

## 40014 Respond to incidents, events, and emergency situations, and interact with emergency services in a security work context

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	12
<b>Whāinga   Purpose</b>	<p>People with this skill standard will be able to respond to incidents, events, and emergency situations, and interact with emergency services in a security work 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

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Respond to incidents and events as a security officer.	a. Report security incidents and events.
	b. Seek advice, information, and assistance as required in order to respond, and then respond to security incidents and events.
	c. Take action to minimise and/or contain damage, protect evidence and witnesses from interference.
2. Respond to emergency situations as a security officer.	a. Report emergency situations.
	b. Take immediate action to maximise safety of self and others during emergency situations.
3. Interact with emergency services as part of a security officer's response to incidents.	a. Provide information relating to incidents for emergency services in initial contact.
	b. Provide clear, structured, and logical briefing to those requiring incident information in a security context.
	c. Follow organisational and/or client emergency response plans when interacting with emergency services.
	d. Follow post emergency procedures.

**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.

It is recommended that a minimum of two different scenarios or workplace observations are used for a security response.

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

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

***Ngā momo whiwhinga | Grades available***

Achieved

**Ihirangi waitohu | Indicative content**

- Security Incident and Events:
  - Criminal activity, disorderly persons, suspicious activity, bomb threats, protests, sporting/conference events.
  - NZ Police Protecting Crowded Places Strategy.
  - Situational awareness, including threat evolution.
- Emergency Situations:
  - Natural disasters, environmental, power, public health, fire.
  - CIMS (NZ Coordinated Incident Management System).
  - Readiness/reduction/response/recovery.
- Risk Management:
  - Ten-R Framework (Threat, exposure, necessity, response).
  - AWOCA (Ask, Warn, Options, Consequences, Action).
- Emergency Services:
  - What is being responded to e.g., fire, robbery, hostile behaviour.
  - Emergency services – additional support agencies.
  - How to call emergency services and information they will require.
- Post Incident care:
  - Strategies to eliminate, minimise and respond to risks to personal safety and to others, and apply strategies in a non-aggressive manner in a security context.
  - The use of defensive techniques to respond to violent behaviour.
  - Immediate post-event activities following an incident involving aggressive behaviour in a security context.

**Rauemi | Resources**

- Health and Safety at Work Act 2015.
- Crimes Act 1961.
- Privacy Act 2020.
- Trespass Act 1980.
- Crowded Places Strategy, see something, say something, Escape Hide Tell available at [Crowded places strategy | New Zealand Police.](#)
- Client instructions.
- Organisational policies and procedures.

**Pārongo Whakaū Kounga | Quality assurance information**

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

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

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