learning requirements in order to pass. A full list of qualification structures and assessment methods is in Annex A.

Our regulatory requirements mean that awarding organisations have responsibility for the standard and integrity of their qualifications. In particular, where assessments are carried out and marked by centres, awarding organisations must put in place arrangements to monitor the assessments and make sure they are able to take action before issuing results if there are problems.

Numbers of qualifications awarded

The tables below show the number of certificates issued by awarding organisations for licence-linked qualifications⁷ in England between January 2015 and June 2016⁸.

Qualification	Number of certifications
Level 2 Award for Working as a Door Supervisor	63,082
Level 2 Award For Upskilling Door Supervisors	14,458
Level 2 Award for Working as a CCTV Operator (Public Space Surveillance)	12,247
Level 2 Award for Working as a Security Officer	5,034
Level 3 Certificate For Working as a Close Protection Operative within the Private Security Industry	2,356
Level 3 Award for Deliverers of Physical Intervention Training within the Private Security Industry⁹	338
Level 2 Award in Cash and Valuables in Transit	9
Level 2 Award for Working as a Vehicle Immobiliser within the Private Security Industry	3
Total	97,527

⁷ The qualifications displayed represent current licence-linked qualification titles available from January 2015. Previous qualifications (with different titles in similar disciplines with broadly consistent content) were used between 2011 and 2014. The certification data for January 2011 to June 2016 is included in Annex B.

⁸ Data source: <https://www.gov.uk/government/statistical-data-sets/vocational-qualifications-dataset>

⁹ Not a licence-linked qualification itself but a requirement for those delivering qualifications that include the Physical Intervention unit. See Appendices below.

The table below shows the number of certifications overall by awarding organisation.

Awarding organisation	Number of certifications
HABC	33,915
LASER	19,992
Pearson	16,875
IQ	13,432
NOCN	6,464
BIIAB	5,178
City & Guilds	1,671
Total	97,527

Further qualification statistics are set out in Annex B.

Our regulatory approach

Our aim is that the qualifications we regulate should be valid and that standards should be at the right level, so that the qualifications can be trusted. We are interested not only in the qualifications themselves but how they are used, by employers and others, and the impact they can have on the wider education and training system. Awarding organisations should understand the context within which their qualifications are used, and be able to manage any problems that arise.

We have a range of tools we can use to achieve our aims, starting with our General Conditions, which awarding organisations and their qualifications have to meet. It is for each awarding organisation to decide what qualifications to award, how to develop and deliver them, and to satisfy itself that they are of the right quality and standard. Awarding organisations are responsible for ensuring that they and their qualifications comply with the Conditions.

We require each awarding organisation to notify us when it has cause to believe that an event has occurred, or is likely to occur, which could have an adverse effect¹⁰. The awarding organisation must tell us what steps it has taken, or intends to take, to prevent, mitigate or correct any adverse effects.

Where we have reasons to think there may be problems with qualifications, we can look for evidence about whether or not our requirements have been met. We form regulatory opinions drawn from the evidence gathered.

Where we find evidence of non-compliance, and where there has been harm or a risk of harm to learners or others, we consider whether it is proportionate to take action. The document 'Taking Regulatory Action'¹¹ sets out the options if we decide to take formal regulatory action. These include directing an awarding organisation to take, or not to take, specified steps if it appears, on the evidence available to us, that the awarding organisation has failed or is likely to fail to comply with a Condition. We impose directions in order to try to secure compliance with the relevant Condition, or to prevent non-compliance. A direction is enforceable in the courts.

We will normally report publicly on the findings of regulatory work and the action we have taken. Our previous report, Spring Audits 2015¹², set out our approach in more detail.

¹⁰ Condition B3 Notification to Ofqual of certain events www.gov.uk/government/publications/general-conditions-of-recognition

¹¹ <https://www.gov.uk/government/publications/taking-regulatory-action>

¹² [Regulatory Report: Spring Audits 2015](#)

Our concerns about security qualifications

There were a number of reasons we judged that qualifications used in the private security industry were at risk:

- In common with other qualifications supporting a licence to work, they have a high value for students and centres, which means that there is an increased risk of assessment malpractice. Moreover, if malpractice occurs and leads to people getting the qualification who are not occupationally competent, there could be damage to standards in the private security industry and risks to public safety.
- The reliance on assessments done by and in centres, often without direct oversight by awarding organisations. Three awarding organisations use 'direct claims status' for security qualifications, which allows a centre to claim its learners' certificates when it is ready and satisfied that they have fully met the qualification criteria. The same, or similar, assessment materials are often used by different centres on different dates, which also creates risks.
- The lack of any inspection or check on centres whose courses are not publicly funded, other than checks organised by awarding organisations. While the SIA sets requirements for the conduct of teaching and learning, it does not directly quality assure training and centres. This means that the integrity of the system relies particularly heavily on the agreements between centres and the awarding organisation: agreements need to put in place appropriate checks and controls and be implemented effectively.
- The courses leading to security qualifications are relatively short, so provide limited opportunities for awarding organisations to carry out on-programme checks.

