

<b>Title</b>	<b>Supervise security operations</b>		
<b>Level</b>	<b>5</b>	<b>Credits</b>	<b>30</b>

<b>Purpose</b>	<p>This unit standard is for those who work, or intend 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"> <li>- produce plans for security operations for management approval;</li> <li>- implement approved plans for security operations;</li> <li>- monitor operational performance and identify opportunities to improve operational performance;</li> <li>- report on security operations; and</li> <li>- supervise security staff.</li> </ul>
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<b>Classification</b>	Security > Security Management
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<b>Available grade</b>	Achieved
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## Guidance Information

- 1 References
  - Aviation Crimes Act 1972;
  - AS/NZS 31000:2009 *Risk Management - Principles and guidelines*, available from <https://www.standards.govt.nz/>;
  - Building Act 2004;
  - Biosecurity Act 1993;
  - Civil Defence Emergency Management Act 2002;
  - Crimes Act 1961;
  - Employment Relations Act 2000;
  - Evidence Act 2006;
  - Fire and Emergency New Zealand Act 2017;
  - Good Practice Guidelines, New Zealand Security Association, available from <https://www.security.org.nz/>;
  - HB 167: 2006 *Security risk management*, available from <https://www.standards.govt.nz/>;
  - Health and Safety at Work Act 2015;
  - Human Rights Act 1993;
  - Intelligence and Security Act 2017;
  - ISO 31000:2018 *Risk management guidelines*, available from <https://www.standards.govt.nz/>;
  - Maritime Security Act 2004;
  - Maritime Security Regulations 2004;
  - New Zealand Bill of Rights Act 1990;
  - Official Information Act 1982;

Oranga Tamariki Act 1989;  
Policing Act 2008;  
Privacy Act 2020;  
Private Security Personnel and Private Investigators Act 2010;  
Resource Management Act 1991;  
Sale and Supply of Alcohol Act 2012;  
Search and Surveillance Act 2012;  
Secret Commissions Act 1910;  
Summary Offences Act 1981;  
Terrorism Suppression Act 2002;  
Trespass Act 1980;  
and all subsequent replacements and amendments.

## 2 Definitions

*Best practice* – an industry approved current method or way of doing something that, in the circumstances, achieves the required outcome.

*Organisational policy and procedures* – instructions to staff on policies, procedures, and methodologies which are documented and are available in the workplace.

*Relevant instructions* – oral, written or electronically transmitted instructions issued to govern the performance of security tasks, duties, and responsibilities. These may be in the form of policies, procedures, manuals, directives, or legal and compliance requirements. They may relate to a particular assignment, organisation, site or operation of equipment.

*Security operations* – are those conducted by enterprises and specialist security companies to protect people and property through the provision and integration of physical security hardware, security staff services, electronic security services, security communications, data and information security services, loss prevention, investigative services, emergency planning, personnel security, and substance abuse management.

## 3 Assessment Range

This standard has been designed for learning and assessment on-job.

Competency in this unit standard may be assessed in an industry-approved realistic simulation.

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## Outcomes and performance criteria

### Outcome 1

Produce plans for security operations for management approval.

### Performance criteria

- 1.1 Produce plans for security operations which include operational objectives in accordance with relevant instructions and meet customer/client requirements.
- 1.2 Produce plans for security operations which include performance targets, resource availability and operational constraints in terms of personnel, equipment, finance and time.
- 1.3 Produce operational plans to mutually identified time frames.

- 1.4 Define operational plans resource requirements, responsibilities, timetable, costs and risks in accordance with organisational policy and procedures.
- 1.5 Produce specific provisions for operational plans implementation procedures, contingency plans, monitoring and improvement processes in accordance with organisational policy and procedures.
- 1.6 Produce operational plans to comply with legislative requirements.
- 1.7 Document and communicate operational plans for management approval in accordance with organisational policies and procedures.

## **Outcome 2**

Implement approved plans for security operations.

### **Performance criteria**

- 2.1 Implement operational plans within given time and resource constraints in accordance with organisational policies and procedures.
- 2.2 Present information to individuals and groups, specify outputs and performance standards, and identify those responsible for meeting those standards.
- 2.3 Implement and maintain systems to monitor quantity, quality, cost, and time specifications for service or product delivery in accordance with organisational policies and procedures.
- 2.4 Use existing and additional resources to achieve operational requirements in accordance with organisational policies and procedures.

## **Outcome 3**

Monitor operational performance and identify opportunities to improve operational performance.

- 3.1 Monitor operational performance and identify deviations from plans and enable remedial actions to be implemented consistent with organisational policies, procedures and budgetary constraints.
- 3.2 Identify opportunities to improve operational performance and initiate change processes with the appropriate authority in accordance with organisational policies and procedures.

## **Outcome 4**

Report on security operations.

### **Performance criteria**

- 4.1 Report on operational objectives that have been achieved and make recommendations for changes in procedures or personnel.

4.2 Present information to meet recipients' expectations in accordance with organisational policy and procedures.

Range information must be clear, concise and organised.

4.3 Maintain operational security and the 'need to know' principle in accordance with best practice.

## Outcome 5

Supervise security staff.

### Performance criteria

5.1 Supervise staff to satisfy statutory licensing requirements in accordance with relevant instructions.

5.2 Establish and monitor individual and team performance expectations and standards and give feedback on actual performance in accordance with organisational policies and procedures

5.3 Demonstrate leadership of individuals and teams in accordance with best practice.

5.4 Establish and maintain cooperative, and productive relationships with individuals and teams in accordance with relevant instructions.

5.5 Identify and acknowledge the expertise of others and apply to work activities with due recognition given.

5.6 Identify and encourage potential leaders to develop their skills and knowledge through the nationally recognised training programmes in accordance with organisational policy and procedures and/or best practice.

5.7 Provide advice to supervised staff on employment contract issues in accordance with relevant instructions.

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<b>Planned review date</b>	31 December 2025
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	30 September 1998	31 December 2023
Revision	2	3 April 2001	31 December 2023
Rollover and Revision	3	23 April 2008	31 December 2023
Review	4	28 January 2021	N/A

**Consent and Moderation Requirements (CMR) reference**

0003

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

**Comments on this unit standard**

Please contact The Skills Organisation [reviewcomments@skills.org.nz](mailto:reviewcomments@skills.org.nz) if you wish to suggest changes to the content of this unit standard.