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## INDUSTRY CIRCULAR

**TO: TRAINING SECURITY SERVICE PROVIDERS**

**FROM: DIRECTOR: PSIRA**

**DATE: 22 MAY 2020**

**SUBJECT: RESUMPTION OF TRAINING SERVICES AND DISTANCE LEARNING**

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Subsequent to the Authority's last communiqué regarding distance learning and the overwhelming expressions of interest thereby, we have taken measures to ensure that teaching and learning take place. It cannot be over emphasised that training is an indispensable sector of this industry. Equally, we have found solace in Government's imminent decision to relax the Disaster Management regulations to a level 3 Covid-19 alert, this move could allow more businesses to work in a phased in manner.

In light of the above-mentioned context, the Authority has taken the following decisions:

1. The training of Security Officers learners should **resume as from 1 June 2020** under the following strict conditions:
  - a) Distance learning using your available training material, is allowed;
  - b) Learners must still be properly assessed. Assessment/exam sessions must not have more than 10 learners at a given time to allow enough social distancing ( $\pm 2$  metres);
  - c) All training SPs must observe Disaster Management Regulations (attached annexure);
  - d) No learner should be allowed into the assessment room without wearing Personal Protective Equipment (PPE) like a mask- to mitigate the risk of Covid-19 transmission;
  - e) Training centres should provide running water and soap or sanitisers and disinfectants;
  - f) Symptoms screening and visitors' register should be done as per the regulations;
  - f) Ethical Marketing approach with potential Security Officers/learners is advised;

2. All Security Training Service Providers who have expressed interest to offer distance learning, those who were previously granted permission to offer self-study, should please complete the attached form and submit it to the Authority by close of business on 05 June 2020.
  3. Learners who have confirmed with training centres as registered for self-study must be reported to the Authority prior their assessment dates.
  4. A summarised training plan with learners' names, ID numbers and Grades they have been enrolled for, must be submitted by e-mail to [c19training@psira.co.za](mailto:c19training@psira.co.za)
  5. Admittedly, learner support during the period of independent learning is important and therefore, necessary support should be provided to learners throughout the enrolment period.
  6. Prior to assessments, formative assessment (pro-forma) should be aligned to each module and be submitted by learners.
  7. The duration of a self-study course must be in line with the number of days for each course (5 days) including the examination. However, a maximum of two weeks per course is allowed, depending on individual learner needs and abilities.
  8. **Management of exams** shall be in accordance with section 19 of the industry's Code of Conduct, 2003. Examination irregularities must be avoided and in case of any they must be properly managed. Guidelines are hereto attached.
  9. **Quality Assurance of Learners' Results**

A trainer marking the learners' scripts must be accredited in terms of Section 21 of the Private Security Industry Regulation Act, 2001 and duly accredited to conduct assessment for such Grade/Course as outlined in Regulation (c) & (d) of Training of Security Officers Regulations, 1992. The overall achievement of student upon completion of an examination must be at 60% and in case of achievement below this scale, a re-assessment must be rescheduled at reasonable cost determined by the training centre.

Learners' records should be filed and made available for inspection by the Authority.
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- 10. Submission of course reports** for self-study examinations must be timeously submitted. Any misrepresentation or irregularities shall be penalised.

For any further enquiries and necessary support, please contact our Acting Deputy Director: Training and Communications or the Training Manager, [Anna.Tsele@psira.co.za](mailto:Anna.Tsele@psira.co.za).

