



THE POWER OF PEOPLE

IN SECURITY

This year, our visual theme for each of the Industry Action Plans has been developed with a Te Ao Māori context in mind.

For the Security industry, we lean into the symbolism of the koru — the circular shape of the koru wraps around itself, symbolising the idea of safeguarding and looking after one's own, much like how security measures are designed to protect and nurture.

BUILDING A FUTURE-READY WORKFORCE AMIDST UNCERTAINTY

Future Vision

There are diverse employment opportunities for workers in the Security industry. For some individuals, the Security industry will be their first job and first experience in the workforce. While for others, the industry offers a different line of work where they can bring their wealth of previous knowledge and skills to apply in a different context. The Security industry is increasingly becoming an integral part of the service sector. Security staff are often the first point of contact between customers and businesses.

Security professionals can enhance their skills and qualifications through training programmes and certifications, such as the Certificate of Approval (CoA). Through this training, workers can choose to specialise in any number of areas, such as event security, executive protection, cybersecurity, and risk assessment. In addition, many of the skills gained are transferable in nature, allowing easy transition into other careers. A well-skilled security workforce has the potential to enhance the overall customer experience.



TACKLE THE
CHALLENGES
SEIZE THE
OPPORTUNITI

About the Industry

The Security industry in New Zealand plays a crucial role in maintaining public safety and protecting businesses from various threats.

There is a wide range of roles within the industry, including security guards, surveillance operators, alarm technicians, and security consultants. Security professionals often serve as the first point of contact with customers as well as the first line of defence in emergency situations.



IES

The Security industry has been growing rapidly, with projections showing that the industry will continue to grow in the coming years.

About the workforce

Growth in the Security industry has been rapid, and projections show that the industry will continue to grow in the coming years. This is due to a steady demand for security services, motivated by a range of factors such as increasing retail crime. There is also an increasing need for security at public premises such as hospitals and government offices, and growing demand for security in “crowded spaces”. As a result, the Security industry is critical to the safe and effective operation of numerous other industries. This means that the situations security professionals are managing are becoming more complex, in more niche and specialised contexts, which increases the skill level and training required. Examples of necessary skills include de-escalation, cultural competency in the appropriate context, understanding how to identify risks and threats, and technological expertise.

About the learners and providers

Despite the rapid increase in demand for security professionals and the increased skill level needed for the profession, there has been a 16% decline in these qualification enrolments since 2021. There are two NZQF qualifications which cover security. Industry report that these qualifications are critical but not fit-for-purpose anymore. The Security Training and Professional Development Special Interest Group, made up of the NZ Security Association, major employers, providers and Ringa Hora, is actively reviewing these qualifications.



KEY

Our workforce

▶ Number of workers 2023

13,001



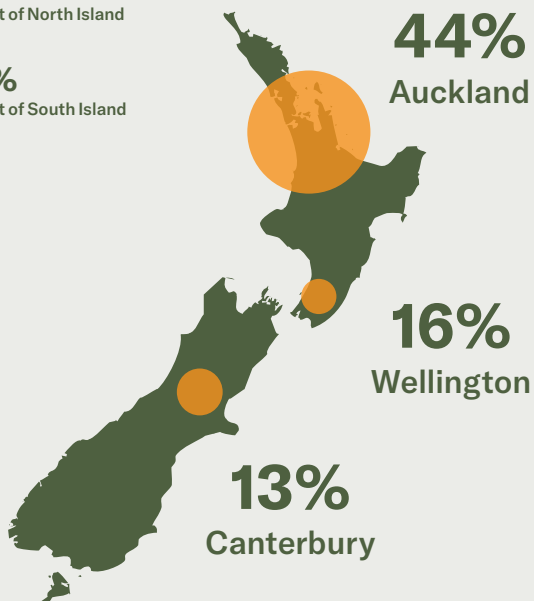
19% ↑ Change over past 5 years (2018-2023)

