31 January 2023

RECOMMENDATIONS OF THE SECURITY TRIPARTITE CLUSTER ON ENHANCED TRAINING REQUIREMENTS FOR THE SECURITY INDUSTRY

1. OBJECTIVE

1.1 This report sets out the recommendations of the Security Tripartite Cluster (STC) on enhanced training requirements under the Progressive Wage Model (PWM) for the security industry.

1.2 The members of the STC are listed in Annex A.

2. BACKGROUND

2.1 The PWM for the security industry was developed by the STC in 2014 and sets out a clear pathway to raise wages, skills and productivity of the industry. It was implemented as a licensing condition under the Police Licensing and Regulatory Department's (PLRD) licensing regime for private security agencies from 1 September 2016. All licensed security agencies must train and pay all resident[1] security officers in accordance with the PWM requirements for their corresponding job roles.

2.2 In November 2017, the STC recommended the removal of overtime exemption (OTE)[2] for the security industry from January 2021 after monitoring industry movements, changes in shift patterns and streamlining of manpower requirements with the PWM implementation. The removal of OTE was a major step in improving the working conditions of security officers by reducing excessive overtime hours which was common in the private security industry.

2.3 The STC also recommended a six-year schedule of wage increases till 31 December 2024, whereby the wages from 2022 to 2024 were subject to review. The STC subsequently conducted a wage review and released its recommendations in November 2021 to set out the PWM Wage Ladder till 2028.

2.4 In support of the Security Industry Transformation Map (ITM)[3], which aims to transform the industry from a manpower-intensive model to one that integrates skilled manpower and technology to deliver higher quality security services, the STC has also conducted regular reviews on the PWM training and emplacement requirements. This ensures the security workforce can remain relevant and effective in support of the industry's continued push for technology adoption and more

[1] Refers to Singapore Citizens and Permanent Residents

[2] Prior to 1 Jan 2021, security agencies could apply for an overtime exemption with the Ministry of Manpower if they needed security officers to work above the 72-hour limit on overtime hours a month set out under Part 4 of the Employment Act to meet operational needs.

[3] The ITM is led by the Ministry of Home Affairs (MHA), with support from tripartite partners. It was launched in February 2018 and recently refreshed in November 2022. More information on the Security ITM can be found at www.mha.gov.sg/security-itm.

optimised processes. The last review concluded in a set of recommendations released in November 2018.

2.5 Full details of the previous STC recommendations, which were accepted by the Government, are available at www.ntuc.org.sg/tripartiteguidelines.

3. PWM SKILLS LADDER – ENHANCED TRAINING REQUIREMENTS FOR SECURITY OFFICERS AND SENIOR SECURITY OFFICERS

3.1 As the security industry continues to evolve with technological advancements, the security workforce would need to keep pace with industry transformation and be equipped with additional skillsets to deliver better security outcomes. Under the ambit of the Security ITM Tripartite Committee (SITC), a Skills Workgroup[4] was convened to identify emerging skillsets and competencies to ensure the security workforce keeps pace with technology adoption as part of industry transformation.

3.2 The STC supports the recommendations by SITC to place a stronger emphasis on technology-related competencies as well as public engagement and conflict management skills in the Security PWM Skills Ladder. The STC concurs with SITC that mandatory training requirements for the ranks of Security Officer (SO) and Senior Security Officer (SSO) should equip them with the requisite skillsets to handle more complex security functions and better protect themselves if faced with challenges on the ground.

3.3 The STC endorses the updated list of Workforce Skills Qualification (WSQ) training modules recommended by the Skills Workgroup in close consultation with the industry stakeholders, to be implemented from 1 January 2024. This will ensure that security officers keep abreast of the latest technology being introduced at their deployment sites, enabling them to stay relevant as well as to facilitate their career progression.

3.4 For the SO rank, the STC supports the recommendation of one additional WSQ module of Technical Skill & Competency (TSC) Access Control Management (Operate Basic Security Equipment – OBSE) to be incorporated into the existing Basic Licensing Units (BLUs)[5]. Officers will acquire a total of four (4) Statements of Attainment (SOA) upon completion of the enhanced BLU training.

3.5 The other existing BLU – TSC Incident Response (Handle Security Incidents and Services) should be enhanced to help our officers manage disorderly behaviour and understand the enhanced protections accorded to security officers under the Private Security Industry Act (PSIA)[6].

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[4] The SITC is a tripartite committee supporting the implementation, monitoring and review of the key initiatives of the Security ITM. The Skills Workgroup is led by the Singapore Police Force's Centre for Protective Security (CPS) and consists of representatives from the labour movement, security agencies, and government agencies.

[5] TSC Access Control Management OBSE is an existing mandatory module for officers who wish to promote to the rank of SSO.

[6] In October 2021, MHA amended the PSIA to enhance protections for all security officers. New offences addressing the common types of abuse and harassment were introduced, with penalties pegged higher than if they were committed against general members of the public. The amendments have been in force since May 2022.