Yours faithfully,



**Manabela Sam Chauke**

**Director: PSiRA**

# **GUIDELINES FOR MANAGEMENT OF EXAMINATION**

## **SELFSTUDY – COVID-19**



**PSIRA**  
Private Security Industry Regulatory Authority

## EXAMINATION RULES

### To Instructors

1. The Authority **prescribes the following responsibilities to the instructor(s)** who will play in a role as the invigilator(s) during the scheduled examination sessions:
  - 1.1 The assessment must be conducted as scheduled (Date and Time) specified and communicated to all learners. All assessment must be scheduled on Fridays. In a case where a Friday is a public holiday, a Thursday to schedule the examinations.
  - 1.2 The invigilator must make sure that there are venues available for the examination Scheduled.
    - 1.2.1 There should be one learner on each desk/table.
    - 1.2.2 Charts, drawings and any written material must be removed from the wall or chalk boards before the assessment.
    - 1.2.3 No open book examination, all learning material must be moved away from learner's desks.
    - 1.2.3 There is at least 1M (one metre) of space between each learner.
    - 1.2.4 There is a good ventilation.
  - 1.3. If possible, the invigilators should have no relationship to the learners who are being assessed. A disclosure must be made in case there is a learner related must be done 48 hours prior examination.
  - 1.3 The management of the Training Centre and instructors accepts and consent that if there is any deviation, instructors implicated may be deregistered and the centre may be penalised for irregularity in management of examination.
2. **The following Procedures must be adhered to:**
  - 2.1 The invigilator must report at the designated examination room at least 30 minutes before the due start and prepare the venue.
  - 2.2 At the arrival of learners,
    2. 1. Learner must produce a form of verification, that will be reconciled with the list prepared a day before the examination for student who has confirmed and acknowledged to walk in for assessment.
  - 2.3 The invigilator must confirm the names and the initials of the learner on the Answer Sheet together with the presented ID document and observing facial recognition with that of the ID document. All learners registered must show up for the examination.
  - 2.4 The invigilator must announce at the appointed starting time, to allow learners to Start.

- 2.5 The invigilator must ensure that learners desks are clear, no mobile phones, notes, bags. All must be left on the floor next to the learner's desks.
- 2.6 The invigilator must announce that anyone contravening any rules and regulation, his or her results will be null and void.
- 2.7 The invigilator will every after hour announce the time left, for the duration set.
- 2.8 When the time expires the invigilator will ask all learners to stop writing.
- 2.9 The invigilator must immediately collect the answer books with question papers and only allow learners to leave when finished.
- 2.10 Any learners who failed to submit their script must be marked as absent.
- 2.11 The invigilator to sign the attendance register and record the total number of scripts that were handed in including the collection other evidence to form portfolio of evidence.
- 2.12 Marking must be within 24 hours to allow marking, necessary administration and submission of course report within a reasonable period.
- 2.13 Proper record keeping of student, in manner to allow easy retrievals, back up must be done an activity post submission/parallel to course report assessment and submission of course reports.

### 3. Learners Leaving the room

- 3.1 Learners can leave the venue once they have completed their assessment, Except the first and the last 30 Minutes. This will be to avoid disruption in the room.

### 4. Late Reporting

- 4.1 Learners must give reason for late arrival.
- 4.2 Only when their reason is substantial, they will be permitted to put reasons in writing.
- 4.3 Late comers must be given extra time.

### 5. Irregularities

*Examination irregularity defined as any actual event, act, omission, and any alleged contravening Section 19 of the Code of Conduct 2003, in resepect of security trainers and accredited training establishment.*

- 5.1 In **case a learner** is found guilty of an assessment irregularity (being dishonest) they could disqualified from the from the assessment, and their assessment be declared invalid, or have appropriate action be taken against them.
- 5.2 If a **training centre** is found guilty of assessment dishonesty, or irregularity, they could have their T-Number suspended to Not Accredited pending an investigation, revoked, subject to fine and have appropriate action taken by the Authority.

- 5.3 An omission by the training centre to share these rules with the instructors(invigilators), learners will result into a penalty.
- 5.4 In case where the **instructors** are alleged for "Just Signing off Courses", leading learners during the examination, and assisting with answers will be found irregular and matter will be classified as the integrity issue, will be subject to a fine, suspension, withdrawal of awarded instructor accreditation and have necessary action taken by the Authority.
- 5.5 In case of complaints received from learners implicating the instructor/training centre will be recorded and accreditation of both instructor and training centre will be suspended pending the outcome of the investigation.
- 5.6 During the period the parties implicated will not offer support any learner for self-study, offer contact lessons.

