40147   Manage and resolve conflict situations in a security context

Kaupae | Level	3
Whiwhinga | Credit	4
Whāinga | Purpose	People credited with this skill standard are able to manage and resolve conflict situations in a security context. This skill standard covers the practical management of conflict situations by 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. Assess and respond to factors impacting on the conflict situation.	a. Assess and respond to the subject's physical and verbal indicators.
	b. Assess and respond to situational and environmental risk factors.
2. Use an action plan to lawfully manage the conflict situation.	a. Apply lawful tactical options to manage the conflict situation.
	b. Use verbal communication techniques to de-escalate the conflict situation.
	c. Use physical projection techniques to de-escalate the conflict situation.
	d. Use communication with other security personnel, supervisors, and emergency services to provide and gain support.
3. Complete post incident reporting.	a. Report relevant information in accordance with organisational requirements.

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

Assessment specifications:

This skill standard is designed to cover the practical management of managing and resolving conflict situations in a security context. It is recommended that skill standard 40145: *Explain conflict management in a security context* be undertaken prior to or in conjunction with this skill standard as it is designed to provide the underpinning knowledge of non-contact conflict management techniques in a security context.

This skill standard must be assessed using scenarios that realistically reproduce the conditions of a security situation/workplace. Scenarios 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.

This skill standard must be assessed off-job and the relevant instructions can be supplied by way of a simulated situation.

Skills must be demonstrated in simulated conflict situations using different face-to-face role plays where candidates are given the opportunity to demonstrate their communication skills. Assessment scenarios are provided from a set of security-specific scenarios which reflect common conflict situations encountered by security personnel.

Candidates must demonstrate skills in each of the four conflict situation scenarios:

i.   *Compliance situation* – a situation that requires demonstration of positive communication skills when dealing with the public on day-to-day issues such as access control and identity checks.

ii.   *Escalated situation* – a situation that requires demonstration of effective communication skills when calming an emotive situation, such as a situation involving an angry customer. non-aggressive but firm handling of unacceptable behaviour such as offensive language or a breach of conditions of entry

iii. *Escalated situation* – a situation where communication skills are used initially, followed by legal use of force.

iv   *Escalated situation* – a situation where communication skills are used initially, followed by tactical withdrawal as the threat escalates.

The indicative content listed below 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

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.

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

- The Conflict Cycle and the verbal and non-verbal communication indicators of escalating conflict and their use in de-escalation techniques.
- The effect of circumstance and/or environment in situations that may lead to conflict.
- 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.
- The resources and techniques a security officer may have available in a conflict situation, such as situational awareness, critical thinking, problem solving, equipment, backup, policies and procedures, distance, space, body positioning, legislation.

Stance - Changes in body language projection as conflict escalates/de-escalates.

- Interview stance, transitioning to ready stance.
- Tactical withdrawal. Use of lawful force to achieve safe separation – push away.
- Use of distance, space, and body positioning to enhance own safety and allow options for dealing with the situation.
- Stacking/splitting

Tactical Options

- Situational awareness.
- Threat – Exposure – Necessity – Response. (T.E.N.R).
- Ask – Why – Options – Confirm – Action. (AWOCA).
- Summon support.
- Tactical withdrawal.

Communication techniques.

- Active listening, reflecting, rephrasing, summarising, questioning to clarify and confirm understanding, clear presentation of options and consequences, clear explanations, and instructions, providing sufficient time for questions and responses.

Post Incident Action

- What support systems exist and how to access these.
- Reporting requirements based on organisational requirements.

Support Systems

- In place – back up staff, equipment, communication methods – phone, radio, hand signals.
- Health and Safety legislation
    - 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.

Rauemi | Resources

Legislation relevant to this standard includes but not limited to:

- Crimes Act 1961;
    - Section 48.
    - Section 62.
- Health and Safety at Work Act 2015;
- 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;

- Smoke Free Environments and Regulated Products Act 1990;
- 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 27361.		
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.