16% ↑ Forecast change over next 5 years

▶ Employment by Region 2023

20%
Rest of North Island

7%
Rest of South Island



▶ Age 15 - 24 years 2018

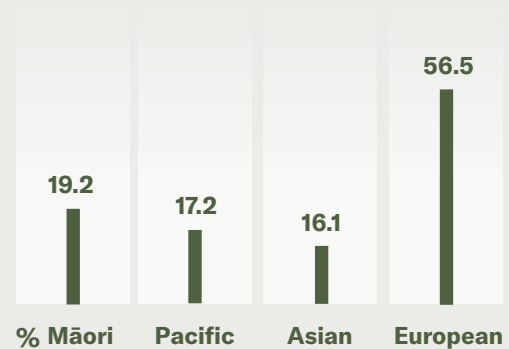
19%

▶ Female 2023

31%



▶ Ethnicity 2018



Training & Qualification



Current NZQCF Products

	Qualifications	Programmes	Enrolments 2023
Security (total)	3	19	550
Level 3			550
Level 4			0

INFORMATION

Our businesses



Our economy



Occupation

	2023	2018	2027	Actual change over past 5 years 2018-2023	Forecast change over next 4 years 2023-2027
Security Officer	6,506	5,317	7,492	22%	15%
Electronic Equipment Trades Worker	500	409	574	22%	15%
Locksmith	403	365	426	10%	6%
Chief Executive or Managing Director	234	223	236	5%	1%
Specialist Managers nec	220	156	279	41%	27%

Enrolment 2023 vs 2017	Enrolment 2023 vs 2022	Completion 2022	Completion 2022 vs 2017	Completion 2022 vs 2021
-61%	29%	170	n/a	-24%
		160		
		10		

TOP OF MIND

To help us reach the future state, we need to understand and tackle the challenges that the Security sector faces, while also seizing the opportunities that already exist or are on the horizon. We've heard that several factors are having a significant impact on the Security industry, including rising crime rates and risks posed to workers. These challenges are not new, as we have seen these trends continue over recent years; however, they remain a current focus for the industry.

Rising crime rates



- ▲ Crime rates and rates of aggression have been rising significantly over the last several years. This poses a public safety concern, with many feeling less secure in their homes, communities, and at work and many businesses at risk of property damage and loss.
- ▲ Rising crime rates are affecting the perception of security as a profession. This is making recruitment and finding skilled workers even more difficult.

Training to support staff safety and well-being



- ▲ Many within the industry are concerned about rising crime and the increased risk posed to their workforce. The industry is looking to training as a means to support their current and future workforce and better protect both them and the public.
- ▲ Providing staff with appropriate training in safety procedures and risk management not only enhances their ability to perform their duties effectively, but also contributes to their overall job satisfaction and well-being.

- ▲ The Security industry is struggling to meet this growing demand, with kaimahi working longer hours and more shifts.
- ▲ Businesses and individuals are increasingly turning to the security industry to address these concerns. The changing demands of security professionals mean that the workforce are being expected to perform more complex tasks, with a focus on skills such as de-escalation, cultural competency and technology use.

- ▲ It is important to ensure there is sufficient and fit-for-purpose training for workers. Kaimahi who feel supported and adequately trained are more likely to remain with their employer and perform at their best.



SECURITY

Certificate of Approval Upcoming Changes



- ▲ The industry is keen for changes to be made to Unit Standards of the Certificate of Approval (CoA).
- ▲ Some suggestions include enhancing legislation around trespass and the use of force to include a clear understanding of the protection and limitations associated with the use of force.
- ▲ Others suggest promoting communication skills to assist with customer service, tactical incident management and conflict de-escalation.
- ▲ Many believe that CoA training represents the minimum requirement for a Security Officer and does not reflect the increased risk to Security Officers and customers.
- ▲ However, implementing these changes would require legislative amendments to review or modify the Unit Standards. This is something that industry and Ringa Hora are currently collaborating on.

Safety and risk management for workers



- ▲ The shortage of security workers means that existing personnel are more likely to work longer hours more often. This can lead to increased health and safety risks. We are currently working through these changes with the industry and relevant agencies.
- ▲ In this environment, safety protocols and risk assessments are crucial to minimise the potential harm to security staff.
- ▲ The Security industry has a responsibility to ensure the safety of its workforce. Security personnel often face risks of encountering violent individuals or situations while on duty. Security professionals are currently only allowed to defend themselves, and many people in the industry report that young offenders take advantage of this.

Need for collaboration with Government



- ▲ To support the Security industry in fulfilling its role effectively, legislative and regulatory tools must be continuously reviewed and updated to reflect changing security threats and best practices. This includes clear guidelines on safety standards, training requirements, use of force protocols, and accountability measures to ensure that security providers operate responsibly and ethically.
- ▲ Collaboration among and between industry stakeholders, regulatory agencies, and law enforcement is essential to comprehensively address security challenges and foster a safer environment for all.