## **6. Learners Conduct During Examination**

- 6.1 Learners may not leave the assessment venue without the permission after assessment have started. If they leave they will not be allowed to return. If the learner intent to leave and do not intend to come back they must hand in their script.
- 6.2 Learners may not communicate, pass any information, book or paper or other material to any other learner.
- 6.3 During the announcement by the invigilator terminating the examination session, learners must stop writing immediately and put their pen and pencils. Anyone who continues will be recorded as misconduct on the Attendance Register.
- 6.4 No learner should, in a form of misrepresentation whatsoever shall fraudulently act on an identity of a registered learner(s), sitting for an examination session and write on his/her behalf of the learner absent.
- 6.5 In fact, a learner registered will be disqualified from the course. In case where this learner is a registered security officer, appropriate action will be taken against his or her registration as prospective security officer.

## **7. Code of Conduct for Invigilators**

The invigilator **must not**

- 7.1 Assist any learner answering any assessment related question.
- 7.2 Leave the learners unattended in the assessment venue.
- 7.3 Speak to a third part in a manner that disturbs the learners.
- 7.4 Invigilate the learners whom he supported during the self-study period, should it be possible.
- 7.5 Be in use of a phone.
- 7.6 Permitting learners to violate the rules set for the examination.

7.7 Read or do any other work that may divide his attention and fails him. Her ro perform the invigilation.

## **8. Compliance to COVID- 19 Regulations**

8.1 The compliance requirement is an act of responsibility by all, to curb the spread of the virus.  
Please refer to the following Gazette issued in reponse to Alert Level 4 of the National Lockdown:

*Government Notices No 43258 . in Government Gazette Vol. 480 dated 29 April 2020*

*Government Notices 43257 in Government Gazzette Vol. 479 dated 29 April 2020*

**THE END**



PRIVATE SECURITY INDUSTRY  
REGULATORY AUTHORITY  
PRIVATE BAG X817  
PRETORIA  
0001



**PSIRA**  
Private Security Industry Regulatory Authority

**Private Security Industry Regulatory  
Authority (PSIRA)**

**Tel. No.: (012) 003 0500 / 1  
Fax No.: 086 558 3030**

(PSIRA 47 B)

## **APPLICATION FOR DISTANCE LEARNING**

**VERSION 01**

**MAY 2020**

*Only Training Centres that are accredited in terms of Security Officers Regulations, 7(a) and (d) are to complete this application form. This application form aims to assist the Authority to establish the state of readiness and compliance by applicants, contextualized to the provision of distance learning (self-study), during COVID-19. It is important to note that the conditions of the accreditation awarded must still be complied with and must be presented in line with the course levels awarded.*

**PART A**

**SECTION 1: DETAILS OF THE SECURITY SERVICE PROVIDER**

Name of the applicant Security Provider																				
PSiRA Number/T-Number													T							
Physical Address																				
Sub-burb																				
City																				
Province																				
Postal Code																				
Postal Address																				
Sub-Burb																				
City																				
Province																				
Postal Code																				
Land Line Number																				
Fax Number																				
E-Mail Address																				
Name of the Contact Person 1																				
Cell Number																				
Name of the Contact Person 2																				
Cell Number																				

**SECTION 2: TRAINING CENTRE THAT WILL DO DISTANCE LEARNING**

*Tick and complete the relevant information recorded on awarded accreditation Training Centre*

<b>BRANCHES ACCREDITED</b>	<b>Branch 1</b>	<b>ACCREDITATION INFORMATION</b>			
		<b>T-No</b>		<b>PSiRA No</b>	
	<b>Physical Address</b>				
	<b>Branch 2</b>	<b>ACCREDITATION INFORMATION</b>			
		<b>T-No</b>		<b>PSiRA No</b>	
	<b>Physical Address</b>				
	<b>Branch 3</b>	<b>ACCREDITATION INFORMATION</b>			
		<b>T-No</b>		<b>PSiRA No</b>	

**SECTION 3 CRITERIA SET FOR ESTABLISHING THE STATE OF READINESS FOR THE DISTANCE LEARNING OFFERING**

*NB: Please ensure that comments are narrative to enable the overall judgment and conclusion of this application by the Authority.*