None of these features of security qualifications are particularly unusual – all of them can be found in qualifications used in other sectors. But it is relatively unusual to find them all in one sector, which is why we judge private security qualifications to be particularly risky.

Our judgements about risk are backed up by the intelligence we have about malpractice in the sector. The SIA gets an average of 50 malpractice allegations per year. Awarding organisations reported to us over 60 allegations of malpractice or maladministration for this industry between July 2013 and 30 October 2015, which is higher than for most other types of qualifications. In 30 cases, the resulting investigation led to the withdrawal of centres' approval to deliver qualifications. The SIA estimate that in this period, approximately 300 licences were withdrawn because of evidence of training malpractice. Approximately 200,000 qualifications will have been awarded in the same period.

Examples of cases reported to us by awarding organisations include:

- Very little assessment taking place at certain centres, but learners still being awarded qualifications
- Centre staff completing assessments, specifically test papers, on behalf of learners or giving out answers to test questions
- Centres using previously completed work and associated paperwork repeatedly, and then passing this off as 'original' when submitting evidence of assessments to an awarding organisation
- Individuals with only a basic (at best) command of English achieving qualifications, even though it is mandatory that assessments are conducted in English
- Trainers delivering courses without having the required trainer qualifications themselves or centres forging trainer details
- Centres using venues that are not fit for assessment purposes and that do not meet SIA and awarding organisation requirements. For instance, inappropriate seating arrangements that increase the risk of malpractice during assessments.

Given all the factors set above, we judge there is a risk of a significant level of further, undetected malpractice.

Our response to these concerns

In the light of the apparent sectoral risks and evidence of malpractice we tested the systems and controls of 6 of the 7 awarding organisations that offer licence-linked qualifications through audits carried out between July and September 2015¹³.

We checked compliance with the Conditions relating to malpractice and maladministration, arrangements with centres and third parties, reviewing their approach to qualifications, and moderation of assessments. We gathered evidence about each awarding organisation's resources and arrangements to see how they complied with the Conditions. And we reviewed particular qualifications offered by each organisation to see how their approach operated in practice.

We found evidence that most of the awarding organisations had missing centre agreements or gaps in the documentation that constituted those agreements¹⁴. This threatens an awarding organisation's ability to enforce its requirements of centres. In particular, it could have a detrimental impact on its ability to deal effectively with malpractice. We also identified some poor practice that put most awarding organisations at risk of future non-compliance.

As a result, we took the following regulatory action:

- We required awarding organisations to tackle promptly inadequate centre controls where they were identified. We subsequently received statements of assurance and supporting information from BIIAB, City & Guilds, NOCN and Pearson that satisfied us that these awarding organisations had a complete set of centre agreements. We also required LASER to provide evidence that it had rectified the absence of a centre agreement. More details about these audits are at Annex C.
- We required awarding organisations to address weaknesses we found in their approaches to the design, delivery and award of qualifications that threatened future non-compliance.
- We required LASER to give us an undertaking to carry out a rigorous investigation, where it had identified malpractice at a centre, before it revoked any results and certificates. LASER also undertook to review its approach to

¹³ IQ was not included in this programme because relevant evidence had been gathered through concurrent investigative work

¹⁴ HABC was the only awarding organisation that was initially able to demonstrate that it had sufficient resources and arrangements in place to comply with all the Conditions tested.

preventing and investigating malpractice, and its overall approach to its oversight of its centres.

- Separate from our audit work, we directed another awarding organisation, IQ, in light of alleged malpractice at one of its centres and its associated withdrawal of some qualifications. We required IQ to commission an expert review of its procedures for investigating malpractice and to reissue certificates where necessary, pending a proper investigation of the allegations.

What we will do next

We have dealt with, or are dealing with, the most immediate and serious problems we have found with the award of licence-linked qualifications in the private security industry. Nevertheless, this remains a high-risk sector and our audit found that most of the awarding organisations were at risk of future non-compliance. So we will continue to pay close attention to the sector, at least until we can be confident that the risks are being appropriately managed.

