

Title	Demonstrate knowledge of security communications		
Level	3	Credits	4

Purpose	<p>This unit standard is designed for those who are, or seek to be, operators in a security communications control centre.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – demonstrate knowledge of communication process theory; – describe security communications operations; – describe the operation of security communications control centres; – explain security communications control centre health and safety issues and identify responsibilities; and – describe, and explain the reasons for, communications security measures.
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Classification	Security > Security Staff Services
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Available grade	Achieved
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Guidance Information

- 1 This unit standard has been developed for learning and assessment off-job.
- 2 Persons working or intending to work as a security officer or in related security employment may require a Security Guard’s Licence or, if an employee of a Security Guard Licence holder, a Certificate of Approval to be the Responsible Employee of a Security Guard. Both are issued by the Registrar of Private Investigators and Security Guards.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of communication process theory.

Performance criteria

- 1.1 Elements of communication process theory are identified, and explained in terms of their function.

Range sender, receiver, message, channel, feedback, context.

- 1.2 Barriers and solutions are identified for each stage of the communication process.
- 1.3 Application of communication process theory is described in terms of cross-cultural implications.
- Range culture – gender, age, ethnicity, background, ethics.

Outcome 2

Describe security communications operations.

Performance criteria

- 2.1 The role and functions of security communications are identified.
- Range functions – monitor site security status, identify incident alert, control incident response, report to interested parties.
- 2.2 Elements of security communications systems are identified.
- Range elements – security system technology, operator, information technology, communication technology, security services, procedures.
- 2.3 The operation of radio and telephone networks is described, and their capabilities are explained in terms of security communications.
- 2.4 Using common examples, signal sources and signal formats are identified.

Outcome 3

Describe the operation of security communications control centres.

Performance criteria

- 3.1 Two types of communications control centres are described in terms of their functions.
- 3.2 The grading of communications control centres is explained in terms of their degree of security.
- 3.3 Operational responsibilities of communications control centre staff are identified.
- 3.4 Control centre activities, procedures and staff tasks are described using a four-station model.

Outcome 4

Explain security communications control centre health and safety issues, and identify responsibilities for their management.

Performance criteria

- 4.1 Health issues arising from the nature of security communications operations are identified.
- Range shiftwork, reaction to operational incidents, recognition of warning signs in self and others, occupational overuse syndrome, ergonomics.
- 4.2 Personal and organisational responsibilities for health management are identified.
- 4.3 Safety issues in security communications control centres are identified.
- Range fire safety, electrical safety, evacuation, security.
- 4.4 Personal and organisational responsibilities for safety management are identified.
- 4.5 Awareness of health and safety issues in the working environment is demonstrated.

Outcome 5

Describe, and explain the reasons for, communications security measures.

Performance criteria

- 5.1 Communications security is defined in terms of system integrity and client/customer privacy.
- 5.2 Threats to communications security, and communications system vulnerabilities are identified.
- 5.3 Communications security measures are described.
- Range radio telephone procedures, system procedures, site procedures.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	30 September 1998	31 December 2021
Revision	2	3 April 2001	31 December 2021
Rollover and Revision	3	23 April 2008	31 December 2021
Review	4	24 January 2019	31 December 2021

Consent and Moderation Requirements (CMR) reference

0003

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.