



PSiRA
Private Security Industry Regulatory Authority

E-NEWSLETTER

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Editor's note

This first edition of *Inside PSiRA* e-Newsletter contains information of interest to our stakeholders relating to compliance charts of the industry: looking back at past months, sharing the vision of PSiRA Director Manabela Chauke with our readers, and briefly introducing the Chairperson of the PSiRA Council.



Ms Siziwe Zuma
Communications Manager

To highlight major developments, the launch of the new, improved certificates has been a resounding success and has benefitted the industry, notably improving compliance of security service providers. Increased compliance with the Private Security Sector Provident Fund (PSSPF) and cases of identity theft being reported are some of the notable improvements.

For the first time, PSiRA certificates have an expiry date (24 months for security officers and 12 months for security businesses). The Authority used the project to address the current challenges by taking service delivery, in the form of registration, to some rural and remote areas across South Africa.

Another area of improvement was the launch of the industry's National Training Compliance Forum, an unqualified audit from the Auditor-General of South Africa (AGSA) for the financial year ended 31 March 2016.

I would like to take this opportunity to thank everyone who contributed to the first edition of this newsletter. Please feel free to contribute any comments, suggestions or stories for future editions. Follow us for real time updates on Twitter @PSiRALive.

Until then, enjoy!

Ms Siziwe Zuma

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TALK TO US

Inside PSiRA external e-newsletter is the stakeholder newsletter of the Private Security Industry Regulatory Authority. It aims to help stakeholders network, get motivated and stay informed about issues in the Authority.

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PSiRA does its best to ensure service excellence

Significant progress has been made since the Authority rolled out the Renewal of Certificates Project, which became effective from 1 December 2014 as part of enhancing service delivery.



Mr Manabela Chauke
Director

According to PSiRA's Director Mr Manabela Chauke the purpose of the project is to ensure that only eligible registered applicants, security officers and businesses receive the new certificate with encrypted security features. "We are changing the system; we are now dealing with registrations and billing system (payments) much quicker than before," he said.

The important mandate of the Authority is to ensure that all South African citizens are safe wherever they are. "Ensuring that the majority of security officers are properly trained has been one of the Authority's milestones. We have also ensured that all security officers are properly vetted through the linked vetting process with the Department of Home Affairs," said Mr Chauke.

The Authority received an unqualified audit from the Auditor-General of South Africa (AGSA) for the financial year 2015/2016, which led to the Director urging all officials to pull out all the stops towards attaining and sustaining an unqualified audit for the current year.

The Director highlighted that various forums were established through stakeholder engagements, including the Provincial Industry Compliance Forum (PICF), where all stakeholders engage and discuss compliance. Mr Chauke further said that the Authority sometimes addresses stakeholders during their Council meetings and participates in their strategic planning.

The focus this year will be on strengthening research on new regulations based on the new sectors that the Authority is disseminating in the industry. PSiRA will be changing the whole framework to be sector based; car guards, bodyguards, locksmiths and electronic security companies will have their own set of regulations.

Preparation needs to be made for technology disruption at PSiRA, as the Authority is trying to automate as many processes as possible. It will begin with launching an online registration for security officers.

An interview with Israel Kgamanyane

Deputy Director: Law Enforcement

Who is Israel Kgamanyane?

I am a husband to my lovely beautiful wife Thenjiwe Joyce and my three daughters Princess, Angela and Orefile. I was born on a farm 10km from Coligny where my father was a farm worker and my mother a domestic worker. I am presently finalising my two master's degrees with two different institutions. I believe in empowering or emancipating others to be better future leaders.



Where did you work before PSiRA and what made you join the Entity?

I was at IPID and SAPS as Major-General at DPCI. I have seen potential in the Entity as a whole and realised the good job that it is doing.

What does working for PSiRA mean for you?

It is challenging every day because each day is totally different. I am very honoured to be entrusted with such a responsibility and will try by all means to not disappoint the Council and the Director.

What would you like to change at PSiRA?

I would like to realign law enforcement functions in terms of segmentation, and establish specialised units. I would also like to implement research unit report recommendations to enhance our efficiency, increase more engagements with the industry in order to

persuade them, and assist them to be on an acceptable level of compliance through annual desktop and self-assessment inspections, with enforcement being the last resort. I plan to have a footprint in all regions, provinces and district municipalities by taking services to our clients and improve stakeholder relations with the understanding that the Entity exists because of the industry.

What are the challenges at PSiRA that we need to overcome?

The inability to discharge regulatory responsibilities due to inadequate resources, i.e capacity and finances, the level of non-compliance and fly-by-night companies.

Where do you see PSiRA in 10 years?

It has the potential to grow and become an entity to be reckoned with. It should go digital to accelerate service delivery.

What do you do to relax and which sports do you play?

I enjoy spending quality time with my family, going to the gym and church. I play soccer and I run.

Which soccer team do you support? What's your favourite meal, movie or play and who is your role model?

Orlando Pirates. Any traditional food. Any comedy. Barack Obama.

Meet the woman at the helm of PSiRA's Council

The Minister of Police appointed the first woman chairperson of Council in PSiRA's history in April last year. Prof. Fikile Mazibuko, a social worker by calling, has communications, transformative leadership and welfare agency management experience.

She has served on a number of community structures, namely the KZN Museum Council, Ministry and Department of Science & Technology (Chairs the National Women in Research Selection Committee), the KZN Provincial Human Resource Development Council, Mandela-Rhodes Scholarship, and other transformation structures in South Africa.

She is currently an Emeritus Professor at the University of KwaZulu-Natal (UKZN), previously served as the Vice-Chancellor at the University of Zululand, Deputy Vice-Chancellor and Head of the College of Humanities at UKZN, and Associate Dean and Executive Dean: CADD & College of Humanities.



