

Title	Operate a security communications control station		
Level	3	Credits	30

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"> – update communication centre information; – assess the authenticity of client/customer requests; – respond to system activations and alarms received; – maintain communications security; – take over and hand over duties; – maintain control room health and safety standards; and – compile reports for management.
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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 designed for learning and assessment on-job. Competency in this unit standard may be assessed in an industry-approved realistic simulation.
- 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

Update communication centre information.

Performance criteria

- 1.1 Information received from client, system installer, or other source is evaluated and action taken in accordance with site procedures.
- 1.2 Client file is set up in accordance with site format and procedures, client and system information is verified, and data is entered into database fields.

- 1.3 Signal format for the system is applied to the client file, and the system is commissioned using test signals.
- 1.4 Changes to client databases are completed according to site procedures.

Outcome 2

Assess the authenticity of client/customer requests.

Performance criteria

- 2.1 Authenticity of incoming callers is verified according to site procedures.
- 2.2 Passwords and codes are requested and verified according to site procedures.
- 2.3 All changes to client information and requirements are verified according to site procedures.
- 2.4 Authenticity of the caller, when disputed or in question, is referred according to site procedures.

Outcome 3

Respond to system activations and alarms received.

Performance criteria

- 3.1 System activation, alarm, malfunction, and fault is identified and managed in accordance with system operating instructions, assignment instructions, and site procedures.
- 3.2 Alarm signal is identified and evaluated to determine location and priority according to site procedures.
- 3.3 System activation and alarm is notified and actioned according to client requirements and site procedures.
- 3.4 Despatch protocols are followed.

Range	New Zealand Police, New Zealand Fire Service, St Johns Ambulance, security response organisation.
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- 3.5 Status of initial activation or alarm is monitored regularly and changes in alarm status are notified in accordance with site procedures.

Outcome 4

Maintain communications security.

Performance criteria

4.1 Radio/telephone procedure employed is in accordance with standard industry practice and site procedures.

Range phonetic alphabet, language, diction, brevity, private conversations, authentication.

4.2 Response to breach of communications security is in accordance with site procedures.

Outcome 5

Take over and hand over duties.

Performance criteria

5.1 Debriefing sessions are conducted with outgoing shift personnel according to site procedures.

5.2 Carry-over issues requiring resolution or attention are identified and allocated priority and resources.

5.3 Take over of duties is completed according to site procedures.

5.4 Site command and control arrangements are explained.

Outcome 6

Maintain control room health and safety standards.

Performance criteria

6.1 Site fire safety arrangements are explained in terms of fire safety precautions, fire alarm response, evacuation procedures, and the location and use of fire fighting equipment.

6.2 Potential fire safety hazards and electrical safety hazards are identified and action taken to eliminate or minimise risk in accordance with site safety plan.

6.3 Ergonomic principles are applied at the individual's work station.

6.4 Action taken minimises risks associated with occupational overuse syndrome.

6.5 Hazardous situations are reported in accordance with site safety plan.

Outcome 7

Compile reports for management.

Performance criteria

- 7.1 Reports are submitted in accordance with site procedures.
- 7.2 System deficiencies are identified and improvements suggested.

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