We will take the following actions, which we hope will lead to us being able to get substantially greater assurance about the validity of the qualifications in the sector.

1. We will carry out further checks to test awarding organisations' controls and quality assurance processes, where we saw specific risks - particularly where significant responsibility for delivering qualifications is delegated to centres.
2. We will carry out a planned programme of checks on centre agreements. Through this work, we will seek continued assurance that all awarding organisations have written and enforceable agreements in place for all of their centres. We will take further action if we find that this is not the case.
3. We will explore with the SIA how we can collectively strengthen controls over the delivery of training and assessments leading to licence-linked security qualifications.
4. We will ask the SIA to inform us when it provides intelligence to awarding organisations about possible malpractice or wrongdoing by individuals or centres. We may then require an awarding organisation to explicitly demonstrate how it has used this information, particularly where credible evidence suggests that a change in its approach to the development, delivery and award of qualifications is required.
5. We will ask the SIA to take account of our findings, both in this report and from any future regulatory activity, when reviewing and revising its requirements and contractual arrangements with awarding organisations whose qualifications it is endorsing.
6. We will ask awarding organisations to work together to establish and apply a set of robust and consistent industry standards or a code of conduct, as a means to strengthen their risk management and quality assurance approaches in this industry. Publication and consistent application of these standards should lead to a reduction in risk and increased public confidence in security qualifications.

7. Where evidence suggests that more detailed and specific regulation may be required, we will consider whether we need to consult on changes or provide additional guidance.
8. More widely, we believe that some of our findings relating to security qualifications may also apply to other qualifications, so we will draw our concerns and conclusions to the attention of all awarding organisations, including through publication of this report. In particular, the potential consequences of withdrawing an award once it has been made highlights the importance of awarding organisations ensuring that they only award a qualification where they are satisfied that the particular learner has demonstrated the necessary standard during assessments conducted under the right conditions, in accordance with our regulations.
9. Given what we have learnt about the factors that create risks to qualifications used in the private security industry, we will review whether other sectors and qualifications exhibiting similar factors may also be at risk, and if so what action we should take.

Annex A: Regulated qualifications used by the SIA for licensing purposes

<p>Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) within the Private Security Industry</p>	<p>The qualification comprises 3 mandatory units:</p> <p>Unit 1 - Working within the Private Security Industry. 40 question multiple-choice examination paper. Pass: 70% or above.</p> <p>Unit 2 - Working as a CCTV Operator within the Private Security Industry. 40 question multiple-choice examination paper. Pass: 70% or above</p> <p>Unit 3 - Practical Operation of CCTV Equipment within the Private Security Industry. Externally set and internally marked practical assessment. Externally quality assured. The learner must achieve all learning outcomes</p> <p>32 guided learning hours</p>
<p>Level 2 Award for Working as a Cash and Valuables in Transit Operative within the Private Security Industry</p>	<p>The qualification comprises 2 mandatory units:</p> <p>Unit 1 – Introduction to the Cash and Valuables in Transit Industry. 40 question multiple-choice examination paper. Pass: 70% or above</p> <p>Unit 2 – Working as a Cash and Valuables in Transit Operative within the Private Security Industry. 40 question multiple-choice examination paper. Pass: 70% or above.</p> <p>28 guided learning hours</p>
<p>Level 2 Award for Working as a Door Supervisor within the Private Security Industry</p>	<p>The qualification comprises 4 mandatory units:</p> <p>Unit 1 – Working within the Private Security Industry. 40 question multiple-choice examination paper. Pass: 70% or above.</p> <p>Unit 2 – Working as a Door Supervisor within the Private Security Industry. 45 question multiple-choice examination paper. Pass: 70% or above.</p>

