40145   Explain conflict management in a security context

Kaupae	Level	3
Whiwhinga	Credit	4
Whāinga	Purpose	People credited with this skill standard are able to explain conflict management in a security context. This skill standard covers the underpinning knowledge of conflict management for security personnel and is intended to be part of the requirements for a private security licence or Certificate of Approval (COA). This skill standard has also been developed for assessment within programmes leading to the New Zealand Certificate in Security (Foundation) (Level 3) [Ref: 3642].

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

Hua o te ako	Learning outcomes	Paearu aromatawai	Assessment criteria
1. Describe conflict in a security context.	a. Describe the stages of the conflict cycle in a security context.
	b. Describe triggers and behaviours that may lead to conflict.
	c. Describe human factors that influence conflict escalation and de-escalation.
	d. Describe means of de-escalation of a conflict situation in a security context.
2. Describe situations and factors that may lead to conflict in a security context.	a. Describe situations that may lead to conflict in a security context, including crowded places, environments and situations requiring enforcement roles.
	b. Describe environmental factors that may lead to conflict, including time of day, weather, and persons present.
	c. Describe human factors that may lead to conflict in a security context including challenging behaviour, mental illness, and alcohol or drug use.

Hua o te ako | Learning outcomes	Paearu aromatawai | Assessment criteria
3. Explain a range of resources and techniques that a security officer may have available in a conflict situation, and factors that could limit their effectiveness.	a. Explain how situational awareness is used to prepare for potential conflict.
	b. Explain the use of distance, space, and body positioning effectively in the management of conflict.
	c. Explain the use of equipment and backup when required in the management of conflict.
	d. Explain the factors that may limit the effectiveness of a security officer in a conflict situation, including physical, mental health, site instructions and company policy.
4. Explain basic risk assessment process and plan for a lawful response to achieve a desired outcome.	a. Explain basic risk assessment process in a security context.
	b. Plan for lawful response dependent on the level of conflict considering the safety of self and others.
5. Describe post incident actions.	a. Describe the components of an incident report.
	b. Describe post incident actions related to duty of care of self and others.
	c. Describe support systems available to the security officer.

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

Assessment specifications:

This skill standard is designed to cover knowledge of the theory of conflict management in a security context. It is recommended that skill standard 40147: *Manage and resolve conflict situations in a security context* be undertaken in conjunction with this skill standard as it is designed to allow for the practical demonstration of non-contact conflict management techniques.

This skill standard must be assessed using scenarios that realistically reproduce the conditions of a security situation and/or workplace. Scenarios, whether proximate or video based, must include observable elements that reflect changes in a subject's verbal and non-verbal behaviour during and after conflict.

Scenarios should relate to current or emerging trends found in a security work environment and may be contextualised to meet specific training needs.

All learning and assessment actions taken must maximise safety and security of self and others and must be carried out within the scope of own responsibility and authority.

Assessment must contain the requirement to formally report an incident in accordance with relevant instructions.

Incident reports must include these components - when, where, what, who/how.

The indicative content listed is the minimum requirements necessary to be delivered to meet the standards of a New Zealand Security professional. Additional content may be delivered by providers if required to meet specific needs.

Definitions

Duty of Care refers to the legal and ethical responsibility of an individual or organisation to take reasonable measures to prevent harm to others.

Relevant instructions refer to 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.

Subject refers to the party or parties, other than security personnel, involved in the conflict.

Ngā momo whiwhinga | *Grades available*

Achieved

Ihirangi waitohu | Indicative content

Conflict Management

- The conflict cycle – escalation to de-escalation.
- The meaning of baseline, trigger, passive resistance, assertive and aggressive behaviours.
- The effect of circumstance and/or environment in situations that may lead to conflict.

Communication

- Knowledge of verbal and non-verbal communication indicators of escalating conflict and their use in de-escalation techniques.
- Communication skills:
    o Verbal – tone of voice, volume, cultural norms, appropriate words, and language.
    o Active listening, reflecting, paraphrasing, summarising, questions to clarify and confirm understanding, clear presentation of options and consequences, providing for time for questions and responses.
    o Building rapport with the subject.

Situational Awareness

- Knowledge of how situational awareness is used in a security context.
    o Knowing your work environment – Site policy and procedures, equipment and support systems, day-versus-night lighting factors, weather factors.
    o Processing changes in the environment – new persons entering the site, changes in behaviour among persons present.
    o Decision making based on changes in the environment.

Tactical Options

- Knowledge of the theory relating to tactical options and how they may be used in conflict management.
    o The use of TENR (threat, exposure, necessity, response) in risk assessment.
    o The use of OODA loop (observe, orient, decide, act) in planning a lawful response to escalating conflict.
    o The use of AWOCA (ask, why, options, confirm and act) as a de-escalation technique.
- Introductory knowledge of tactical withdrawal and the potential lawful use of force to establish safe distance from a subject.
    o Lawful force – reasonable, necessary, proportionate.
    o Push/pull techniques to achieve safe distance.

Physical Projection

- Knowledge of body language, positioning and physical projection and the application in a security context.
    o Stance – Interview stance, transitioning to ready stance.
    o Stacking/splitting – change in position to maintain distance/space with multiple subjects.
    o Teamwork.

Support Systems

- In place – back up staff, equipment, communication methods – phone, radio, hand signals.
- Health and Safety legislation
    o Understand the application of health and safety responsibilities that apply in a conflict situation, and the principles of duty of care prior to, during and after conflict.
- Employer's Employee Assistance Programme process.
- Self-care following a conflict situation.

Legislation

- Introductory knowledge in respect of legislation that may apply in managing conflict in a security context.
- The definition of 'assault'.

Crimes Act 1961.

- Section 42 – Detention – Breach of the Peace.

- Section 48 – Self Defence.

- Section 52 – Use force to retake stolen property.

- Section 56 – Use force to prevent trespass or remove a person.

- Section 62 – Excessive use of force – penalty.

- Section 41 – Use of force – Prevent suicide.

Oranga Tamariki Act 1989.
- Section 5 (1) (b) (i) - Duties of a security officer relevant to the Oranga Tamariki Act.

Rauemi | Resources

- New Zealand Security Association (NZSA) Good Practice Guidelines available at https://security.org.nz/security-industry-good-practice-guideline/.

Pārongo Whakaū Kounga | 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	29 August 2024	N/A
Kōrero whakakapinga	Replacement information	This skill standard replaced unit standard 27360.		
Rā arotake	Planned review date	31 December 2029		

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