CHANGING WORKFORCE DEMOGRAPHICS

The demographics and other characteristics of New Zealand's population are dynamic – encompassing aspects such as ethnicity, age, gender or the experience of disability.

This has implications for the Service sector and more specifically for the Security industry. It will change who services are delivered for and by. This means it will become increasingly important for the industry to reflect New Zealand's population in its workforce and customers, and for that workforce to be more culturally aware. This could help industry to successfully attract and recruit more people into the workforce, ensure that those workers feel safe and valued in their roles, and help them to promote the customer experience and

loyalty.

Each of these groups makes a unique contribution to the Service sector, and businesses will benefit from recognising this contribution and being responsive to their individual needs. With current labour shortages, developing a committed and responsive relationship with these groups will help realise the proven economic and social benefits for employers, the workforce, and the wider communities in which services are delivered.



50%
BY 2038

By 2038, more than 50%
of New Zealand's workforce is
expected to be Māori, Pacific, or Asian.



MĀORII

Approximately 19% of the Security industry is Māori. This is higher than the overall New Zealand workforce percentage of 13%.

Accessibility of training

Many Māori in the workforce have industry experience and competency within their roles and are also interested in or are pursuing STEM training and associated qualifications, including literacy and numeracy qualifications. However, the language and related supports for this training is not always delivered in a way that resonates with Māori learners and workers. It is important for this training and upskilling to be tailored to Māori needs, as these can be important prerequisites to pursuing higher level credentials and other career development opportunities.

In addition, the cost of this training can be a barrier for people being able to gain licenses. There are limited credentials recognised outside of the industry so this can also make it difficult for many to progress in their career journey in other fields also. This means many Māori in the industry struggle to progress within this career. In addition, training can be distributed unevenly throughout the motu where many Māori are based, making it more difficult for many to access.

Understanding the needs of the workforce

Security has one of the highest proportions of Māori working in the industry. It is important for the industry to understand the needs of their Māori workers and appropriately support, upskill and develop them if they want to be able to continue to attract and retain their staff.

This includes being culturally competent, providing cultural competency training for employers and managers to better understand and support staff, and ensuring that training is accessible and resonates appropriately with their staff.

Health and safety

Security workers are often on the frontline, facing aggression, and are required to de-escalate conflict. This is especially important, given the diverse needs for de-escalation and conflict resolution. As a result, it is important to promote cultural awareness, provide pastoral care and support or explore a mātauranga Māori approach to inform strategies for strategies that inform de-escalation and conflict resolution.

Recognition and purpose

For many Māori in the security workforce, being recognised and valued within their roles is just as important, if not more important, than training and qualifications. Being able to effectively do their mahi provides purpose, and recognising this is critical to ensuring mana-enhancing communication practices. This could include better recognition of workers' skills and experience, outside of traditional qualifications. This will ultimately support attraction and retention within the industry.



PACIFIC

Approximately 17% of the Security industry is made up of Pacific workers. This is higher than the overall New Zealand workforce percentage of 6.5%.

Understanding your workforce

The Security industry benefits from a significant number of Pacific workers, some of whom are second-language English speakers. This aspect is often not considered for training material and qualification requirements, particularly for literacy and numeracy, as these are frequently written in a way that does not resonate with Pacific workers. In order for Pacific workers to pursue higher-level credentials and leadership roles, literacy and numeracy training opportunities in the industry need to be more accessible. To fully support Pacific growth, it is essential that training materials are tailored to meet individual needs. By understanding and addressing the specific needs of Pacific workers and offering additional support such as pastoral care, the industry can effectively support and retain this workforce.

Supporting the needs of the workforce

To progress within the industry, security workers are required to obtain a license, which is a key step toward advancing their careers. However, the upfront costs of the licensing process are often covered by the workers themselves, which can create barriers to access. Increasing opportunities to make obtaining a licence more accessible and affordable, can empower Pacific workers to pursue higher-level credentials, enabling them to advance and continue contributing to the industry's success.

Recognition and purpose

Pacific peoples in the industry bring valuable experience and competency to their roles. Recognising these skills beyond traditional qualifications is essential for ensuring that Pacific workers are truly valued and appreciated. By acknowledging and celebrating their contributions, the industry can support their career development and empower them to grow within their roles.