**Learner Enrolment, Support and Assessment**

**3.1 Learner Enrolments**

- a) Does the Training Centre have plans to approach and recruit learners?  
*The plan should highlight the strategy in plan to recruit learners.*
- Unemployed /Job Seekers
  - Security Officers in the employment
  - School Leavers

**3.1.1 Please provide a brief narrative**

**3.2 Learner Support and Assessment**

- a) How will the Training Centre ensure that learners are supported before and during the period of study?  
*Support mechanism should clearly stipulate training Centre role in guiding the learners during the independent learning process, formative assessments.*

**3.2 1 Please provide a brief narrative**

<b>3.3 Assessment Instruments</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
b) Does the Training Centre have multiple sets of assessment instruments to cater for formative (pro-forma) assessments and Summative (exam) Questionnaires?			
c) Is there consistency in the assessments tools developed? Are they within the range and context of the course objectives?			
<b>3.4 Provision of Training/Learning Resources</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
d) Does the facility have reliable printing machine or have arrangements and or agreement to supply the prospective students with learning material?			
e) Is the Training Centre in possession of the training material already in use?			
<b>3.5 Management of Examination</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
f) Dedicated personnel to manage the assessments including safekeeping/accessing files for the pool of set assessment questionnaires?			
g) Are there clear Standard Operating Procedures on how to ensure security and confidentiality of the set papers for scheduled?			
h) Is there a clearly defined process to manage any possible irregularities?			

#### **SECTION 4: COMPLIANCE WITH COVID-19 REGULATIONS AND OCCUPATIONAL HEALTH AND SAFETY**

*By completing this section, the Training Centre will have to understand that compliance stated in this section seeks to establish measures in place to adhere to standard of hygiene and health protocols. Any misrepresentation of the information relating to the below is unlawful and would be punishable by Law.*

<b>4.1 Infrastructure and facilities</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
i) Any risk assessment conducted post Alert Level 5,			
j) Is the facility utilized ventilated?			
k) Is there a reliable water supply?			

l) Is there clear signage that bring awareness to staff, learners in promotion of the lockdown regulations to curb the spread of the pandemic? <i>Social distancing, wearing of protective gear(PPE) and sanitisers.</i>			
m) Is there a designated person, appointed/assigned for the sanitization of common areas, including classrooms/examination rooms, front desks, toilets?			

4.2 Health and Safety	Yes	No	Comment
n) Are the necessary tools in place to ensure symptoms screening, including body temperature measurement?  - Staff records, template designed and assigned personnel to run the screening  - None contact infrared used on the fore head for testing body temperature in place?  - Is there a holding room available/designated in case of staff member/learner who might report on site on high body temperature?			
o) Sufficient stock kept for sanitizers with 70% alcohol content? p) Stock keeping and control in place and monitored daily?			
r) Is the Training Center proving Personal protective clothing as per issues legislative prescripts?			

### SECTION 5: DECLARATION BY MANAGEMENT

***(To be completed and signed off by the management Team)***

5.1. I hereby declare and confirm that all information contained herein is to the best of my Knowledge true and correct, and that any false declaration or withholding of any Information by myself/ourselves would be punishable by law.

5.2. I hereby consent that it will only be appropriate to commence with training only once the above requirements have been satisfied by the Training Centre and confirmation of approval by the Authority.

Name	Surname	Identity Number	Signature	Date
		PSiRA number		

Name	Surname	Identity Number	Signature	Date
		PSiRA number		

Name	Surname	Identity Number	Signature	Date
		PSiRA number		

Name	Surname	Identity Number	Signature	Date
		PSiRA number		

**SECTION 6: OUTCOME OBSERVED CHECKLIST/APPLICATION ON DESKTOP EVALUATION**

**(For Office Use Only)**

<b>Name of the Training Centre:</b>		<b>T- No</b>

<b>Recommend</b>		<b>Evaluators Name</b>	<b>Date recommended:</b>
<b>Not Recommended</b>		<b>Signature</b>	<b>Date not recommended:</b>
<b>COMMENTS</b>			