Prof. Fikile Mazibuko
Chairperson of the Council

Her duties include subjecting to ratification by the Council, exercising any power of the Council or fulfilling any of its duties, preparing the agenda of Council meetings, providing strategic direction to the Director and the Council, attending meetings of the senior staff of the Authority, and establishing and maintaining liaison with the Secretariat for Safety and Security to ensure transformation in the private security industry. Another critical role for Prof. Mazibuko is giving strategic direction to the industry by consolidating input from stakeholders and the executive management team together with national strategic plans and policies.

Before joining the UKZN academic and executive leadership, Prof. Mazibuko worked as a national consultant for the South African National Council for the Blind (SANCB), South African Council of Churches (SACC) as the Director of Family Life and Acting Director of Communications, and at the South African Council for Higher Education (SACHED) Trust.



Council Members: Professor Fikile Mazibuko (Chairperson), Mr HN Ngubane (Deputy Chairperson), Mr MT Oliphant (Council Member), Major General Cynthia Philison (Council Member), and Mr Z Zulu (Council Member).

PSiRA celebrates security officers during the 2017 SIA Crime Prevention Awards

Private Security Industry Regulatory Authority (PSiRA) honoured the private security industry's brave and hardworking security officers during the SIA Crime Prevention Awards at the Indaba Hotel recently.

Members of the Security Industry Alliance (SIA) hosted the event and 16 big security companies in the country took part in this prestigious and memorable event.

PSiRA was the main sponsor along with other key sponsors such as SALT EB, Bophelo Life, Pick 'n Pay Specialised Exhibitions and all the participating service providers. The aim of the sponsors was to honour these brave men and women who put their life on the line every day to make sure that their clients are safe.

Master of Ceremonies Francois Marais gave a brief history of the annual event in his opening remarks. He highlighted the fact that this prestigious ceremony is in its ninth year with 200 awardees (three of them awarded posthumously), and that it has grown from only three awardees at its inception. The five categories were Control Room Monitoring, Cable Theft, Guarding, Armed response and Assets in Transit.

PSiRA's Director Mr Manabela Chauke opened the prestigious awards by thanking the security officers who go beyond their call of duty. He saluted the brave men and women for their professionalism, commitment and dedication to their work, as they make an impact in our everyday activities and keeping the nation safe.

"I am proud of your dedication to the job," said Mr Chauke.

"You must always remember that when you put on your uniform every day, you are honouring your constitutional mandate of keeping the nation safe."

PSiRA's Chairperson Professor Ntombifikile Mazibuko, in her keynote address, called for the professionalisation and transformation of the industry. She commended and applauded SIA for the recognition and



Mr Manabela Chauke
Director

affirmation of the awardees. Furthermore, she encouraged all employers to ensure that every security officer is registered and has benefits such as UIF, pension and insurance. She congratulated the awardees, paid tribute to the three who received the award posthumously and extended a word of condolence to their families.

"Personally, I look forward to learning something from the stories and experiences of the 200 security officers honoured tonight," said Prof. Mazibuko. "One consistent lesson and message through the years is that private security is complex and high risk."

The event closed on a high note with the awardees ascending to the stage to be

rewarded for their bravery and hard work. The event's organiser and CEO of SIA Mr Steve Conradie thanked everyone for their contributions, teamwork and attendance. He was touched that this event means a lot to the officers and mentioned that some of officers were travelling in an airplane for the first time.

"Our officers will cherish this memory for the rest of their lives," said Mr Conradie. "We need to honour and celebrate them when they still can appreciate it," said Steve.



Mmatlou Sebogodi (Chief Financial Officer) and Patrick Ntjana (Manager: Security).



Zanele Mthembu (Senior Manager: Parliamentary Officer) and Barbara Dube (PA to the Director).

Transformation is vital for the industry



The panel of experts at the methodology workshop held earlier this year.

PSiRA hosted a methodology workshop with a multidisciplinary panel of experts on transformation on matters relating to the private security industry in Centurion on 12-13 April 2017.

The 14-member panel of experts on transformation were selected in their personal capacities, following an advert in the press for the public to submit applications to serve as members.

One of the panel's mandate is to solicit views on the operationalisation of the Authority's mandate provided for in section 3(q) of the Private Security Industry Regulatory Act No. 56 of 2001, which entrusts the Authority with the responsibility to promote the empowerment and advancement of persons who were historically disadvantaged through unfair discrimination, in the private security industry.

The experts will be expected to advise the Authority on matters of transformation within the private security industry, review the current status of transformation within the private sector, identify areas of transformation, hold consultative workshops across all sectors of the private security industry on transformation, and to develop a draft transformation charter for the private security for further consideration and adoption by the private security industry.

During the roundtable meeting, the panel of experts agreed on the five areas of transformation, which include: Ownership, Control & Ownership, Compliance (Legislation, Policies, and Regulations); Procurement & Enterprise Development; and Capacity Building and Communications.

The panel, which is divided into two working groups, is currently working on the Situational/Market Analysis focusing of specific sectors of the private security industry in South Africa, where each working group will endeavour to include an equitable distribution of academics whose responsibility will be, among other things, to ensure quality control of the final output on the Transformation Charter of the Private Security in South Africa.

According to Dr Sabelo Gumedze, Senior Researcher and Project Head, the panel of experts has been allocated a maximum of 50 days to complete its task. "Upon completion, the first phase of the Transformation Charter will be presented to the Council, and then tabled in parliament and thereafter the public will be given an opportunity to comment," he said.

Law enforcement ensures effective compliance

By Glory Mkhavelo

The Authority is making positive strides in ensuring that security service providers comply with legislation through its Law Enforcement Division. It has implemented a compliance and enforcement strategy that includes enforcement and prosecution to ensure that objectives are attained and an increased focus is placed on regulatory compliance through inspection.

According to Senior Manager Mr Stefan Badenhorst, the Authority is working tirelessly to ensure that security service providers conform to their obligations in terms of the Act. "One of the demanding focus areas is compliance in terms of exploitation of labour, which is a problematic area in the industry is to ensure that we protect those security businesses who are complying but that feel that they are losing business to those that are not complying," he quipped.

