ACS Assessor Guidance Note

Self Assessment Workbook

Changes Effective 1 January 2013

Introduction

The main aim of the SIA Approved Contractor Scheme is to *'protect the public and to maintain and improve standards within the industry'*. By raising the bar and making significant enhancements and clarifications to the ACS standard have been a key method of raising standards amongst approved contractors since the scheme was launched in 2006.

The 2010 annual review of the SIA Approved Contractor Scheme (ACS) recommended that we "announce the intention to make significant changes to ACS requirements for training and consult widely on implementation."

This recommendation was made in response to the finding that licence-linked training and competency requirements had not gone as far in raising standards as was envisaged by some of the industry. It was generally understood that there remained the opportunity to achieve something more ambitious in terms of training and competency of staff by adjusting ACS requirements. A sub-group of the ACS strategy and Standards Group was convened and asked to consider the current ACS requirements and make proposals for change.

These changes have been implemented after significant consultation on the proposals, undertaken throughout 2012. The maximum score available has subsequently increased by five to 173.

Instructions for Assessment

The new requirements will be introduced for all assessments undertaken on or after 01 January 2013. Between 01 January and 31 March assessors will assess against the new requirements but non-conformance will be raised as improvement options.

During the transition period (1 January to 31 March) assessors should note any issues with interpretation and implementation of the changes and report them to their assessing body, who will refer them on to us.

From 01 April 2013 the changes will become mandatory and assessors should treat all non-conformance with improvement needs.

Reverification Assessments

To ensure consistency across all approved contractors, reverification assessments taking place between 01 January 2013 and 31 December 2013 will need to include verification of the following indicators: 2.3.2, 6.2.4 and 6.3.2 (as well as the mandatory reverification indicators)

The timetable for implementation has been determined as below.

March 2012	Consult Assessing Bodies and ACS Strategy and Standards Group
End March 2012	Deadline for final Strategy and Standards Group and initial Assessing Body feedback
April- June 2012	Web based consultation begins
Autumn 2012	Communication at forums
01 January 2013	Introduce changes
01 April 2013	Changes become mandatory

2.3	An SIA Approved Contractor can demonstrate that it has processes in place to identify customer needs			
2.3.2	There is an awareness of the impact of service delivery on consumers at all levels of the organisation.			
			Required Achievement Level	
The impact of service delivery on consumers (the wider public affected by the security service) is not considered by the organisation.	The impact of service delivery on consumers is discussed when there has been a complaint or adverse publicity concerning the sector.	The impact of service delivery on consumers is discussed at a senior management level at regular intervals. All employees are aware of the impact of service delivery on consumers and, where appropriate, their role in protecting the public.	The role of protecting the public is discussed throughout the organisation and forms part of discussions with the customer. All employees are trained in: • their role in protecting the public • how this interfaces with the police and with other authorities	← **All aspects of the previous column plus:** There are procedures in place to monitor this awareness that are fully implemented.

The achievement level changes from box 3 to box 4.

This will affect all organisations currently scoring zero (currently box 3).

Those organisations will have to meet the new achievement level by 1 April 2013.

6.1	An SIA Approved Contractor can demonstrate that it manages its human resources through clear policies and procedures.				
6.1.2	Defined employee training, development and improvement policy and procedures are in place, implemented and communicated.				
	Required Achievement Level				
PSIA licensing training is the only training that takes place.	There is a training and development policy with supporting procedures that covers company and assignment-specific training as well as training required for an SIA licence. The procedures are implemented for employees requiring an SIA licence. These employees are aware of the policies and procedures.	← **All aspects of the previous column plus:** There are well defined training, development and improvement policies and supporting procedures in place. They apply to all employees and are fully implemented. All employees are aware of the policies and procedures. There are procedures in place to monitor extent of implementation and employee awareness.	← **All aspects of the previous column plus:** **The training and development policy and procedures are regularly reviewed for relevance and completeness.** **Managers and supervisors are supportive of releasing frontline licensable staff for required training.** **All internal and external trainers are suitably qualified.**	← **All aspects of the previous column plus:** **The organisation sets aside a specific budget for the training and development of frontline licensable employees.** **Customers and/or other stakeholders are consulted on the content of training.**	

New content for Boxes 4 and 5 will be added. This will increase the maximum available score.

6.2	**An SIA Approved Contractor can demonstrate that it trains and develops its people to deliver customer satisfaction and added value, to an agreed standard.**			
6.2.2	All employees are trained to the required standard			
	Required Achievement Level			
Employees who require an SIA licence have received and passed the necessary training as defined by the relevant training specifications.	← **All aspects of the previous column plus:** All employees requiring an SIA front-line licence are given appropriate additional job training. All other employees are given adequate job training. Training is given on the use of any equipment that is required to fulfil each role. Subject specific modules relating to a role are also given.	← **All aspects of the previous column plus:** There is ongoing assessment of training needs which are addressed. All staff holding a door supervisor licence have taken the SIA licence-linked physical intervention training module. **The organisation has an annual refresher training programme. All staff receive at least some training annually.**	← **All aspects of the previous column plus:** The effectiveness of all training is evaluated on an ongoing basis.	← **All aspects of the previous column plus:** **Frontline licensable employees are consulted on the availability and content of training programmes.** **Feedback from employees is used to plan and implement improvements to training.**

Additional new content added to Box 3.