INDUSTRY PRODUCTIVITY

Productivity is built on decades of investment – in skills, knowledge, technology, culture, and relationships.

Productivity in business means being able to achieve, with fewer people. Businesses with high productivity are more resilient, adapt more easily to changes and promote growth and innovation. High business productivity per capita enhances well-being by increasing the nation's income and our ability to produce and afford the goods and services that underpin a happy, healthy life.

What does productivity look like for Security?

The Security industry is a critical enabler for business success and ensuring the effective running of day-to-day operations. With the demand for security on the rise, many businesses are struggling to find enough personnel or afford additional staff in the context of recent labour shortages, wage changes and the economic environment. There is an increasing pressure for organisations to look at ways to do more with their existing workforce through proactive upskilling or adopting new practices. Based on research and industry insights - specific areas of focus include:

▲ Investing in innovation and technology

Advancements in technology, such as facial recognition, will be able to rapidly expand the reach of proactive response and early intervention. A notable example of the impact security investment is having on preventing retail crime. Retailers have already made a significant investment into responding to crime and loss prevention, including equipment such as security cameras among other investments with an estimated direct cost of crime and loss prevention at around \$1,138 million.



▲ **Upskilling workers in digital literacy**

Limited digital literacy can be a productivity barrier for many in the Security industry. While there is an increasing range of digital tools available, there is limited support for kaimahi and businesses on how to maximise this opportunity, which digital options will best support the business, and for kaimahi, how to use this technology when adopted. Without relevant training and upskilling, the Security industry may struggle to keep up with the evolving technology landscape, potentially leading to lower productivity.

▲ The industry needs to ensure it invests in staff to ensure that their workforce is prepared for the future.

▲ **Upskilling workers in management/ leadership skills**

By empowering individuals with the right skills, knowledge, and resources, organizations can unlock their full potential and propel their productivity to new heights. Existing kaimahi may have the technical and industry expertise but may need further development to manage and lead a team or become a shift leader. This will help them to build a foundation of skills such as decision-making and conflict resolution could strengthen teamwork and collaboration and help existing kaimahi to boost their productivity.

SECURITY IS A CROSS-CUTTING INDUSTRY

Security is a cross-cutting industry

The Security industry operates across a number of different industries including Retail, Hospitality, Healthcare, Tourism & Travel, and Aviation, among others. Additionally, many local authorities rely on security contractors to manage noise complaints, freedom camping issues, and animal control after hours. The industry works closely with these industries and Government with each having their own specific security context, needs and requirements. Many are facing recent and growing security challenges, making cross-industry collaboration crucial. It is increasingly important to support staff training and advocate to government for necessary legislative and regulatory changes.

Collaboration with the Retail Sector

The security industry are being asked to serve dual purposes - one hand the job is about keeping people and industry safe, but the other is about improving customer experience and enrich people experience when visiting the store. It is important to recognise that Retail crime rates and violence are rising in New Zealand. Posing increasing health and safety

risks to both retail and security employees, as well as to customers. In addition, this is impacting the financial sustainability of retail businesses and the economy at large. Retail NZ has highlighted how rising retail crime affects perceptions of retail as a prospective workplace, with both retail and security roles being viewed as unsafe.

Both the Retail and Security industries are working together to address these issues as it is a prime focus for both. In 2023, Retail NZ published an in-depth Retail Crime Survey on the well-being and economic impact of rising crime.² This survey identified that the overall cost of retail crime for the 12 months to August 2023 was just over \$2.6 billion. Additionally, police figures released under the Official Information Act show that six retailers a day were assaulted at work, with nearly 150,000 crimes reported at retailers across the country in 2023.³

Both industries are working together to improve de-escalation and conflict management training which supports kaimahi in emergency situations. In addition, both industries are collaborating with a number of different

² RetailNZ-RetailCrimeReport2023.pdf

³ Police data shows nearly 150,000 retail crimes reported across the country in 2023 | RNZ News

⁴ Retail crime reports up 20 percent on last year, police data shows | RNZ News

COLLABORATION IS KEY

agencies to prevent incidents and help small businesses impacted by crime recover.

For example, the Police-led Retail Crime Prevention Programme has led to the installation of over 3,000 protective measures in retail stores, including CCTV, fog cannons, bollards, and roller doors.⁴

Retail NZ and NZSA are also advocating for better legislative tools to enable recovery of stock and provide clear guidelines on safety standards, training requirements, use of force protocols, and accountability measures. These efforts aim to ensure that security providers operate responsibly and ethically.