	<p>Unit 3 – Conflict Management within the Private Security Industry. 20 question multiple-choice examination paper. Pass: 70% or above</p> <p>Unit 4 – Physical Intervention Skills within the Private Security Industry. Externally set and internally marked practical assessment. Externally quality assured. The learner must achieve all learning outcomes. Plus, externally set and externally marked or verified knowledge assessment combining multiple-choice and/or short answer questions. The learner must pass all the assessment criteria.</p> <p>45 guided learning hours</p>
<p>Level 2 Award for Working as a Security Officer</p>	<p>The qualification comprises 3 mandatory units:</p> <p>Unit 1 – Working within the Private Security Industry. 40 question multiple-choice examination paper. Pass: 70% or above</p> <p>Unit 2 – Working as a Security Officer within the Private Security Industry. 40 question multiple-choice examination paper. Pass: 70% or above.</p> <p>Unit 3 – Conflict Management within the Private Security Industry. 20 question multiple-choice examination paper. Pass: 70% or above</p> <p>28 guided learning hours</p>
<p>Level 2 Award for Upskilling a Door Supervisor Working within the Private Security Industry</p>	<p>The qualification comprises 2 mandatory units:</p> <p>Unit 1 – Physical Intervention Skills within the Private Security Industry. Externally set and internally marked practical assessment. Externally quality assured. The learner must achieve all learning outcomes. Plus, externally set and externally marked or verified knowledge assessment combining multiple-choice and/or short answer questions. The learner must pass all the assessment criteria.</p> <p>Unit 2 – Safety Awareness for Door Supervisors within the Private Security Industry. 15 question multiple-choice</p>

	<p>examination paper. Pass: 70% or above. 18 guided learning hours</p>
<p>Level 2 Award for Working as a Vehicle Immobiliser within the Private Security Industry</p>	<p>The qualification comprises 3 mandatory units:</p> <p>Unit 1 – Working as a Vehicle Immobiliser within the Private Security Industry. Externally set, internally marked, externally verified assignments. The learner must achieve all learning outcomes.</p> <p>Unit 2 – Working within the Private Security Industry. 40-question multiple-choice examination paper. Pass: 70% or above</p> <p>Unit 3 – Conflict Management within the Private Security Industry. 20-question multiple-choice examination paper. Pass: 70% or above</p> <p>27 guided learning hours</p>
<p>Level 3 Certificate for Working as a Close Protection Operative within the Private Security Industry</p>	<p>The qualification comprises 3 mandatory units:</p> <p>Unit 1 – Working as a Close Protection Operative. Internally or externally set, internally marked and externally quality-assured assignments and practical tasks. The practical task passed by demonstrating 100% achievement.</p> <p>Unit 2 – Planning, Preparing and Supporting a Close Protection Operative. Assessment as Unit 1.</p> <p>Unit 3 – Conflict Management within the Private Security Industry. 20-question multiple-choice examination paper. Pass: 70% or above.</p> <p>140 guided learning hours</p>

Trainers involved in the delivery of licence-linked qualifications

All trainers seeking to deliver these qualifications in England must have achieved either a Level 3 Award in Education and Training, which is regulated by Ofqual or validated by a higher education institute or equivalent. Examples include:

- PTLLS, CTLLS or DTLLS
- Certificate in Education
- Post Graduate Certificate in Education
- Professional Graduate Diploma in Education (PGDE).

Trainers delivering scenario-based conflict management training for licence-linked qualifications must also hold a Delivery of Conflict Management Training qualification, at Level 3 or above.

Trainers delivering physical intervention skills training for the door supervisor licence-linked qualifications must also hold a Level 3 Award for Deliverers of Physical Intervention Training within the Private Security Industry, as well as a current certificate (updated annually) from an SIA-approved Level 3 programme provider. This confirms the trainer's ability to deliver the skills in the SIA-approved Level 2 Physical Intervention programme.

Annex B: Qualification certifications in England (2011 to 2015)

The tables below show the number of certificates issued by awarding organisations for licence-linked qualifications¹⁵ in England between January 2011 and June 2016¹⁶.

Qualification	Number of certifications
Level 2 Award for Working as a Door Supervisor	306,998
Level 2 Award for Working as a CCTV Operator (Public Space Surveillance)	61,583
Level 2 Award For Upskilling Door Supervisors	51,587
Level 2 Award for Working as a Security Officer	34,082
Level 3 Certificate For Working as a Close Protection Operative within the Private Security Industry	12,665
Level 2 Award in Cash and Valuables in Transit	3,529
Level 3 Award for Deliverers of Physical Intervention Training within the Private Security Industry ¹⁷	2,107
Level 2 Award for Working as a Vehicle Immobiliser within the Private Security Industry	301
Total	472,852

¹⁵ The qualification titles displayed represent current licence-linked qualification titles. In certain cases, (Working as a Security Officer; Working as a Door Supervisor and Working as a CCTV Operator), the data amalgamate different qualification titles in the same discipline. This reflects changes in qualification titles where the content remains broadly consistent.

¹⁶ Data source: <https://www.gov.uk/government/statistical-data-sets/vocational-qualifications-dataset>

¹⁷ Not a licence-linked qualification itself but a requirement for those delivering qualifications that include the Physical Intervention unit. See Appendices below.

