Security Training & Quality Assurance (QA) Procedure

1.0. PURPOSE

The purpose of this procedure is to establish a standardised approach to identifying, delivering, and maintaining records of security training across all contracts and sites. It ensures that training requirements are met in accordance with contractual obligations, ad hoc requests, and onboarding needs. Additionally, this procedure outlines the responsibilities for arranging training, the development of training content, and the methods for maintaining quality assurance through site-based visits and documentation.

2.0. IDENTIFICTION OF TRAINING REQUIREMENTS

2.1 Scope: Contract Training

Training requirements will be identified based on:

- Contractual obligations defined in the contract.
- Ad hoc requests from the customer or the site leadership team.
- New contracts to meet onboarding requirements and commitments.
- Security awareness training needs for other business departments.

2.2 Process:

- Contract-specific training requirements must be identified and documented by the Client Services Manager (CSM).
- Ad hoc training requests and awareness training for other departments will be filtered by the CSM and directed to the National Training and QA Manager.
- The onboarding process for new security contracts will include the National Training and QA Manager to ensure all onboarding training requirements are met.

3.0. RESPONSIBILITY FOR ARRANGING TRAINING

3.1 Contract Training

- The Client Services Manager (CSM) is responsible for identifying and documenting contract-specific training requirements.

3.2 AD HOC Requests

- The CSM will filter ad hoc requests and direct them to the National Training and QA Manager.

3.3 Onboarding of New Contracts

- The National Training and QA Manager will be included in the onboarding process to ensure all necessary training requirements are achieved.

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4.0. SECURITY TRAINING CONTENT

4.1. General Training:

- Developed by the National Training and QA Manager based on specific requirements.
- Content will be aligned with WHS and Security legislation, standards, and the ANZ Counter Terrorism Committee 2023 guidelines.

4.2. Policy Training:

- Site-specific policies and procedures will be delivered according to the specific needs of the site.

5.0. RECORD MAINTENANCE

5.1. Central Records:

- The National Security and QA Manager will maintain all training records on the Glad Group SharePoint.
- Access will be available to the Head of People & Culture (P&C) and the Security division.

5.2. Site-Based Records:

- The National Security and QA Manager will maintain site-specific records after each training session.
- These records will be kept according to specific customer requirements.

5.3. Responsibility:

- The responsibility for maintaining training records lies with the National Security and QA Manager, not with site management.

6.0. QUALITY ASSURANCE (QA)

6.1. Site-Based Visits:

- QA will be delivered through scheduled site-based visits to ensure standards are met and that Security Officer competency is enforced.

6.2. QA Checklist:

- The National Security and QA Manager will conduct walkthroughs based on the Site QA checklist.
- These walkthroughs will ensure that standards are maintained, and compliance is in place.

6.3. Documentation:

- All observations regarding performance, presentation, and training gaps will be documented and communicated to the site and centre management teams after each QA walkthrough.

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This procedure ensures a consistent approach to security training and quality assurance across all contracts and sites, aligning with contractual obligations and customer expectations.

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