This will affect all organisations scoring **above** zero for this indicator who will have to implement the new content by 1 April 2013

New content added to Box 5.

This will increase the maximum available score.

6.2	An SIA Approved Contractor can demonstrate that it trains and develops its people to deliver customer satisfaction and added value, to an agreed standard.			
6.2.4	The organisation ensures that minimum competence of employees is maintained.			
Required Achievement Level				
Upon recruitment of frontline licensable employees, the organisation conducts a skills assessment to identify their immediate training needs. Where new frontline licensable employees are employed with a pre-existing licence- linked qualification, the organisation tests the employee's competence in the licence linked training.	← All aspects of the previous column plus: The organisation tests frontline licensable employee's knowledge of the relevant licence- linked training at least annually.	← All aspects of the previous column plus The organisation ensures that refresher training on the licence linked qualification is given to frontline staff at least annually.	← All aspects of the previous column plus: All relevant managers have undertaken licence linked training (or equivalent) in at least one sector <u>or</u> a recognised security management qualification.	← All aspects of the previous column plus: The organisation contributes to the development of the core competencies/national occupational standards for the licensable sectors within which it operates.

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Here we have introduced completely new content across the whole indicator. The previous content of 6.2.4 was often criticised for not adding value. It will now be entirely replaced with the content above.

This will affect all approved contractors, who will have to self-assess against the new indicator and meet at least the required achievement level by 1 April 2013

6.3	An SIA Approved Contractor can demonstrate that its people are provided with appropriate benefits and welfare arrangements.				
6.3.2	A pensions policy exists which is implemented and communicated.				
	Required Achievement Level				
There is no workplace pension scheme in place and the organisation is unaware of its responsibilities under auto-enrolment.	**The organisation offers a workplace pension scheme (stakeholder or company pension) AND/OR is aware of and preparing for auto-enrolment.** **Employees are encouraged to seek advice relating to how membership of the scheme and/or auto-enrolment correlates with the level of state pension.**	← **All aspects of the previous column plus:** **Where not currently required to auto-enrol, the organisation is continuing to provide a workplace pension scheme (company or stakeholder) in advance of their staging date for auto-enrolment.** The organisation facilitates the availability of expert advice relating to pension arrangements.	← **All aspects of the previous column plus:** There is a workplace pension scheme in place to which the employer contributes, at least matching employee contributions. It is open to all employees.	← **All aspects of the previous column plus:** The employer provides a defined benefit occupational pension scheme open to all employees.

Requirements change for 2013

Good practice change for 2013

Here we have changed 6.3.2 to reflect recent pensions reform. **This will affect all approved contractors.**

6.4	An SIA Approved Contractor can demonstrate an appraisal and development system that encourages its employees to improve themselves.				
6.4.2	Self learning and improvement is encouraged.				
		Required Achievement Level			
Self learning and improvement are not encouraged or supported.	Employees are encouraged to undertake relevant/specialist training. Requests from employees are supported where possible.	← **All aspects of the previous column plus:** Recognised formal qualifications in their chosen relevant disciplines based on national occupational standards are encouraged with all employees. Employees are aware of the opportunities available to them.	← **All aspects of the previous column plus:** Self learning and development outside of their chosen relevant disciplines are also encouraged. Assistance with learning activities is offered.	← **All aspects of the previous column plus:** Companies provide paid time off for all job-related training. **The organisation funds the membership of relevant professional bodies and professional certification fees.**

Additional new content added to Box 5.

This will only affect organisations scoring plus 2 (box 5) for this indicator, who will have to implement the new requirement by 1 April 2013

7.1	An SIA Approved Contractor can demonstrate that the leaders have the knowledge and ability to lead from the front.				
7.1.1	Leaders can demonstrate, relevant to sector, knowledge of the legislative framework, working practices and industry standards/codes of practice.				
	Required Achievement Level				
Leaders have some knowledge of the legislative framework, working practice and industry standards/codes of practice for the sector.	Leaders have an appropriate knowledge of the legislative framework, working practice and industry standards/codes of practice for their sector and role within the organisation. They can apply this knowledge to their organisation.	← **All aspects of the previous column plus:** They actively seek information or advice to ensure they are working to the most current and up to date legislation, working practice and industry standards and/or codes of practice for the sector.	← **All aspects of the previous column plus:** The senior leaders of the organisation are involved in the review and update of working practices and industry standards/code of practice for their sector.	← **All aspects of the previous column plus:** **The senior leaders of the organisation have a recognised qualification in a relevant discipline.**

New content will be added to Box 5.

This will increase the maximum available score.

Summary of changes to 2013 ACS Workbook

Indicator	Category of change	Detail	Reasoning
2.3.2*	Requirements raised	Achievement level increased from box 3 to box 4	Raising standards in training and competence
6.1.2	Good practice added	New content added to boxes 4 and 5	Raising standards in training and competence
6.2.2	Good practice added	New content added to boxes 3 and 5	Raising standards in training and competence
6.2.4*	New indicator	Brand new content introduced	Raising standards in training and competence
6.3.2*	Requirements change	Requirements changed to reflect pensions reform	Legislative change
6.4.2	Good practice added	New content added to box 5	Raising standards in training and competence
7.1.1	Good practice raised	New content added to box 5	Raising standards in training and competence

denotes indicators that must be verified at reverification