

Loud and Clear!

Strategic response to communication issues in the security industry

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Finding security workers with the right skills who can apply those skills on the job is not easy. We know that a critical skill needed in the security industry is to communicate – verbally and in writing. Yet many security workers struggle with the speaking, listening and reporting demands of the job.

The government has funded the Construction and Property Services Industry Skills Council (CPSISC)¹ to work alongside regulators, employers and providers towards building a strategy to improve security workers' communication skills.

Employer forum 16 June 2014 Sydney

The first step in this body of work is for invited security employers to attend a forum on 16 June 2014 in Sydney to:

- confirm exactly what they consider to be the essential speaking, listening, reading and writing ('LLN') skills for a Certificate II security worker
- contribute to a strategic approach to building those skills.

Employer and provider forums 3 July 2014 Perth

The second step will be to hold two further forums on 3 July 2014 in Perth – one for security employers and one for security providers to identify activities that will help implement the strategic approach.

Capability building forum August 2014 Melbourne

Once the activities have been identified in July, capability building opportunities aimed at helping the strategy to become self-sustaining will be trialled at August forums in Melbourne.

Information to support strategy roll-out Aug–Sep 2014

Information and tools identified in the course of the project forums will be disseminated to support the strategy roll-out.

For more information or to get involved in the project

While some of the key components of this project will be achieved at face-to-face forums hosted by regulators in various states, we welcome input from any interested stakeholders.

Through ongoing email communication such as this bulletin we will seek input from a range of people in a range of locations.

To be involved in this important piece of work or to find out more information, please contact the **CPSISC project manager Joan Whelan (joan.whelan@cpsisc.com.au)** or the **project coordinator Jana Scomazzon (03 9532 8809; jana@ltg.net.au)**.

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