The table below shows the number of certifications overall by awarding organisation.

Awarding organisation	Number of certifications
HABC	195,370
Pearson	128,396
IQ	38,803
NOCN	35,319
LASER	38,127
BIIAB	26,424
City & Guilds	10,413
Total	472,852

Level 2 Award for Working as a Door Supervisor within the Private Security Industry	Number of certifications
HABC	129,497
Pearson	84,900
LASER	30,265
IQ	23,724
BIIAB	19,563
NOCN	14,281
City & Guilds	4,768
Total	306,998

Licence-linked qualifications used in the private security industry

Level 2 Award for Working as a CCTV Operator (Public Space Surveillance)	Number of certifications
HABC	26,655
Pearson	16,616
NOCN	6,387
IQ	5,179
LASER	4,624
BIIAB	1,538
City & Guilds	584
Total	61,583

Level 2 Award For Upskilling Door Supervisors	Number of certifications
HABC	25,448
Pearson	8,835
IQ	6,495
NOCN	4,028
BIIAB	3,602
LASER	3,046
City & Guilds	133
Total	51,587

Licence-linked qualifications used in the private security industry

Level 2 Award for Working as a Security Officer within the Private Security Industry	Number of certifications
HABC	10,565
Pearson	9,867
NOCN	6,715
City & Guilds	3,037
BIIAB	1,721
IQ	1,995
LASER	182
Total	34,082

Level 3 Certificate For Working as a Close Protection Operative within the Private Security Industry	Number of certifications
Pearson	6,918
HABC	2,847
City & Guilds	1,637
IQ	1,263
Total	12,665

Level 2 Award in Cash and Valuables in Transit	Number of certifications
NOCN	3,519
LASER	10
Total	3,529

Licence-linked qualifications used in the private security industry

Level 3 Award for Deliverers of Physical Intervention Training within the Private Security Industry	Number of certifications
Pearson	959
NOCN	389
HABC	358
City & Guilds	254
IQ	147
Total	2,107

Level 2 Award for Working as a Vehicle Immobiliser within the Private Security Industry	Number of certifications
Pearson	301

Annex C: Details of our audit findings against each of the Conditions

Malpractice and maladministration (Condition A8)

We found the following evidence that indicated compliance:

- Examples of approaches in place that appeared capable of enabling the awarding organisation to meet the requirements of this Condition
- Examples of awarding organisations carrying out unannounced visits and/or more frequent announced visits to particular centres, and carrying out mystery shopper activities.

However, we identified some poor practice:

- Examples of approaches, which might otherwise have been capable of enabling the awarding organisation to meet the requirements of this Condition, being negated because of missing written and enforceable centre agreements. This highlights where poor practice in a separate Condition (in this case C1) could have a detrimental impact on others (including Condition A8).
- An example of an awarding organisation not applying a sanction where the centre concerned did not have a malpractice policy, as required by that awarding organisation's procedures.

Arrangements with third parties and arrangements with centres (Conditions C1 and C2)

We found the following evidence that indicated compliance:

- Examples of approaches in place that appeared capable of enabling the awarding organisation to meet the requirements of these Conditions
- Examples of awarding organisations being able to demonstrate approaches used to consider granting approval to a centre, in order for that centre to then deliver licence-linked qualifications
- Examples of awarding organisations being able to demonstrate approaches for monitoring and quality assuring those parts of the delivery of licence-linked qualifications that are undertaken by centres.

However, we identified some poor practice:

- Four awarding organisations could not demonstrate that they had written and enforceable agreements in place for all approved centres

- Two examples of centres being granted approval despite centre policies, required as part of the approval process, missing from those centres' records.

Reviewing approach (Condition D3)

We found the following evidence that indicated compliance:

- Examples of approaches in place that appeared capable of enabling the awarding organisation to meet the requirements of these Conditions
- Awarding organisations having due regard to information provided by the SIA.

Moderation where an assessment is marked by a centre (Condition H2)

We found the following evidence that indicated compliance:

- Examples of approaches in place that appeared capable of enabling the awarding organisation to meet the requirements of these Conditions.

However, we identified some poor practice:

- An example of an awarding organisation not sampling assessments in line with criteria as set out in its quality assurance documentation.

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Spring Place
Coventry Business Park
Herald Avenue
Coventry CV5 6UB

Telephone 0300 303 3344

Textphone 0300 303 3345

Helpline 0300 303 3346