

Title	Demonstrate knowledge of security supervision		
Level	5	Credits	12

Purpose	<p>This unit standard is designed for those who work, or seek to work, as supervisors 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; – explain the roles of the security supervisor; – describe and explain the application of quality management in the provision of security goods and services; and – describe the application of contract and employment law in the security industry.
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Classification	Security > Security Management
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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.
- 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;
Employment Relations Act 2000;
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 analysis, 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

Explain the roles of the security supervisor.

Performance criteria

- 2.1 The difference between line supervision and staff supervision is explained.

2.2 Leadership roles of line supervisors are identified and explained in terms of meeting individual, team, and task needs.

Range communication, motivation, influence, representation.

2.3 Management roles of line supervisors are identified and explained in terms of individual and team performance.

Range planning, organising, directing, controlling.

Outcome 3

Describe and explain the application of quality management in the provision of security goods and services.

Performance criteria

3.1 Concepts and principles of quality are explained.

3.2 Total quality management in a security organisation is described in terms of operator, supervisor, and management responsibilities.

3.3 Roles of supervisors in the quality field are identified and explained.

Outcome 4

Describe the application of contract and employment law in the security industry.

Performance criteria

4.1 The elements of a valid contract are identified.

Range intention, offer, acceptance, consideration, consent.

4.2 The application of consumer legislation is explained in terms of consumer rights and fair competition.

4.3 The application of the Employment Relations Act 2000 is explained in terms of the contractual basis of employment relationships, minimum employee rights, the negotiation and variation of individual and collective employment contracts, dispute procedures and, personal grievance 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>.