Collaboration with the Health Sector

The Healthcare sector faces serious security challenges as healthcare professionals encounter a range of scenarios that frequently present security concerns. Violence and aggression are unfortunately common, with hospital security staff filing 23,000 reports of unsafe staffing between 2020 and 2023. During the same period, there were 22,870 reported incidents of violence, aggression, or harassment against staff—averaging more than 20 incidents per day nationwide.

The Healthcare sector faces serious security challenges as healthcare professionals encounter a range of scenarios that frequently present security concerns. Violence and aggression are unfortunately common, with hospital security staff filing 23,000 reports of unsafe staffing between 2020 and 2023. During the same period, there were 22,870 reported incidents of violence, aggression, or harassment against staff—averaging more than 20 incidents per day nationwide.

Additionally, security staff must have a thorough understanding of medical situations and the relevant Health and Safety (H&S) considerations. Toitū Te Waiora has announced a 2024 review of Health sector qualifications, including Health and Safety requirements for kaimahi providing security in the Healthcare sector (inclusive of Corrections).

ACTION

	Māori succeeding as Māori	Attracting and retaining the future workforce
<p>Actions Where we would like to be</p>	<ul style="list-style-type: none"> ▲ Māori businesses and workforces have opportunities to connect. ▲ The Service sector and vocational education system understand and act on Māori views of success. ▲ The vocational education system is shaped by a Mātauranga Māori perspective. 	<ul style="list-style-type: none"> ▲ Improve the availability and use of high-quality information about the Service sector ▲ Enhance participation of Māori, Pacific people, Tāngata Whaikaha, and other groups. ▲ Increase the visibility and promotion of the industry to a wide range of potential ākongā and kaimahi. ▲ Ensure organisations involved in workforce development work collaboratively with well-understood roles.
<p>Initiatives What we can do to get there</p> <p>Service sector initiatives</p>	<ul style="list-style-type: none"> ▲ Establish and grow the Māori Service Sector Forum (joint Ringa Hora and industry effort). ▲ Foster Ohu Ahumahi collaboration (Rōpū Kaitakawaenga) to build relationships with iwi and hapū, aiming to better understand Māori aspirations (Ringa Hora). ▲ Engage Te Kāhui Mātauranga Māori to provide a Mātauranga Māori perspective in Ringa Hora product design and quality assurance approaches (joint Ringa Hora and industry effort). 	<ul style="list-style-type: none"> ▲ Undertake the Future Workforce project to understand work, skills, and training needs in New Zealand for 2040 (Ringa Hora). ▲ Amplify initiatives aimed at increasing participation of specific groups, such as Pasifika Navigators of Tomorrow or Jobs for Mums (Industry). ▲ Promote the upskilling of customer service skills. ▲ Promote the use of Te Mata Raraunga, a collection of vocational education and workforce data. (Ringa Hora).
<p>Security Specific initiatives</p>	<p>1. Explore the value of connecting with community, whānau, and iwi to support the training and success of kaimahi in the Security sector (joint Ringa Hora and industry effort).</p>	<p>2. The NZSA Special Interest Group and Ringa Hora will work together to further define and address the issue of substandard sub-contractor assessment practices impacting the sector, which results in poorly trained and inducted kaimahi. This will address both Certificate of Approval (CoA) assessment processes and potentially other key skills assessments (joint Ringa Hora and industry effort).</p> <p>3. Raise the profile and perceptions of the sector to assist with engaging rangatahi and attracting new kaimahi. Possible initiatives might include:</p> <ul style="list-style-type: none"> • Identifying and promoting role models within the sector. • Highlighting opportunities for all learners, including specific roles for Tāngata Whaikaha, and celebrating these roles. • Enhancing engagement with schools, such as inviting schools to key industry meetings and events to learn about the sector (industry effort).

Putting this into action for the Security industry

Transformational change in the Service sector workforce will take time, but to achieve that change, we need to start taking action now. The following plan outlines key areas of focus, medium-term actions, and short-term initiatives. These initiatives and actions can be viewed as individual threads that weave together to achieve workforce transformation.

