

Title	Demonstrate knowledge of security operations		
Level	3	Credits	4

Purpose	<p>This unit standard is designed for those who work, or seek to work, in the security industry.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – describe the features and characteristics of the security industry; – describe security staff services operations; – describe electronic security systems; and – describe customer-service delivery in the security industry.
----------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Classification	Security > Security Staff Services
-----------------------	------------------------------------

Available grade	Achieved
------------------------	----------

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.
- 3 References
 Sale of Goods Act 1908;
 Police Act 1958;
 Crimes Act 1961;
 Private Investigators and Security Guards Act 1974;
 Protection of Personal and Property Rights Act 1988;
 Summary Offences Act 1981;
 Fair Trading Act 1986;
 Commerce Act 1986;
 Children, Young Persons, and Their Families Act 1989;
 NZ Bill of Rights Act 1990;
 Building Act 2004;
 Resource Management Act 1991;
 Privacy Act 1993;
 Health and Safety in Employment Act 1992;
 Human Rights Act 1993;
 Consumer Guarantees Act 1993; and their subsequent amendments and regulations.

Outcomes and performance criteria

Outcome 1

Describe the features and characteristics of the security industry.

Performance criteria

- 1.1 The concept of security as a service industry is explained in terms of customer service and quality management.
- 1.2 The nature and scope of operational security activities are identified and their practical interaction is explained.
- Range security management, risk assessment, physical security hardware, security staff services, electronic security, security communications, loss prevention, investigation, data and information security.
- 1.3 The operational impact of legislation and its application is explained in terms of the authority and responsibilities of security personnel and their employers.
- 1.4 Industry standards are identified and described in terms of their scope and outline content.
- Range recognised industry codes of practice, skill standards, qualifications.
- 1.5 The nature and broad scope of commerce and business administration are described in terms of company viability in the security market.
- Range strategic and operational planning, marketing, business relationships, financial control, human resource management, business administration.
- 1.6 Major trends in the delivery of security services in New Zealand are identified.

Outcome 2

Describe security staff services operations.

Performance criteria

- 2.1 Common operational activities are described.
- Range security guard, mobile patrol, secure transit, retail security, secure storage and destruction, close protection, security communications.

Outcome 3

Describe electronic security systems.

Performance criteria

3.1 Types of electronic security systems are identified and described using common examples.

Range intruder alarm, access control, closed-circuit television.

3.2 Current electronic security components are identified and their purpose is described.

Range intruder sensors, heat sensors, movement sensors, optical beams, smoke detectors, card readers, activation loops, cameras, monitors, recorders, control panels.

Outcome 4

Describe customer service delivery in the security industry.

Performance criteria

4.1 Customer service is described in terms of quality performance, communication, responsiveness, proactiveness, and efficiency.

4.2 Factors influencing the provision of customer service in the security industry are identified.

Range interference of security operations with customer activities, importance to customer of persons and property at risk, stressful nature of security situation for all parties, need for objectivity and impartiality, potential for safety risk to all parties, potential for violence and physical contact, customer expectation of operator skill level, police expectation of evidence collection, potential for conflict between customer service needs of internal and external customers.

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>.