Another thorny issue is that of payment of minimum wages, provident fund payments and Sunday allowance. Though this is not an area where the Regulator has sole responsibility, an increase in co-operation with the Department of Labour is imperative to ensure that security officers are not deliberately exploited.

He highlighted that there are a number of initiatives that have been developed to ensure that security service providers comply. He added that the Authority engages key stakeholders, including government departments, employer organisations and unions through the Provincial Industry Compliance Forum (PICF), which is the cornerstone of interacting with roleplayers in improving the area of compliance.

"It is a challenge as labour exploitation is increasing and the industry expectations are high for the Authority to deal with this issue," said Mr Badenhorst. "We also educate consumers to understand the industry and what they need to do, as many companies opt for lower costs, which is risky as underpaid security officers become a security risk."

He further added that the Authority has made extensive gains through its inspections programme, where each compliance inspector must conduct a minimum number of security business and security officer inspections per month.

One of the ways in which PSiRA seeks to address non-compliance is through registration and training. "We still have a number of illegal security officers in the industry, especially in the car guard sector, where there are unregistered foreigners operating illegally. We have had a huge increase in the number of joint operations with the South African Police Services, especially at malls where car guards are being deployed," said Mr Badenhorst.



The importance of businesses declaring the number of security officers in their employ cannot be overemphasised. There has been an increase in the number of security officers who have not been reported in the last few years. This is a concern as under reporting of security officers has a financial impact on the Authority, as the annual fees paid by businesses depend on the number of security officers they employ.

"Besides our normal inspections programme, we work closely with the Provident Fund and do a comparison on the information that they have on their database. Although we are not yet where we want to be, we are working towards database integration with a number of stakeholders so that we are able to have information readily available on the actual numbers that are reported to other organs of the State. We are receiving good cooperation from some of our stakeholders, especially to do with the Provident Fund, because under-reporting of security officers is not only a problem for us, but also the Fund and the Department of Labour," he remarked.

Together with SAPS, the Authority has improved on firearm control in the private security industry. Inspectors have also received training and developed competency in different calibers of firearms used within the private security industry. However, more work still needs to be done, which includes ensuring that all inspectors are trained and competent in the use of firearms.

"We have not yet had significant success with all government departments in respect of their in-house security officers. We will be working very hard to ensure that they comply, especially with the significant move to insourcing of security services. They will still have to comply and we have been engaging with them on the issue of compliance," conceded Mr Badenhorst.

With over 9 000 businesses and just under half a million security officers, he acknowledged that the Authority does not have enough resources, and as a result, it needs to work smarter. There are noticeable improvements in terms of compliance, thanks to stakeholder forums such as PICF.

The renewal of certificates and ID cards project a milestone for the Authority

By Glory Mkhavelo



In an effort to ensure compliance in the private security industry, the Authority has embarked on an aggressive project of renewing certificates for all security officers and businesses – even those who registered and never returned for renewals.

The process that began on 1 December 2014 seeks to ensure that the risk of non-compliance is managed and controlled effectively. With the increase in identity theft currently taking place within the industry, which places the public at risk, engagement with various stakeholders through compliance forums addressed these challenges by reissuing certificates to everyone in the industry.

Furthermore, the ongoing industry exploitation in relation to some companies employing unregistered illegal immigrants at the expense of South African citizens, presented a critical need for the project.

The Authority has fulfilled its commitment to improving service delivery and addressing current footprint challenges by ensuring that security officers in both remote and rural areas have access to its services.

Since the implementation of the project, the Authority has created convenient access by taking its services to remote areas where there are no PSiRA offices: Bloemfontein, Empangeni, Kimberly, George, Ermelo, Giyani, Mafikeng, Kuruman, Rustenburg and East London.

As of 1 December 2014, 471 404 individual certificates with encrypted security features were renewed and 5 284 businesses also renewed their certificates. The project has been continuing and many remote and rural areas have since been visited where the Authority does not have a footprint.

Some of the key benefits of renewing of the certificates are:

- Legitimacy – authentication by the Authority is priceless.

- Integration with the Department of Home Affairs to verify citizenship through the use of electronic fingerprint scanning will help PSiRA to properly screen security officers to confirm and authenticate their citizenship before certificates are issued.
- The paper quality of the new certificate has been improved and security features incorporated.
- The introduction of an expiry date allows PSiRA to effectively monitor security service providers' information and further improve the levels of accountability for compliance purposes.
- The process also assists in eliminating untrained and unregistered illegal migrants.
- The new certificate has a barcode linking all information to individual security officers or business records.
- Security officers in good standing have the right to demand service from the likes of the Private Security Sector Provident Fund (PSSPF).

Requirements for individual registrations:

- Be 18 years of age and older;
- Be a permanent resident of South Africa;
- Not have committed any of the scheduled criminal offenses listed in the Private Security Industry Regulation Act;
- Have completed training at an accredited training centre;
- Not be a member of any official military, security police or intelligence force in South Africa or elsewhere (clearance certificate is required for former members); and
- Pay applicable fee for registration.

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Requirements for business registration:

- Proof of Company registration with the Companies and Intellectual Property Commission (CIPC);
- Members (Director(s), Partner(s), Trustee(s) and Managers) must be registered as a security service provider with Grade B;
- Tax Clearance Certificate, VAT Registration Number, PAYE Number obtained from the South African Revenue Service (SARS);
- U.I.F, C.O.I.D (applicable only if registered with the department of Labour);
- Business Plan for one year;
- Declaration of a business' capability to operate for the next year;
- Immovable office premises;
- Lease agreement or proof of ownership;
- Proof of landline statement/letter from service provider – a letter regarding the use of a landline (if proof of telephone is not the applicant's/business name);
- Specimen resolution to be submitted on business letterhead (Attached to SIRA 2); and
- Infrastructure of the office – office to be equipped with a desk, chair, working fax and telephone line plus a lockable filling cabinet or personal computer – it must be an immovable structure.

