

Title	Demonstrate knowledge of the security industry in the pre-employment context		
Level	2	Credits	4

Purpose	<p>This unit standard is for people who intend to work in the security industry.</p> <p>People credited with this unit standard are able to describe: the licensing requirements for security personnel; the duties and roles of security personnel in different security contexts; the legal authority and limitations of security personnel under legislation and the appropriate application of this authority; the health and safety requirements relevant to security personnel; the first line response to emergencies and security incidents by security personnel; and the interpersonal communication techniques relevant to a security context.</p> <p>They are also able to demonstrate knowledge of the requirements for receiving and reporting information in a security context.</p>
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Classification	Security > Security Staff Services
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Available grade	Achieved
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Guidance Information

- 1 This unit standard has been developed for learning and assessment in a security context, on- job or off-job.
- 2 Legislation relevant to this unit standard
 - Civil Defence Emergency Management Act 2002;
 - Crimes Act 1961;
 - Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018;
 - Fire and Emergency Act 2017;
 - Health and Safety at Work Act 2015;
 - Local Government Act 1974;
 - New Zealand Bill of Rights Act 1990;
 - Private Security Personnel and Private Investigators Act 2010;
 - Sale and Supply of Alcohol Act 2012;
 - Summary Offences Act 1981;
 - Trespass Act 1980;
 - Privacy Act 2020;
 - Evidence Act 2006;

Smoke Free Environments Act 1990;
 Human Rights Act 1993;
 Mental Health (Compulsory Assessment & Treatment) Act 1992 (and amendment 1999);
 Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
 The Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003
 Section 111 Mental Health Act – SMHS;
 and their subsequent amendments or replacements

3 Definitions

Certificate of Approval – issued by the Licensing Authority and granting approval to work as a specified class of security employee.

First Line Response – initial response to critical incidents taken before emergency services arrive to ensure the safety of persons and property and to minimise loss and damage.

PCBU – Person conducting a business or undertaking.

Relevant instructions – oral, written or electronically transmitted instructions issued to govern the performance of security tasks, duties, and responsibilities. These may be in the form of policies, procedures, manuals, directives, or legal and compliance requirements. They may relate to a particular assignment, organisation, site or operation of equipment.

Security personnel – for the purpose of this unit standard, persons providing specified private security services, in particular property guards, personal guards, and crowd controllers.

4 Where applicable in a security work context, the *Memorandum of Understanding* between the Ministry of Justice and the Ministry of Health applies.

Outcomes and performance criteria

Outcome 1

Describe the licensing requirements for security personnel.

Performance criteria

- 1.1 Describe the requirements and processes for the issue of a Certificate of Approval or Licence in terms of legislation.
- 1.2 Describe the responsibilities of Licence or Certificate of Approval holders in terms of legislation.

Range	production of licence or certificate of approval, wearing of certificate of approval, updating personal information.
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- 1.3 Describe the circumstances when a Certificate of Approval or Licence may be refused or cancelled in terms of legislation.

Outcome 2

Describe the duties and roles of security personnel in different security contexts.

Performance criteria

2.1 Describe the meaning of protective security terms using examples in a security context.

Range protective security terms include but are not limited to – protect, prevent, deter, delay, deny, detect, enforce, respond, maintain privacy and confidentiality.

2.2 Describe the tasks of crowd controller, property guard, and personal guard.

Range tasks must include but not limited to – public relations, safety and security of people, security of property, screening entry, and access control.

Outcome 3

Describe the legal authority and limitations of security personnel under legislation and the appropriate application of this authority.

Performance criteria

3.1 Describe the legal authority and limitations of security personnel under legislation and the appropriate application of this authority in accordance with relevant instructions.

Range includes but is not limited to – arrest, breach of the peace, privacy, detention, search, exclusion and/or removal, use of force, trespass, assisting police, Oranga Tamariki, intoxication.

Outcome 4

Describe the health and safety requirements relevant to security personnel.

Performance criteria

4.1 Describe the relevance of the Health and Safety at Work Act 2015 to security personnel.

Range PCBU, stakeholders, workers, public, adequately supervised and/or trained.

4.2 Describe health and safety responsibilities of security personnel in terms of hazard identification and management.

Range hazards may include but are not limited to – slips, trips, falls, faulty equipment or structures, traffic hazards, hazardous substances, bodily fluids; working in isolation, environmental factors, human factors;
evidence of working in isolation and two other hazards is required.

Outcome 5

Describe the first line response to emergencies and security incidents by security personnel.

Performance criteria

5.1 Describe procedures for notification and liaison with emergency services when responding to emergencies in accordance with relevant instructions.

Range fire, ambulance, police, and may include animal control.

5.2 Describe evacuation procedures when responding to emergencies in accordance with relevant instructions.

Range evacuation procedures include but are not limited to – exit routes, assembly points, designated role of security personnel.

5.3 Describe procedures for responding to security incidents in accordance with relevant instructions.

Range security incidents include but are not limited to – security breach, criminal activity or suspicious behaviour, alarm activation.

Outcome 6

Demonstrate knowledge of the requirements for receiving and reporting information in a security context.

Performance criteria

6.1 Describe reports used by security personnel in terms of their functions and typical use in accordance with relevant instructions.

Range methods of communication may include but are not limited to – face-to-face report, verbal report via technology, written report; evidence of two is required.

6.2 Describe standard security protocols used in communication in accordance with relevant instructions.

Range may include but is not limited to – phonetic alphabet, brevity codes, 24-hour clock.

6.3 Identify information required in security reporting in accordance with relevant instructions.

Range may include but is not limited to – who, what, why, when, how, where.

6.4 Complete a security report in accordance with relevant instructions.

Range may include but is not limited to – verbal, note book, log book, incident report.

Outcome 7

Describe interpersonal communication techniques relevant to a security context.

Performance criteria

7.1 Describe interpersonal communication techniques in terms of how they can improve the effectiveness of communication in a security context.

Range techniques may include but are not limited to – body language, speech patterns, vocabulary, delivery, focus, cultural awareness, avoidance of negatives, empathy; evidence of three techniques is required.

Planned review date	31 December 2026
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 May 2011	31 December 2021
Review	2	24 January 2019	N/A
Rollover and Revision	3	29 February 2024	N/A

Consent and Moderation Requirements (CMR) reference	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.