3.6 For the SSO rank, a new WSQ module of TSC Security Surveillance Management (Perform Remote Surveillance Function) will be introduced to enhance officers' technology-related competencies and enable them to operate security software and equipment to perform remote access surveillance. Such software and equipment are increasingly prevalent at various buildings and facilities, and it is imperative that they are familiar and equipped to operate them.

3.7 The STC is cognisant that the industry will require time to send their officers for the required training. Hence, the STC recommends that any changes to training duration be kept to a minimal and a phased approach be adopted for the industry to comply with the enhanced training requirements, as follows:

Rank of SO

a) New SOs
- All new SOs will need to complete the enhanced BLUs from 1 January 2024.

b) Existing SOs
- All existing SOs are required to attain the additional SOA on TSC Access Control Management (OBSE) by 31 December 2025.
- Existing SOs may consider the Assessment Only Pathway (AOP) of two hours to attain the new SOA on TSC Access Control Management (OBSE).

c) Promoting SOs
- From 1 January 2024, SOs being promoted to the rank of SSOs are required to attain the additional SOAs on TSC Access Control Management (OBSE) and TSC Security Surveillance Management (Perform Remote Surveillance Function).

Rank of SSO

a) Existing SSOs
- All existing SSOs are required to attain the additional SOA on TSC Security Surveillance Management (Perform Remote Surveillance Function) by 31 December 2025.

b) Promoting SSOs
- From 1 January 2024, SSOs being promoted to the rank of Security Supervisor (SS) will be required to attain the additional SOA on TSC Security Surveillance Management (Perform Remote Surveillance Function).

3.8 The PWM Skills Ladder is applicable to all security officers licensed by PLRD under the PSIA.

3.9 Please refer to Annex B for more details.

4. CONCLUSION

4.1. The private security industry plays an important role in keeping Singapore safe and secure. The STC encourages security agencies to accelerate the pace of industry

transformation by increasing the use of technology and exploring job re-design or other innovative ways to improve productivity and service outcomes. It is important for security agencies to invest in capability-building efforts so that their security personnel are equipped with the right skillsets to support their business transformation.

4.2. The STC also strongly encourages Service Buyers to adopt outcome-based contracting (OBC)[7] instead of headcount-based contracting. They are encouraged to include security risk assessments in the tender specifications and place higher weightage in their evaluation criteria for the provision of technology-enabled solutions and work processes that can raise productivity. Doing so will allow Service Providers to deliver more productive solutions that integrate manpower and technology and in turn, allow security officers to deliver better service outcomes. Service Buyers should adopt fair and progressive procurement practices and refrain from imposing disproportionate liquidated damages without basis or justification.

4.3. The STC also urges Service Buyers to review their security requirements and ensure that the deployment of officers is pegged at the appropriate ranks. They are advised to understand the training and deployment requirements within PWM and should take note of the specific job functions of each rank and exercise reasonableness in negotiating their security services contracts should there be any adjustments to their security requirements. It is important for Service Buyers and Service Providers to develop mutual trust through open communication and frequent dialogues to achieve win-win outcomes.

4.4. With a better skilled security workforce, the STC is confident that the security industry will continue to transform, achieve higher productivity and deliver better security outcomes. All stakeholders will then reap the benefits of a safer Singapore.

~ End ~

[7] Service buyers may wish to refer to the one-stop OBC resource portal launched by the Singapore Police Force's Centre for Protective Security (CPS). The portal contains useful information for both Service Buyers and Service Providers including MHA's *Guide on Outcome-Based Security Contracts* and OBC templates.

ANNEX A: SECURITY TRIPARTITE CLUSTER (STC) FOR THE TERM FROM NOVEMBER 2022 TO NOVEMBER 2024

	Organisation	Name/Designation
Chair	National Trades Union Congress	Mr Zainal Sapari, Assistant Director-General Concurrently Director, U Care Centre
Co-Chair	Singapore National Employers Federation	Mr Jeffrey Chua, SNEF Representative Concurrently Advisor, AAARYA Business College
Labour Movement	Union of Security Employees	Mr Raymond Chin Ming Jie, General Secretary
	Union of Security Employees	Mr Steve Tan Peng Hoe, Executive Secretary
	Food, Drinks and Allied Workers Union	Ms Toh Hwee Tin, Executive Secretary
	Attractions, Resorts and Entertainment Union	Mr Hassan Bin Abdullah, President
Associations / Firms (representing employers)	Security Association Singapore (SAS)	Mr Raj Joshua Thomas, President
	Association of Certified Security Agencies (ACSA)	Mr William Seak Chee Seng, President Concurrently Director, JC Secure Pte Ltd
	Certis Cisco	Mr Ng Boon Gay, Deputy Chief Executive, Singapore (Operations)
	AETOS	Ms Irene Tan Lai Yee, Vice President, HR
	Singapore Hotel Association	Ms Yasmin Akhtar, Member Concurrently Director of Talent & Culture, RC Hotels (Pte) Ltd
Service Buyers	Singapore International Facility Management Association (SIFMA)	Mr Hansen Tan, Chairman, Sustainability Development Concurrently Executive Director, Chambers Property Management Services Pte Ltd
	Real Estate Developers' Association of Singapore (REDAS)	Mr Lee Liang Huat, REDAS Representative Concurrently Chief Operating Officer, CBM Pte Ltd
Government	Ministry of Manpower	Mr Lee Chung Wei, Divisional Director, Workplace Policy and Strategy Division
	Ministry of Manpower	Mr Tan Fang Qun, Director, Employment Standards Enforcement Department, Labour Relations and Workplaces Division
	Ministry of Home Affairs	Mr Harris Rusdi Chai, Director, Security Policy Directorate, Joint Operations Group
	Singapore Police Force Police Licensing & Regulatory Department (PLRD)	Mr Jarrod Pereira, Director, PLRD
	Singapore Police Force Centre for Protective Security (CPS)	Mr Andy Tan, Director, CPS
	SkillsFuture Singapore	Ms Loh Gek Khim, Director, Industry Development Division 1