Provincial industry compliance forums

In an effort to improve industry compliance, the Private Security Industry Regulatory Authority embarked on Provincial Industry Compliance Forums (PICF) throughout the provinces.

The Provincial Industry Compliance Forums were established in 2012 as an initiative to strengthen stakeholder management in the industry, with the aim of encouraging, educating and enforcing compliance in the industry and public at large. PICF meetings are held every quarter in all provinces, except in the Northern Cape. Members include employer and employee associations, relevant government departments, business chambers and NGOs/NPOs.

The purpose and scope of the PICF includes identifying areas of common concern and initiating joint measures to properly address and reduce non-compliance in the private security industry through a co-operative approach between different stakeholders.

The PICFs serve to:

- Uphold the objectives of the Authority in promoting a legitimate private security industry;
- Provide an active channel of communication between the Authority's stakeholders and partners on a provincial level;
- Assist in properly addressing and eliminating non-compliance in the private security industry through the activities of different stakeholders;
- Undertake or facilitate proper communication on regulatory matters between the Authority and stakeholders on a provincial level;
- Improve relations with stakeholders and to initiate collaboration and co-operation with stakeholders in respect of the regulation of the private security industry;
- Provide or disseminate information promoting and encouraging compliance with the Act and regulation; and
- Interact with other government departments/law enforcement agencies in respect of the regulation of the private security industry.

Mthatha Office brings PSiRA services closer to communities

In fulfilling its responsibility to deliver efficient services to the consumers and its stakeholders, PSiRA opened its regional office in Umtata on 7 April 2017 in the Eastern Cape Province. The office renders full services such as administration, registrations of individual and businesses. Cutting the ribbon, Council Member, Mr Methews Oliphant said, "This is the beginning of new things – it heralds freedom for our people in this Province."

The opening of the office formed part of the activities celebrated during Freedom Month and fulfilled the Authority's mission of making sure that PSiRA services are accessible to everyone who needs them.

"Opening an office in this area will help to ensure greater access by bringing PSiRA services even closer to the people. The office is easily accessible as it is in town, and we are also able to assist some other part of KZN like Bizana, Kokstad and Potchestone, where people no longer have to go to Durban for services as the Mthatha office is closer," said the Eastern Cape Regional Manager Mr Sidney Stander.

The building has nine offices and currently houses eight officials, three working as inspectors and five as administrators and walk-in consultants. According to Mr Stander, the staff have been trained on how to deal with stakeholders.



The Director of PSiRA Mr Manabela Chauke, PSiRA Council Member Mr Methews Oliphant and the Regional Manager, Eastern Cape Mr Sidney Stander, during the opening of the Mthatha office.

Mr Stander commended what the Authority is doing in order to ensure that services are brought closer to the people. Other PSiRA projects to be launched soon include opening an office in Bloemfontein, Free State and Empangeni in KZN.

PSiRA officially launches PE office

The long distance walk that communities around Port Elizabeth had to endure to access PSiRA services, is now a thing of the past as the Authority's management, together with the Chairperson of the Portfolio Committee on Police Mr Francois Beukman and the committee members, officially launched the new office in Port Elizabeth in September 2016.

The easily accessible PSiRA office is located on one of PE's main transport arteries, and has wheelchair access. The new office is located at Shop 211D, 2nd Floor, Pier 14 Shopping Centre, 444 Govan Mbeki Avenue, North End.

Beaming with joy, Chairperson of Council Prof. Fikile Mazibuko said, "There could not have been a better time to open this new office than in Heritage Month."

The opening of the new office formed part of the Authority's mission of ensuring accessibility to all and Heritage month celebrations.

The old premises, occupied for about 17 years, had limited space and so continued occupation was impractical. The Authority is also in the process of aligning the corporate identity of all its offices, for which very specific Terms of Reference (TOR) are drawn up.

"Moving to the new premises will help to ensure greater access by bringing PSiRA services even closer to the people. Accessibility for our customers was key in this process, with the TOR providing very specific instructions in this regard," said Regional Manager Mr Sidney Stander.



The Director of PSiRA, Mr Manabela Chauke shaking hands with the Chairperson of the Portfolio Committee on Police Mr Francois Beukman after the official launch of the new PE Office. Looking on is the Chairperson of Council Prof. Fikile Mazibuko, and Senior Manager, Parliamentary and Stakeholder Management Ms Zanele Mthembu.

He highlighted that the Department of Labour, Home Affairs, and South African Revenue Services are within a 2km radius of the new PSiRA office and that it will be easy to reach them within a 10-minute walk. The office also shares the same floor with the PSSPF office and a Nedbank branch.

"Our facilities are modern and clean, which makes a big difference to the attitude of the staff. We have ample free parking for customers who have their own transport," he said.



New security training standards to ensure better safety for all

By Glory Mkhavelo

To ensure that the security industry meets the minimum training requirements to render certain types of security services, the Private Security Industry Regulatory Authority (PSiRA) has proposed updated security training standards in the private security sector for registration of industry and consumers in South Africa.

According to the Deputy Director: Communications, Registration and Training Ms Mpho Mofikoe, the new regulations came after consultations with the private security sector stakeholders. She said that the consultations have been met with mixed responses. "The existing training standards are based on curriculum, which is also not aligned with the National Qualifications Framework (NQF). In terms of section 23(3) of the PSiRA Act, all natural persons applying for registration must meet minimum training requirements in order to register," she said.

Ms Mofikoe also explained that the need for training requirements for the private security industry meant that regulations were promulgated in terms of the repealed Security Officers' Act, 1987, namely the Training of Security Officers Regulations, 1992. She said that these regulations provided for the establishment of a Security Officers' Board Training Committee represented by the private security industry players who were responsible for determining various training levels for the different categories or grades of security officers.

In addition, this training committee also determined the main courses and minimum requirement modules governing certain competencies, which were published as Board notices. Further, the Training of Security Officer Regulations, 1992, made provision for the accreditation of training establishments and instructors to present the training courses accredited with the previous Security Officers Board and currently PSiRA.

