



S12 – Security Guarding Industry Leadership Group

Minutes of the Training Malpractice Meeting

Date:	20 May 2026
Time:	10:00am (BST)
Location:	Microsoft Teams (Video Conference)
Workstream Chair:	Claire Shrosbree – Security Guarding Leadership Group

Attendees

Claire Shrosbree – S12 Chair	Gemma Newman – S12 Board Member
Anisah Mehmood - S12 (Secretariat)	Garry Turner - (External)
Jenna Smith - S12 Comms	Sarah Binnion (External)
Ben Mumford - (External)	Kevin Ramshaw (External)
Olayinka Ogungbemi (External)	Leigh Turner UKSICA (External)
David Brook (External)	Richard Harris (External)
Laura Robinson (External)	Jason Roughley (External)
Dee QNUK (External)	

Apologies

Paul Fullwood – S12 COO	Steven Moore – S12 Board Member
Kieran Mackie – S12 Board Member	Tim Kendall – S12 Board Member



Item 1: Welcome and Introductions

The Chair opened the meeting, confirming the session was being recorded and would be shared. Attendees were welcomed and reminded of the Code of Conduct.

Item 2: Purpose of the Workstream and Key Updates

2.1 The Chair provided an overview of recent engagement with the SIA, including a meeting with Michelle Russell.

2.2 A key message from the SIA is the importance of increased reporting of training malpractice, noting that while issues are widely known across the industry, they are often not formally reported.

2.3 It was agreed that greater focus is required on:

- Encouraging reporting across businesses
- Educating individuals and organisations on appropriate reporting channels

Item 3: Webinar Planning (S12 Deliverable)

3.1 The group discussed the requirement to deliver two webinars within the year focused on training malpractice.

3.2 The Chair outlined the intention to develop a draft webinar proposal, including themes, speakers and timelines.

3.3 It was agreed that webinars should:

- Avoid becoming a “talking shop”
- Focus on practical solutions and outcomes
- Include a range of perspectives across regulators, awarding bodies, and industry

3.4 Suggested participants included:

- SIA representatives
- Awarding Organisations (AOs)
- Trainers and training providers
- IQAs/EQAs
- Industry stakeholders and operational representatives
- External contributors (e.g. journalists, colleges, media involved in investigations)

3.5 Members were asked to consider key questions that should be posed during the webinar to drive meaningful discussion.

Item 4: Training Malpractice – Key Issues Identified

4.1 Members discussed widespread concerns regarding training malpractice across the industry. Key issues included:

- Lack of reporting and follow-through
- Insufficient inspection and oversight of training providers



- Trainers moving between awarding bodies following malpractice findings
- Lack of data sharing between awarding bodies
- Financial incentives influencing compliance
- Pressure on freelance trainers leading to potential malpractice

4.2 It was highlighted that malpractice negatively impacts:

- Legitimate training providers
- Industry standards
- Public safety

Item 5: Mystery Shopper Approach

5.1 A proposal to introduce a mystery shopper approach to identify malpractice was discussed.

5.2 Members broadly supported the concept but raised considerations around:

- Implementation feasibility
- Buy-in from awarding bodies
- Ensuring consistency and impact

Item 6: Standards, Assessment and Professionalisation

6.1 Significant discussion focused on improving standards across training delivery. Key themes included:

- Separating training delivery from assessment to reduce conflicts of interest
- Introducing independent or centralised assessment models
- Improving trainer competency and evaluation processes
- Strengthening CPD and professional standards

6.2 It was proposed that the sector align more closely with Further Education (FE) professional standards, including:

- Structured trainer development pathways
- Ongoing competency assessment
- Professional registration models

6.3 The importance of training and competency frameworks was emphasised as a potential solution to raise standards across the sector.



Item 7: English Language Competency

7.1 Members highlighted that a significant proportion of malpractice is linked to inadequate English language assessment.

7.2 Current assessment processes were considered insufficient and overly basic.

7.3 Opportunities were discussed to:

- Strengthen assessment processes
- Explore technology-based solutions (including AI)
- Introduce more robust entry requirements

Item 8: Industry Challenges and Root Causes

8.1 It was agreed that training malpractice is driven by a combination of factors, including:

- Cost pressures and price competition
- Low barriers to entry
- Lack of enforcement
- Opportunities for financial gain

8.2 Members emphasised the need to:

- Move away from reactive solutions
- Focus on prevention and systemic reform
- Identify root causes rather than applying short-term fixes

Item 9: Collaboration and Innovation

9.1 Members noted that multiple individuals and organisations are developing solutions independently.

9.2 There is an opportunity to:

- Improve collaboration
- Avoid duplication of effort
- Explore shared approaches while respecting commercial sensitivities

Item 10: Next Steps

10.1 A draft webinar proposal will be developed and circulated.

10.2 Follow-up discussions will be arranged with key contributors to develop proposals further.

10.3 Members will be asked to contribute questions and ideas ahead of the next session.

Item 11: Action Summary

Ref	Action	Owner	Deadline	Status
-----	--------	-------	----------	--------



1.0	Develop draft webinar proposal (themes, speakers, timelines) – engage further with members for content	Claire Shrosbree	June 2026	Open
1.1	Promote increased reporting of training malpractice across industry	All members	Ongoing	Open
1.2	Explore feasibility of mystery shopper approach for training providers	Leigh Turner / Group	June 2026	Open
1.3	Engage awarding bodies on malpractice, inspections and enforcement	Claire / S12 Leads	June 2026	Open
1.4	Progress discussions on trainer licensing / competency frameworks	Claire / David Brook	June 2026	Open
1.5	Arrange follow-up meeting with David Brook to develop training standards proposal	Claire Shrosbree	June 2026	Open
1.6	S12 leads/deputies to create monthly internal meeting to review progress against workstream objectives/deliverables.	Claire Shrosbree Kirsty B/Anisah M	June 2026	Open

Item 12: Any Other Business

Additional suggestions included:

- Inviting external investigative journalists involved in training malpractice exposés
- Engaging with colleges delivering training
- Exploring emerging technology solutions

Item 13: Next meeting date: Wednesday 17th June 2026

Item 14: Close of Meeting

The meeting closed with thanks to attendees. It was noted that the meeting overran and future sessions should adhere more closely to agenda timings. The Chair formally closed the meeting at 11:12am.