ANNEX B: UPDATED LIST OF WSQ TRAINING MODULES ENDORSED BY STC

Applicable to Security Officer				
TSC Title	**Course Title**	**Proficiency Level**	**TSC Code**	**PWM Training Requirements**
Guard and Patrol	Provide Guard and Patrol Services and Operate Basic Security Equipment [new]	1	SEC-SOP-1007-1.1	Mandatory BLUs (Total of 4 SOAs will be awarded)
Access Control Management		2	SEC-TEM-2001-1.1	
Incident Response	Handle Security Incidents and Services [enhanced]	1	SEC-ICM-1003-1.1	
Threat Observation	Recognise Terrorist Threats[8]	1	SEC-OBS-1002-1.1	

Applicable to Senior Security Officer				
TSC Title	**Course Title**	**Proficiency Level**	**TSC Code**	**PWM Training Requirements**
Security Surveillance Management	Perform Remote Surveillance Function [new]	2	SEC-TEM-2004-1.1	Mandatory (Total of 2 SOAs will be awarded)
Deterrence	Manage Disorderly Conduct and Threatening Behaviour	1	SEC-ICM-1001-1.1	

Applicable to Security Supervisor				
TSC Title	**Course Title**	**Proficiency Level**	**TSC Code**	**PWM Training Requirements**
Guard and Patrol	Supervise Security Officers	3	SEC-SOP-3007-1.1	Mandatory
Security Risk Analysis	Assess and Address Security Risks	3	SEC-SRM-3002-1.1	Select Any Two (2) Advanced Certificate Modules
Capability Development	Induct Security Personnel	3	SEC-PDV-3001-1.1	
Security Operation Compliance	Perform Supervisory Duties within Legal Framework	3	SEC-SOP-3011-1.1	

[8] A licensed security officer who has not obtained the Recognise Terrorist Threats SOA shall not work as a security officer anywhere except at condominiums or warehouses. From 1 July 2023 onwards, security officers who have not obtained the Recognise Terrorist Threats SOA cannot be deployed at any site.

Applicable to Senior Security Supervisor				
TSC Title	**Course Title**	**Proficiency Level**	**TSC Code**	**PWM Training Requirements**
Manpower Planning	Monitor and Review Security Operations	3	SEC-SOP-3008-1.1	Mandatory
Security Risk Analysis*	Assess and Address Security Risks	3	SEC-SRM-3002-1.1	Select Any Three (3) Advanced Certificate Modules
Capability Development*	Induct Security Personnel	3	SEC-PDV-3001-1.1	
Security Operation Compliance*	Perform Supervisory Duties within Legal Framework	3	SEC-SOP-3011-1.1	
Manpower Planning	Conduct Operation Briefing and Debriefing	3	SEC-SOP-3008-1.1	
Performance Management	Lead and Manage a Team of Security Officers	3	SEC-PDV-3003-1.1	
Incident Response	Perform Monitoring and Reporting Duties at Central Command Centre	3	SEC-ICM-3003-1.1	
Access Control Management	Deploy Security Equipment	3	SEC-TEM-3001-1.1	
Incident Response	Contribute to the Management of Security Incidents	3	SEC-ICM-3003-1.1	
Crowd and Traffic Control Management	Supervise Crowd and Traffic Control Activities	3	SEC-SOP-3004-1.1	
**Not inclusive if taken at Security Supervisor level*				

Applicable to Chief Security Officer				
TSC Title	**Course Title**	**Proficiency Level**	**TSC Code**	**PWM Training Requirements**
Security Operations Compliance	Manage Security Agency Within a Legal Framework	4	SEC-SOP-4011-1.1	Mandatory
Capability Development	Achieve Work Effectiveness in Security Environment	4	SEC-PDV-4001-1.1	Select Any Two (2) WSQ Diploma modules
Conflict Resolution Management	Manage and Resolve Conflict in Security Environment	4	SSEC-PDV-4002-1.1	
Quality Assurance and Audit	Manage Security Operations	4	SEC-SRM-4001-1.1	