The Deputy Director admitted that the Training of Security Officers Regulation clause did not provide minimum training standards for the increased scope of regulation and the new categories or classes of security service providers that are required to be registered in terms of the PSiRA Act. There is, therefore, a need to determine minimum training standards for all the different categories or classes of security service providers.

The Authority has developed solutions to accreditation and quality assurance challenges and the Draft Training Regulations have made



provision for recognising entry-level training for the purpose of registration, based on the theoretical component of the training standards and not full competency. This will facilitate a shorter learning time to allow security officers who are applying to be registered and gain access to employment while they complete the practical component of their skills programmes.

One of the key factors that the Authority has embarked on to assist with the transition is capacity building workshops for training service providers in all the provinces. "The Authority will also look at implementing train-the-trainer sessions/workshops as part of enhancing the training providers' capacity to deal with the transition and any challenges thereof," emphasised Ms Mofikoe.

"Every element of the proposed training standards is intended to support the Authority's objective in ensuring a competent and professional private security industry for the long-term interest of the State, the public and consumers, as well as the private security industry itself," she concluded.

In terms of the PSiRA Act, persons rendering the following services are required to register.

- Guarding sector: static guarding, car guards, inhouse guarding, close protection officers, response security, assets in transit, event security';
- Manufacturers, importers and distributors of monitoring devices;
- Private investigators;
- Security trainers;
- Control room operators (monitoring signals from electronic security equipment);
- Locksmiths;
- Persons managing, controlling or supervising any of these security services;
- Installers of the different security equipment, as defined;
- Persons repairing/servicing the different security equipment, as defined; and
- Persons giving advice on security services, including the use of the different security equipment, as defined.

Confirmation of SSPs accreditation against NQF skills programmes and qualification

By Anna Tsele, Manager: Training

In recognition of the need for training requirements for the private security industry, regulations were promulgated in terms of the repealed Security Officer's Act 1987, namely the Training of Security Officer Regulations of 12. In support of the scope of regulations, as contemplated in the repealed Security Officers Act, minimum training standards were published in regulations or Board notices for the following sectors:

- Guarding sector (E-A)
- Assets in transit
- Reaction services
- Special event
- Dog handler (DH1-DH5)

For the implementation of these training regulations, the Authority have accredited numbers of security training providers in that period until the placement of the moratorium. It is worth noting that these courses or minimum standards were not aligned to the NQF, however, there were clearly determined standards and compliance requirements to the following in terms of the instruction and administration of training:

- Curriculum content and objectives;
- Course duration;
- Requirements for course instruction;
- Infrastructure and capacity necessary to render security services;
- Administrative requirements for the delivery of training and reposting of student results; and
- The progression requirements for registered security officers.

In light of the above, it is important to mention that the Authority strives for strengthened communications in respect of changes within the training environment, including advocacy of professionalism and compliance within the private security industry.

In terms of the PSiRA regulatory mandate, all security services providers must first be registered with the Authority to be recognised as legitimate security businesses and this includes Skills Development Providers (SDPs) implementing training within the scope of the private security industry. Furthermore, section 4(m) of the PSiR Act, states that the Authority must take necessary steps that may be expedient in developing and maintaining a computerised database, with information required for performance of its functions.

All security training providers registered by the Authority are thus required to confirm their accreditation against the NQF skills programmes and qualification by completing a confirmation form that should be accompanied by a proof of the accreditation letter from the Quality Assurance Partner (QAP) responsible for the NQF skills programmes and qualifications in the ambit of the private security sector. The form is accessible on www.psiira.co.za

In receipt of the written confirmation and accreditation letter validating the accreditation status of a security training provider, the Authority will be able to update its database and in consolidation, the total number of security training providers registered with PSiRA for NQF will be established. This information will assist the Authority to establish the level of compliance by security service providers.

Uniforms, logos and the use of lights on security vehicles

By Stefan Badenhorst, Senior Manager: Law Enforcement

All security service providers are advised to ensure that they meet the requirements in terms of regulation 13 of the Private Security Industry Regulations, 2002, pertaining to the issuing and use of uniforms, logos and insignia.

Your attention is further drawn to regulation 13(7) that says that any security service provider who, without legal justification, wears a uniform, badge or insignia identical to, or closely resembling a uniform, badge or insignia of the SAPS, the SADF, the Department of Correctional Services or of any other law enforcement agency or service established in terms of law, as to be calculated to deceive, is guilty of an offence and on conviction liable to a fine or imprisonment for a period not exceeding 24 months.

The Authority has also noticed an increase in the use of rotating or strobe lights on vehicles which, in terms of regulations made under the National Road Traffic Act (Act 93 of 1996), is illegal.

In terms of regulation 176 of the National Road Traffic Regulations, 2000, a vehicle driven by a security service provider in the course of rendering a security service may be fitted with a white lens bar containing a lamp or lamps emitting an intermittently flashing, diffused white light in any direction, and containing a notice illuminated by a white light containing the word 'security' and the name of the owner of the vehicle in black letters, provided that the lamp or lamps shall not be capable of emitting a rotating or strobe light. Blue, red, yellow, green, rotating or strobe lights are, therefore, prohibited and the use is, therefore, illegal.

Consumers urged to follow proper processes when hiring private security service providers

PSiRA believes that awareness of rights and obligations is a vital tool to protect consumers and make the best out of their private security services.

In order to create awareness among consumers, PSiRA initiated awareness campaigns that interact directly with the consumer and better enhance their knowledge about the private security industry. The campaign aims to create awareness among private security users, government departments, retail companies, public entities, mines and municipalities.

By law (Private Security Industry Regulation Act, 2001 (Act No.56 of 2001)), it is a criminal offence to render a security service while not being registered as a security service provider with PSiRA. It is also imperative to know that the users, consumers or clients of security services may also be held criminally liable if reasonable care is not taken when contracting for security services.

