

40146**Describe foundation knowledge of the security industry**

Kaupae Level	3
Whiwhinga Credit	4
Whāinga Purpose	<p>People credited with this skill standard are able to describe foundation knowledge of the security industry.</p> <p>This skill standard is for people who intend to work in the security industry.</p> <p>This standard has been developed to align with the legislated requirements of the 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].</p>

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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Describe responsibilities as a security officer under the Private Security Personnel and Private Investigators Act 2010.	a. Describe the legal rights and responsibilities of a COA holder.
	b. Describe the difference between a COA and a security License.
	c. Describe the tasks of a crowd controller, property guard, and personal guard.
2. Describe relevant New Zealand legislation in a security context.	a. Describe relevant legislation and authority to control entry, exclude or remove a person from a premises or place.
	b. Describe the lawful use of force and authority in defence of self or others.
	c. Describe relevant legislation and authority to search persons and their property.
	d. Describe relevant legislation and authority to require proof of age prior to entry onto licensed premises.
	e. Describe lawful use of arrest or detention, and authority.
	f. Describe relevant legislation and authority as it relates to privacy of information.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
3. Describe the health and safety requirements relevant to security personnel.	a. Describe individual and employers' rights and responsibilities under health and safety law.
	b. Describe the processes for reporting and management of hazards.
4. Describe the first line response to emergencies and security incidents, and the responsibilities of security personnel.	a. Describe procedures for responding to security incidents and the responsibilities of the security guard in accordance with relevant instructions.
	b. Describe procedures for responding to emergencies and the responsibilities of the security guard in accordance with relevant instructions.
5. Describe the requirements for receiving and reporting information.	a. Describe information required in security reporting and the methods used.
	b. Complete a basic incident report.
6. Describe customer service and interpersonal communication techniques relevant in a security context.	a. Describe customer service and interpersonal communication techniques used to improve the effectiveness of communication in a security context.

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

Assessment specifications:

This skill standard will be used by persons entering the security industry. They will not have sufficient experience to support workplace verification of competency. Therefore, learning and assessment will be weighted towards gaining theoretical knowledge and understanding.

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

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

Learning outcome 5

Minimum requirements for basic incident reporting are.

- When, where, what, who/how.
- Use of 24-hour clock.
- Use of phonetic alphabet.
- Incident reports can be verbal, written, digital.

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

Emergency refers to situations occurring at a location that requires the response of emergency services e.g. earthquake, flood, fire which may involve an evacuation.

First line response refers to 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 refers to Person Conducting a Business or Undertaking.

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.

Security incident refers to an event that requires intervention or action by a security officer.

Ngā momo whiwhinga | Grades available

Achieved

Ihirangi waitohu | Indicative content

The legal authority and limitations of security personnel under legislation and the appropriate application of this authority must include, but are not limited to, current relevant legislation (or subsequent amendments), including:

Private Security Personnel and Private Investigators Act 2010

Responsibilities as a security officer under the legislation must include but are not limited to – production of licence or certificate of approval, wearing of Certificate of Approval so it is visible, updating personal information with the PSPLA (Private Security Personnel Licensing Authority).

The tasks of crowd controller, property guard, and personal guard including but not limited to – public relations, safety and security of people, security of property, screening entry, and access control.

- Private Security Personnel and Private Investigators Act 2010.
 - Part 3: Responsibilities of license and certificate holders.
 - Part 1: Sections 9,10,11 – Definitions of COA endorsements.
- Crimes Act 1961.
 - Section 34 – Assisting a constable when called upon.
 - 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.
- Summary Offences Act 1981.
 - Section 39(3) - Arrest for certain offences.
 - Section 3 – Disorderly behaviour.
- Sale and Supply of Alcohol Act 2012.
 - Duties of a security officer relevant to the Sale and Supply of Alcohol.
 - Valid types of proof of age documents and their use.
 - Police powers.
 - Types of liquor licenses.
- The application of the Trespass Act 1980 in a security context.

- Section 3 and 4.
- No offence until a refusal to leave – time periods – trespass notices.
- The definition of “Occupier” and “acting under his or her authority”.
- Oranga Tamariki Act 1989.
 - Section 5(1)(b)(i) - Duties of a security officer relevant to the Oranga Tamariki Act.

The health and safety requirements that are relevant to security personnel.

The health and safety responsibilities of security personnel in terms of hazard identification and management including but not limited to – working in isolation, environmental factors, human factors, slips, trips, falls, faulty equipment or structures, traffic hazards, hazardous substances, bodily fluids.

- Health and Safety at Work Act 2015.
 - Section 30 – Risks.
 - Section 44 and 45 – PCBU, stakeholders, workers, public, adequately supervised and/or trained.
- Health and Safety at Work (General Risk and Workplace Management) Regulations 2016.
 - Section 21 – managing risks associated with remote or isolated work.
- New Zealand Security Association - Good Practice Guidelines 2023.
 - Introduction to security roles and responses from Page 50.

Interpersonal communication techniques.

- Verbal and non-verbal communication techniques in a customer service setting.
- Interpersonal communication techniques – body language, speech patterns, tone, vocabulary, delivery, focus, cultural awareness considerations, empathy, building rapport.
- Different communication techniques to suit the audience – workers, clients and customers, security management, enforcement agencies.

First line response to emergencies and security incidents.

The notification and liaison with emergency services when responding to emergencies or security incidents in accordance with relevant instructions.

- The appropriate use of *105 or 111 when calling the Police.
- The handover information required by an emergency service when they arrive – description of persons, location injured persons.

The use of evacuation procedures when responding to emergencies in accordance with relevant instructions, including but not limited to – exit routes, assembly points, designated role of security personnel.

The use of procedures for responding to security incidents in accordance with relevant instructions, including but not limited to - security breach, criminal activity or suspicious behaviour, site lockdown, alarm activation.

Rauemi | Resources

New Zealand legislation may include but is not limited to:

- Oranga Tamariki Act 1989;
- Private Security Personnel and Private Investigators Act 2010;
- Trespass Act 1980;
- Crimes Act 1961;

- New Zealand Bill of Rights Act 1990;
- Health and Safety at Work Act 2015;
- Private Security Personnel and Private Investigators Act 2010;
- Summary Offences Act 1981;
- Privacy Act 2020;
- 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 2029	N/A
Kōrero whakakapinga Replacement information	This skill standard replaced unit standard 27364.		
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.