

40010 Apply professional standards in a security context

Kaupae Level	3
Whiwhinga Credit	6
Whāinga Purpose	<p>People with this skill standard are able to apply professional standards in a security context.</p> <p>This skill standard has been developed primarily for assessment within programmes leading to the New Zealand Certificate in Security (Foundation) (Level 3) [Ref: 3642].</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Apply professional standards as a security professional in a workplace.	a. Identify professional standards and apply the principles of protective security.
	b. Safeguard uniform and maintain equipment to professional standards.
	c. Present a professional image as a security professional.
	d. Identify customer requirements and apply these to a professional standard.
2. Apply the personal standards of a security professional in a workplace.	a. Maintain personal standards.
3. Apply duty of care to meet customer service expectations in a workplace.	a. Apply duty of care in a workplace.
	b. Meet customer service expectations as described in the workplace contract.
4. Apply privacy, confidentiality, and client requirements in a security context in a workplace.	a. Keep client information secure.
	b. Comply with the privacy of individuals.
	c. Maintain and update client information.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

This skill standard may be assessed in a security workplace or using scenarios that realistically reproduce the conditions of a security workplace.

Professional standards are described in the New Zealand Security Association (NZSA) Good Practice guidelines.

Assessment must reflect relevant organisational policies and procedures and/or client instructions.

Activities are carried out in accordance with workplace health and safety requirements.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

- Personal Standards
 - Wellbeing and self-management – stress, alcohol/drugs.
 - Personal hygiene.
 - Uniform presentation.
 - Values – Integrity and Respect.
 - Interpersonal communication.
 - Tikanga and Kawa best practice, Mana and purpose.
 - Time keeping/time management.
 - Professional boundaries/self-disclosure.
 - Conflict of interest.
- Professional Standards
 - Customer service.
 - Teamwork and supporting colleagues.
 - Privacy and confidentiality.
 - Comply with the privacy of individuals.
 - Protect and secure information, people and assets (privacy of people, information confidentiality).
 - Recording and updating information accurately.
 - Breaches/consequences.
 - Obligations and responsibilities related to collection of information and intended uses.
 - Knowledge of relevant legislation.
 - Accountability – own your own image.
 - Duty of Care – refers to the legal and ethical responsibility of an individual or organization to take reasonable measures to prevent harm to others.
 - Ethical standards.
 - Professional communication – verbal and written.
- Security Services
 - Certificate of Approval (CoA) endorsements – Crowd control, Property guard, Personal guard etc.
 - Security staff (including patrols, guards, and secure transport), electronic security systems, physical security systems, document security, and computer systems security.
- Principles of protective security – Protect, prevent, deny, delay, deter, detect, enforce etc.

Rauemi | Resources

- Private Security Personnel and Private Investigators Act 2010.
- Privacy Act 2020.
- New Zealand Security Association (NZSA) Good Practice guidelines available at <https://security.org.nz/security-industry-good-practice-guideline/>.
- Organisational policies and procedures.

Pārongo Whakaū Kouna | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Ringa Hora Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Law and Security > Security > Security Staff Services
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0003

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	28 March 2024	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2028		

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