PSiRA urges all private security services consumers to ensure that the security service provider that they are using or intend using is registered and complies with certain legislative PSiRA standards.

How do you know if the business is duly registered?

- Upon registration, the business is allocated a PSiRA number (i.e. 976923). You can also verify the status of the business by going to the Authority's website www.psiira.co.za.
- Make sure that the security officer used by the business concerned are registered with PSiRA as an individual. No foreign national may work in the security industry unless such a person has complied with the prescriptions in legislation, i.e. permanent resident status or clearance certificate from their country of origin.

Make sure that the security officer has the required training, as a quick reference, find the different grades and a short Lehman's description of each one:

- Grade 'E' – patrolling guards
- Grade 'D' – patrolling and guards stationed at access points (boom gates)
- Grade 'C' – armed response officers
- Grade 'B' and 'A' – managerial levels

A security officer must wear a standardised uniform that must consist of:

- Two badges, prominently attached to the uniform, with the name of the security business employing them clearly legible; and

- A badge, attached to the front top part of the uniform, with the name and registration number of the security officer clearly legible.

The security officer must be able to produce a certificate of identification in the form of a card issued by PSiRA with the individual's photo clearly visible.

Other factors that you can look for when advising on contracting private security services that might not be common knowledge but are of importance, are:

- A basic wage is prescribed by legislation (Sectorial Determination 6: Private Sector, South Africa) – security officers who are underpaid could possibly justify enriching themselves by other means;
- A security officer cannot work 30/31 days continuously in a month, legislation prescribes off periods and off days to ensure that the security officer is well rested when on duty;
- All security officers must belong to the Private Security Sector Provident Fund; and
- An illustrative contract pricing structure is available on the website www.psiira.co.za to guide security service providers and consumers on possible pricing structures and expenditure applicable to this industry. (note that it is only an illustration to be used as a guide).

Questions that can be used in the checklist when shortlisting private security service providers:

- Is the business registered with PSiRA?
- Can the business provide you with PSiRA registration number (to verify registration status on the database)?
- Are owners of the business trained and registered (Grade B)?
- Can the business provide a system printed certificate of the business?
- The business must provide a list of security officers to be deployed with qualifications and PSiRA numbers;
- Supply the last PSiRA inspection report on the business; and
- Supply the letter of good standing not older than six months.

According to the PSiRA Act, 2001 of no.56, section 38 (3)(g), any person who knowingly or without the exercise of reasonable care, contracts for rendering security services contrary to a provision of this Act or the Levies Act is guilty of an offence and penalties can be imposed on both the body corporate and the managing agent for not complying with this Act.

Guidelines on insourcing versus outsourcing of security services

A number of consumers of contract security service providers are considering insourcing security services, therefore the purpose of this guideline is to highlight the differences between insourcing and outsourcing.

According to the Private Security Industry Regulation Act, 2001 all security service providers are required to be legally registered with PSiRA. This includes those security service providers (security businesses) providing security services to clients (contract security businesses) as well as the individual security officers themselves. The Act, therefore, also includes some features that ought to be taken into consideration in order for consumers and/or existing clients of contract security service providers to make an informed decision on insourced or outsourced security services.

INSOURCING VERSUS OUTSOURCING FACTORS CONSUMERS OR CLIENTS OF SECURITY SERVICES NEED TO CONSIDER WHEN INSOURCING

The obligations in terms of the PSiR Act, 2001

According to the Act, employers of in-house security services have obligations. This includes: Registration with PSiRA as an in-house employer; an annual administrative fee of R3 500 is payable by the business per annum (there is no registration fee); and the business is also subjected to inspections by PSiRA inspectors to verify compliance as the PSiR Act and Code of Conduct for Security Service Providers, 2003 are applicable for employers of in-house security officers.

These obligations provide that an employer of in-house security officers must ensure that they comply with the following: Only use employees registered as security service providers (ensure registration/training, etc.); comply with deductions of annual amounts payable by in-house security service providers; keep official papers at an accessible administrative office for a minimum of four years, which is also subject to inspection by PSiRA inspectors; update all records within seven days after changes; keep records electronically or in document format; if electronic copies are kept, backup copies must be made; documents that must be kept include, inter alia, the following: name lists of security officers, wage register, true copies of payslips, attendance registers and personnel files; and legal authorisation in respect of firearms, deductions of annual fees, reporting changes to the Authority, including the appointment, dismissal, resignation, etc. of any security officers; and uniform and firearm requirements (Regulation 13).

Obligations in terms of Code of Conduct for Security Service Providers, 2003

As all in-house security officers are legally required to register with PSiRA, all the obligations in terms of the Code of Conduct of Security Service Providers, 2003 are applicable to them. In addition,

there are a number obligations prescribed for the employer of in-house security officers as well. This includes, inter alia, the following: Appoint a responsible person to manage and oversee security service providers; this person must ensure compliance with the Act and regulations; annual training for all security service providers on legal provisions regarding regulation of the industry must be provided; and any non-compliance constitutes improper conduct and a criminal offence (R1 million fine can be imposed for an improper conduct conviction and on conviction of a criminal offence, imprisonment of up to 24 months).

Obligations in terms of the Firearms Control Act, 2002: A businessman who requires armed security officers must ensure that the firearms are licensed to the business and may not allow security officers to use their own firearms as it is illegal in terms of the PSiR Act as well as Firearms Control Act, 2000; a responsible person must be appointed to ensure compliance with the Firearms Control Act, including the issuing of permits to security officers; the responsible person should be trained and be competent in respect of all the firearms applied for; the responsible person must ensure that the firearms are kept safely and only issued to security officers who are trained and competent to use the said firearms; and the responsible person must ensure annual practical training for all security officers.