Developing broad skills for the future	Creating mana-uplifting jobs and opportunities
<ul style="list-style-type: none"> ▲ Vocational education and training is flexible and adaptable to industry needs. ▲ Workforces and businesses are well prepared to adapt and innovate. ▲ Investment decisions are transparent and based on high-quality advice. 	<ul style="list-style-type: none"> ▲ Workplaces are accessible and attractive to the current and future workforce. ▲ The workforce is recognised, valued, and safe. ▲ The range of roles is articulated and available. ▲ Learning and skills development supports upward and lateral progression.
<ul style="list-style-type: none"> ▲ Create a short, stackable credentials through the Waihangatia te Āmua Ao Shaping the Future of Service Skills project. (Ringa Hora) ▲ Amplify initiatives that support learning broad skills for the Service sector, such as MBIE’s Digital Boost initiative (joint Ringa Hora and industry effort). 	<ul style="list-style-type: none"> ▲ Develop an ‘employer hub’ that shares resources, information, and case studies of Service sector excellence, targeted at SMEs (Ringa Hora). ▲ Amplify approaches that improve diversity, equity, and inclusion, such as Diversity Works, Living Wage, and Rainbow Tick (industry effort).
<p>4. Ringa Hora will explore with industry a Mātauranga Māori approach to inform strategies for de-escalating potential conflict situations (joint Ringa Hora and industry effort).</p> <p>5. PSPLA (Private Security Personnel Licensing Authority) to collaborate with Ringa Hora, NZSA, and security training providers on solutions to support Certificate of Approval refresher training (joint Ringa Hora and providers effort).</p> <p>6. Industry, in conjunction with Ringa Hora, to further explore support for industry-specific Language, Literacy, and Numeracy initiatives (joint Ringa Hora and industry effort).</p>	<p>7. Identify entry pathways and career opportunities for Māori to progress in the Security sector (joint Ringa Hora and industry effort)</p>

PROGRESS

Security Workforce Action Plan

Explore the value of connecting with community, whānau, and iwi to support the training and success of kaimahi in Security (joint Ringa Hora and industry effort).

The NZSA Special Interest Group and Ringa Hora will collaborate to further define and address issues related to sub-standard sub-contractor assessment practices that impact the sector by creating poorly trained or inducted kaimahi. This will involve examining both the Certificate of Approval (CoA) assessment processes and assessments for other key skills.

Raising the profile and perceptions of the sector to assist with engaging rangatahi and attracting new kaimahi. Possible initiatives might include:

- ▲ **Finding and promoting** role models within the sector.
- ▲ **Highlighting opportunities** for all learners, including specific roles for Tāngata Whaikaha, to be promoted and celebrated.
- ▲ **Improving engagement with** schools, such as by inviting them to key industry meetings and events to learn about the sector.

What has been delivered in the last 12 months

In February 2023, Ringa Hora collaborated with the industry to re-launch a marketing project called Service100. The objectives of the project are to:

- Highlight the industry’s future through storytelling
- Increase brand awareness to showcase what Ringa Hora offers to the industry
- Enhance engagement to channel sector voices into the vocational education system

Ringa Hora and the identified working group—including NZSA members, employees, employers, and training providers—have been collaborating on the review of three unit standards in the Security Staff Services domain. These unit standards are proposed to expire in December 2026.

Ringa Hora and the identified working group—including NZSA members, employees, employers, and training providers—have been collaborating on the review of three unit standards in the Security Staff Services domain. These unit standards are proposed to expire in December 2026. A review panel has developed new skill standards to align with the Certificate of Approval, ensuring that the skills, knowledge, and capabilities reflected in the current unit standards are translated and developed into these new standards, confirming their relevance and usefulness to the sector.

Once approved, these skill standards will be listed on the NZQA Directory of Assessment and Skill Standards (DASS) and will form part of The New Zealand Certificate in Security (Foundation) (Level 3).

If you would like to contact Ringa Hora regarding the vabove project, or if you would like to be included in our email network for security standards development and reviews, please email qualifications@ringahora.nz.

Industry and Ringa Hora continue to support gateway programmes for 17+ year olds and career fairs that promote pathways into Security. This includes the Job Explore event in February 2024, which will be held across the motu, including Whangarei and Kaitaia.

Ringa Hora has also sponsored the ‘Outstanding Security Training Initiative of the Year’ at the NZSA Awards Ceremony to support training initiatives within the industry.

