

<b>Title</b>	<b>Manage telephone communications with individuals in security threat situations</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>12</b>

<b>Purpose</b>	<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"> <li>- identify an individual in a security threat situation;</li> <li>- manage and control communication with the individual in a security threat situation;</li> <li>- record and report the security threat situation; and</li> <li>- analyse the quality of the communications management.</li> </ul>
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<b>Classification</b>	Security > Security Staff Services
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<b>Available grade</b>	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**

Identify an individual in a security threat situation.

**Performance criteria**

- 1.1 Verbal and non-verbal indicators are interpreted to identify a security threat situation.
 

Range      alarm activation, tone of voice, breathing pattern, background noise, information provided unprompted, responses to questions.
- 1.2 The nature of the threat situation is determined.

**Outcome 2**

Manage and control communication with the individual in a security threat situation.

**Performance criteria**

- 2.1 Feedback provided to the individual demonstrates comprehension of the situation.
- 2.2 Voice tone, voice modulation, and language used support the individual.
- 2.3 Information elicited from the individual enables the scope of the threat situation to be determined and a response to be formulated.
- 2.4 Instructions given enable the individual to manage the immediate safety of themselves and other people involved.
- 2.5 Feedback is provided which informs the individual of the actions taken and the responses they can expect.
- 2.6 Communication with the individual is maintained until the situation is resolved.

**Outcome 3**

Record and report the security threat situation.

**Performance criteria**

- 3.1 Records and reports are prepared in accordance with site procedures.

**Outcome 4**

Analyse the quality of the communications management.

**Performance criteria**

- 4.1 Analysis is conducted through self-assessment, peer review and supervisor feedback.
- 4.2 A performance improvement action plan is prepared.

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**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>.