Further considerations

In deciding to insource security services, the following should also be considered: Labor unrest (security industry and in-house environment). In the case of contract security, the security business is obliged to meet their contractual obligations where in the case of in-house security, the employer will need to ensure its own security arrangements in the case where employees embark on industrial action; security officers colluding with other insourced staff (e.g. gardening, cleaning services and maintenance); supplementary work for security officers suspended or removed from their post during investigation of complaints/misconduct against them.

Additional security needs for specific time periods/projects: Security officers may only work a certain number of hours per day and per week in terms of labour legislation. The employer must, therefore, ensure additional employment of security officers to provide for relievers in view of working hour restrictions in labour law; Uniform/firearm requirements for all security officers, including relievers/supervision/control, is required 24/7, 365 days a year; oversight and regulation by PSiRA/Department of Labour and possible Bargaining Council (more regulatory bodies and oversight), etc.; security not core business and the employer may not have any expertise on security requirements for the business; costs of insourcing versus outsourcing (salaries, pension fund, medical aid, etc.); and the types of security services to be insourced (only guarding or all). i.e. CCTV/ alarm monitoring, etc.

Additional module for Grade E security officer training

By Glory Mkhavelo



Private security officers are to learn more about human rights.

As the country will be commemorating Human Rights Month in March, PSiRA has embarked on building a curriculum that talks about human rights to security officers.

As of 1 April 2018, all the private security training providers accredited by PSiRA on Grade E are expected to effectively offer a new module on 'Human Rights'. According to Training Manager, Ms Anna Tsele, the module aims to provide security officers with a basic knowledge of human rights to assist them to identify examples of human rights violations within the private security occupational context. Admittedly, some of the televised scenes from the #FeesMustFall student campaign have warranted the inclusion of this module in the current curriculum.

Furthermore, the module will assist security officers to embrace and promote constitutional rights and values, and use them to help protect South African citizens. It will also assist security officers to be mindful of the human rights of others, whether at the workplace or within their communities. The module will also enable security officers to become aware of their rights and how to protect themselves against social ills such as racism, xenophobia and inequality.

In terms of the required services offered by the security officers within the private security industry, there are a number of competencies required in order to meet their expected performance and to comply with the Code of Conduct for Security Service Providers, 2003.

"Security officers are assigned to multiple incidents to which, in many instances, they are the first responders. It is important that

in whatever engagement the security officers find themselves operating in, they are obliged not to violate human rights," said Ms Tsele.

She added that only private security training providers accredited by PSiRA to offer grades will be required to address the topic as part of the grade training and particularly on Grade E. "There has always been a gap identified in terms of what the daily functions require and what the curriculum, in terms of grades, provides for," she expressed.

Ms Tsele highlighted that the Authority followed two approaches in order to fill the gap in competencies required from the security officers on a daily basis, to provide for short- and long-term solutions. The additional modules are considered as a short-term intervention that should be an integral part of the current Grade E curriculum.

A long-term view is that the Authority will review the current grades and develop the qualifications that aim at addressing the gaps within the current curriculum.

However, the changes will only impact new entrants upon implementation. "In line with the industry training, there are various mechanisms that the Authority will be diving into in terms of development of private security officers. Security officers who have obtained Grade C will need to undergo professional development training, obtain a recognition of prior learning for admission and gain access to the qualifications that will be reviewed in the long run," concluded Ms Tsele.

PSiRA IN PICTURES

SIA Awards 2017



PSiRA Long Service Awards



Opening of new offices in the Eastern Cape



Roundtable discussion between the private security sector and law enforcement agencies (hosted by the Gauteng Department of Community Safety)



Midrand Business Briefing



Graduation: Private Security Services Law 2017



2017 Induction of new employees



PSiRA visits to areas around the country

The following areas have been earmarked for visitation from October to December 2017.

Targeted areas between September and December 2017

Cities/Towns	Province	Dates	Venue	Targeted SOs	Targeted SPs	No. of days
1. Queenstown	E. Cape	23 Oct – 3 Nov 2017	To be confirmed	2 000	15	10 days
2. Piet Retief	Mpumalanga	6-10 Nov 2017	To be confirmed	1 000	10	5 days
3. Bloemfontein	Free State	13-24 Nov 2017	To be confirmed	2 000	20	10 days
4. Kimberly	N. Cape	27 Nov – 8 Dec 2017	To be confirmed	2 000	10	10 days
5. Rustenburg	North West	11-15 Dec 2017	To be confirmed	1 000	10	5 days

Stakeholder engagement

Category of Consultations	Methods/Areas	Venues	Dates/Time
Written Representations	Email, Letters and Facsimile (All 9 Provinces)	420 Witch-Hazel Avenue, Block B – Eco Glades 2 Office Park, Highveld Ext 70	30 January 2018 16h00
Consultative Workshops	Gauteng Province	Constantia Hotel 546 16th Road, Constantia Park, Halfway House, Midrand, 1685	20 November 2017 09h30-12h30
Consultative Workshops	Western Cape Province	Southern Sun – Cape Sun 23 Strand Street, Cape Town, 8000	24 November 2017 09h30-12h30
Consultative Workshops	KwaZulu-Natal Province	Protea Hotel Marriot Edward 149 O.R. Tambo Parade Durban 4001	1 December 2017 09h30-12h30
Consultative Workshops	Eastern Cape Province	Garden Court Nelson Mandela Drive, Mthatha 5100,	29 November 2017 09h30-12h30
Consultative Workshops	Limpopo Province	Garden Court Cnr Paul Kruger and Thabo Mbeki Street, Polokwane 0700	27 November 2017 09h30-12h30
Consultative Workshops	Mpumalanga Province	Southern Sun (Emnotweni) 15 Government Blvd Riverside Park, Nelspruit, 1200	30 November 2017 09h30-12h30
Consultative Workshops	North West Province	Protea Hotel Marriot 80 Nelson Mandela Drive, Mahikeng, 2745	28 November 2017 09h30-12h30
Consultative Workshops	Northern Cape Province	Kalahari Lodge CNR of Landbou and Memorial Road (N12), Kimberley, Northern Cape	28 November 2017 09h30-12h30
Consultative Workshops	Free State Province	Anta Boga Hotel 8 Stapelberg Str, Bloemfontein, 9301	30 November 2017 09h30-12h30



The growth of the private security industry continuously poses new challenges. During the past year, PSiRA addressed these challenges by deploying innovative strategies to improve service delivery and ensure effective regulation, thereby making a difference to the users of security services, the service providers and other industry stakeholders.

