Title	Manage critical incidents as a security practitioner		
Level	6	Credits	20

Purpose	This unit standard is for people who work, or intend to work, as security managers or security consultants and who need to manage critical incidents. People credited with this unit standard are able to: - explain critical incident management principles, policy, practice and procedure; - coordinate first-line responses to critical incidents; and - implement critical incident procedures, damage control procedures, and business continuance procedures.

Classification	Security > Security Management

Available grade	Achieved

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
Assessment – the analysis and evaluation of data to establish facts, value, and credibility.
Assets – in terms of security, assets are people and their activities, physical and intellectual property, information, and functions, processes and systems.
Business continuance – strategies, measures, practices and procedures required to maintain and/or restore normal operation in the event of an emergency or critical incident to ensure minimum disruption and delay.
Coordinated incident management system (CIMS) – the methodology used by the Police, Fire Service, Civil Defence, Ambulance, Public Health, and other emergency services that is applied in emergencies and to critical incidents.
Critical incident management – strategies and other measures used in the management of critical incidents.
Critical incidents – include those involving: fire; spills and leaks of hazardous substances; major crime; medical emergencies and accidents involving multiple casualties; structural failures and other construction incidents involving safety; public health emergencies; environmental incidents - earthquakes, storms, floods, tsunami; planned public and private events at which crowd control and safety is an issue; incidents involving explosives, incendiaries and toxic substances, or threats related to their use; critical loss, compromise or damage to assets including information; threats or the use of serious violence or force by individuals or groups of persons.
First-line responses – initial responses by staff to critical incidents taken before emergency services arrive to ensure safety and minimise loss and damage.
Organisation – a company, firm, enterprise or association, or other legal entity or part thereof, whether incorporated or not, public or private, that has its own function(s) and administration.
Policy – a plan of action adopted or pursued by an organisation.
Procedure – a way of acting or progressing, especially an established method.
Risk – the chance of something happening that will have an impact upon objectives, measured in terms of consequences and likelihood.
Risk assessment – the overall process of risk analysis and risk evaluation.
Security – the protection of people, activities, and assets including information, from loss, damage, or harm.
Site emergency procedure – stated measures taken in response to an emergency or critical incident relevant to a specific site or workplace.

3   Reference material relevant to this unit standard includes:
Coordinated Incident Management System (CIMS) 3rd Edition. Available from
http://www.civildefence.govt.nz/.

Outcomes and performance criteria

Outcome 1

Explain critical incident management principles, policy, practice and procedure.

Range   three different types of emergencies or critical incidents related to site
          emergency procedure and coordinated incident management system responses
          at a specific site or sites.

Performance criteria

1.1   Explain critical incident management policies and strategies related to specific
        types of emergencies and critical incidents to illustrate their application and
        effect.

1.2   Explain site emergency procedure and practices related to different types of
        specific emergencies and critical incidents to illustrate their application and
        effect.

1.3   Describe the coordinated incident management system in terms of its
        application to different types of emergencies and critical events.

        Range   description must include – use of standard terms, organisations,
                  functions, methodologies.

1.4   Describe responsibilities and functions of security staff in emergencies and
        critical incidents in terms of their implementation in different types of
        emergencies and critical events.

        Range   management and front-line staff before, during and after
                  attendance by emergency services including those related to
                  business continuance.

Outcome 2

Coordinate first-line responses to critical incidents.

Range   relevant criteria includes but is not limited to – available information, the nature
          of the emergency or critical incident and its development, site emergency
          procedure, risk assessment, instructions, emergency or critical incident action
          plan, contextual factors;
          evidence of three different types of critical incidents is required.

Performance criteria

2.1   Coordinate first-line response and ensure immediate response is in accordance
        with relevant criteria.

2.2   Coordinate first-line response and establish control of first-line emergency
        resources in accordance with relevant criteria.

2.3   Give directions, support, and instructions to first-line emergency staff and others
        are consistent with relevant criteria.

2.4   Ensure actions and activities are consistent with relevant criteria.

Outcome 3

Implement critical incident procedures, damage control procedures, and business
continuance procedures.

Range   relevant criteria includes but is not limited to – available information, the nature
          of the emergency or critical incident and its development, site emergency
          procedure, risk assessment, instructions, emergency or critical incident action
          plan, contextual factors.

Performance criteria

3.1   Provide support to emergency services in accordance with relevant criteria.

        Range   support includes information, advice, access, provision of
                  resources.

3.2   Implement damage control and business continuance measures in accordance
        with relevant criteria.

3.3   Give directions, support, and instructions to first-line emergency staff and others
        consistent with relevant criteria.

3.4   Ensure reports and post-incident actions are consistent with relevant criteria.

Planned review date	31 December 2025

Status information and last date for assessment for superseded versions

Process	**Version**	**Date**	**Last Date for Assessment**
Registration	1	21 March 2003	31 December 2023
Review	2	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 if you wish to
suggest changes to the content of this unit standard.