Additionally, Ringa Hora has supported updates to the Tertiary Education Commission (TEC) Tahatū interactive careers website, which includes information on security occupations. This website aims to provide a personalised experience to help individuals explore potential career paths and understand how to achieve their career goals. Tahatū was released as a pilot to a select group of secondary schools on 2 April 2024. For more details, visit the [Tahatū](#) pilot page.

To support progress with these actions, we have reviewed the achievements of the past 12 months and outlined future deliverables.

What will be delivered in the next 18 months	Who is responsible?
<p>Ringa Hora have published good stories and good practice in social media and will continue to highlight pathways into the industry and for existing kaimahi to grow within the industry.</p>	<p>Joint Ringa Hora and Industry</p>
<p>Ringa Hora and the identified working group, which includes NZSA members, employees, employers, and training providers, will continue their collaboration on unit standards. The review of these standards is scheduled for July and may address some of the issues outlined in this action plan. However, any necessary legislative amendments could affect the timeline.</p> <p>Additionally, the upcoming CMR review may further support this work. During this review, Ringa Hora will evaluate whether to incorporate a course requirement or an alternative, such as a formalised credential requirement. Stakeholders will be invited to provide feedback once the review is underway.</p> <p>In the meantime, organisations must ensure that staff are adequately trained in managing conflict situations and that their training remains current.</p>	<p>Joint industry and Ringa Hora</p>
<p>Joint Industry and Ringa Hora initiatives include the Tahatū pilot, which has commenced with 10 schools and will expand over the coming months. Tahatū aims to assist all New Zealanders in making informed career decisions. It is designed to help those who know their career path and offer guidance to those who need inspiration.</p> <p>Tahatū connects NCEA school subjects, qualifications, and careers, and provides insights into common pathways others have taken to reach their career goals. For the first time, this comprehensive information is available in one place.</p>	<p>Joint industry and Ringa Hora</p>

Ringa Hora will collaborate with the industry to explore a mātauranga Māori approach for informing strategies to de-escalate potential conflict situations.

Ringa Hora and the industry continue to discuss cultural awareness and are considering the development of a micro-credential to address this gap and support diverse needs for de-escalation and conflict resolution.

Ringa Hora will collaborate with the industry to explore a mātauranga Māori approach for informing strategies to de-escalate potential conflict situations.

There have been ongoing discussions between Ringa Hora, NZSA, and training providers regarding potential changes to the Unit Standards for the Certificate of Approval (CoA). As a result, new skill standards have been developed through collaboration and feedback from the industry. These draft standards are currently under evaluation by NZQA. Once approved, regulations will be updated to include the new skill standards, which will replace the existing unit standards after 31 December 2026. At this stage, no micro-credential is being explored due to limited funding options.

The industry, in collaboration with Ringa Hora, will further explore support for industry-specific Language, Literacy, and Numeracy (LLN) initiatives.

Funding opportunities for literacy and numeracy programmes are currently limiting the industry's ability to upskill staff in these areas. Ringa Hora has advised TEC to increase funding for qualifications that enhance literacy and numeracy within the Security sector.

Identify entry pathways and career opportunities for Māori to advance within the Security sector.

NZSA and the careers site have produced a research piece detailing career pathways within the Security sector. The Māori warden space presents an opportunity to enhance accessibility and support Māori in their career progression and development.

Additionally, the TEC Tahatū interactive careers website aims to assist individuals in exploring various career options and understanding how to achieve their goals. Tahatū was released as a pilot to a select group of secondary schools on 2 April 2024. For more details, visit the [Tahatū](#) pilot page.

	Joint Ringa Hora and Industry
The CMR is currently being revised. The newly developed skill standards are designed to be more robust, enhancing the delivery of training. These standards have received endorsement from industry stakeholders, including providers, NZSA, and PSPLA.	Joint Ringa Hora and Industry
Ringa Hora will continue to advise TEC on increasing funding for qualifications that support literacy and numeracy in the Security sector.	Joint Ringa Hora and providers
<p>The Tahatū pilot has commenced with 10 schools, and participation will gradually increase over the coming months. Tahatū is designed to assist all New Zealanders in making informed decisions about their career paths. It offers tools for those who are certain of their career goals as well as for those seeking inspiration.</p> <p>Tahatū connects NCEA school subjects, qualifications, and careers, and presents the most common pathways others have taken to achieve their career objectives. For the first time, this comprehensive information is consolidated in one place.</p>	Joint Ringa Hora and Industry



RINGA HORA
Services
Workforce Development Council