Strategic gains

The number of active or employed registered security officers increased from **488 666** to **498 435**, while the registered security businesses increased by **3.5%** from **8 692** to **8 995**.

Another significant milestone was the submission of application to the South African Qualifications Authority (SAQA) for Recognition as a Professional Body in order to professionalise the private security industry and make it a career of choice for future generations.

Financial performance

Revenue increased by **R1 591 292** from **R216 441 648** in the 2015/2016 financial year to **R218 032 940** in the 2016/2017 financial year. The surplus at the end of the year was **R6.61 million**.

Industry training

One of the key strategic highlights was the *Draft Training Regulations* being published in the Government Gazette number 746 on 24 June 2016, followed by extensive industry consultations throughout the country to improve training standards. In terms of consumer education, **12** workshops were conducted for security consumers with particular focus on government and state-owned entities, while **4** trade exhibitions and community outreach programmes were held in different provinces.

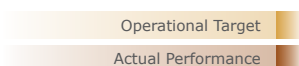
Service Delivery

PSiRA intensified its service delivery efforts in the areas of registration and training, law enforcement as well as stakeholder and customer relationship management.

PSiRA conducted **6 001** compliance inspections at security businesses and **29 645** compliance inspections of security officers compared to **5 375** and **30 698** respectively for the previous financial year. A further **813** in-house security officer inspections and **1 348** firearm inspections were also conducted. The overall performance pertaining to the total number of compliance inspections conducted in relation to the target was **112%**.

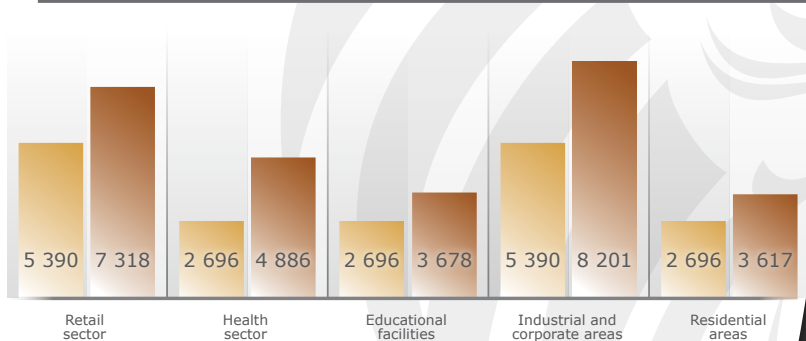
Stakeholder management included proactive and consistent engagement with **79** stakeholders in developing, maintaining and fostering coherent partnerships in all nine provinces.

Site inspections met targets in all sectors, exceeding planned performance in all sectors.



Inspections from April 2016 – March 2017

Compliance analysis		Total inspections / investigations	Compliance analysis		Total inspections / investigations
National security business inspections		3 924	National security officer inspections		29 645
Deploying unregistered security officers	202	5%	Unregistered security officers	1 084	6%
Deploying untrained security officers	185	5%	Untrained security officers	1 679	6%
Failure to pay annual fees	556	14%	Non-compliance with PSiRA ID cards	14 671	49%
Failure to report intakes / discharges	713	18%	Non-compliance with uniforms	8 757	30%
Regulation 10 documentation	758	19%	Not linked to business	9 029	30%
Failure to pay minimum wages	638	16%			
Non-compliance with Provident Fund	762	19%			



PSiRA corporate identity defined

MISSION:

To protect the constitutional rights of all people to life, safety and dignity through the effective promotion and regulation of the private security industry.

VISION:

To be recognised as an excellent regulator of private security in South Africa by all our stakeholders.

OBJECTIVES:

The primary objectives of the Authority are to regulate the private security industry and to exercise effective control over the practice of the occupation of a security service provider in the public and national interest and in the interest of the private security industry itself.

VALUES:

Integrity: Ethical Conduct, Fairness, Transparency

Excellence: Accountability, Professionalism, Performance, Accessibility

Ubuntu: Accessibility, Respect, Compassion, Diversities.

The Authority regulates and controls the private security industry through:

- Registration of service providers
- Registration of security officers
- Ensuring compliance and adherence to PSiRA Act and all other laws applicable to security service providers
- Accredit training security service provider
- Process course report submitted to us
- Receive and investigate complaints against service providers
- Prosecute non-compliance by service providers
- Advise private security consumers about private security industry
- Advise state on all matters of private security



The Shield – African, protection, symbol of celebration

The Lion – Symbolic of PSiRA's character, African, symbol of authority, leadership, strength

The Font – Shows authoritative power and function

The Highlighted 'I' – Independence, increasing, influential, informative, initiative and inspirational

The Colours – Inspired by African cultures, South African races, diversity in unity, and the African landscape

Pattern on the Shield – The three lines on top and bottom represent life, safety and dignity (mission of PSiRA)

Where to find us

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	<p>Pretoria (Walk-in Centre) 481 Belvedere Street Arcadia, 0002 Tel: 012 337 5601/ 49/67/42 Fax: 012 324 3337</p>	<p>Mthatha (Walk-in Centre) 13 Cumberland Street, Mthatha, 5099 Tel: 047 495 0261 Fax: 086 764 6757</p>	<p>Polokwane (Walk-in Centre) Room 204, 2nd Floor, Parklane Building, 76 Hans van Rensburg Street, Polokwane, 7001 Tel: 015 297 0209 Fax: 015 297 0260</p>	<p>Nelspruit (Walk-in Centre) 21 Brander Street Nelspruit, 1200 Tel: 013 752 4059 Fax: 013 752 4064</p>