

Title	Manage violence and personal safety as a security officer		
Level	3	Credits	8

Purpose	<p>This unit standard is for security officers who are required to respond to the threat of violence or the use of violence against themselves and others during the course of their duties.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – describe the risk of violence; – assess risk to personal safety; – respond to violence and minimise the risk to personal safety in a non-violent manner; – manage activities immediately following violence; and – describe personal recovery strategies and procedures following violence.
----------------	--

Classification	Security > Security Staff Services
-----------------------	------------------------------------

Available grade	Achieved
------------------------	----------

Guidance Information

- 1 This unit standard has been designed for learning and assessment on-job or off-job. Competency in this unit standard may be assessed in industry-approved realistic simulations.
- 2 Persons working or intending to work as a security officer or in related security employment may require a Security Guards 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 Unit standard 21738, *Demonstrate lawful use of force in a security context*, covers the law and physical aspects related to the use of force, physical intervention and self defence techniques for security officers during the course of their duties. This unit standard is concerned with responses to violence directed by others at security officers and those in their care, and violence resulting from lawful attempts to remove trespassers, manage crowds, and similar workplace situations in which the security officer uses a variety of techniques to manage the situation.
- 4 References
 Crimes Act 1961;
 Health and Safety at Work 2015 and associated and relevant regulations;
 Private Investigators and Security Guards Act 1974;
 Resource Management Act 1991;

Sale of Liquor Act 1989;
 Summary Offences Act 1981;
 Trespass Act 1980;
 and their subsequent amendments and replacements.

5 Definitions

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

Instructions – may be assignment instructions, organisation instructions, equipment operating instructions, site instructions.

Personal safety – refers to the safety of the operator but may also include the safety of others.

Violence – any incident in which a person is abused, threatened or assaulted.

6 All assessment activities undertaken for this unit standard must be within the law.

7 All evidence must be in accordance with relevant instructions and best practice, and must be within the law.

8 The health and safety of the candidate, assessor and others must be maintained when assessment is being undertaken against this unit standard.

Outcomes and performance criteria

Outcome 1

Describe the risk of violence.

Performance criteria

1.1 Four common causes of violence are described.

Range may include but is not limited to – compliance, enforcement, criminal activities, domestic disputes, employment issues, influence of alcohol and/or drugs, stress.

1.2 Situations and activities that present specific risks to personal safety are described.

Range specific risks – those related to a specific workplace, assignment, or task.

1.3 Persons presenting possible risks of violence are described in terms of their behaviour and appearance.

1.4 Possible reactions of others in the vicinity of violent situations are described.

Outcome 2

Assess risk to personal safety.

Performance criteria

- 2.1 Factors that influence risk to personal safety are identified.
- Range factors include – environmental issues, organisational factors, task objectives, target site characteristics, presence of weapons, persons present.
- 2.2 Risks to personal safety are identified in terms of causes, potential threats, and seriousness.
- 2.3 Risks to personal safety are assessed in terms of the likelihood of their occurrence and the possible consequences.
- 2.4 Strategies to eliminate, minimise, or isolate risks to personal safety are identified and the best practice option selected.

Outcome 3

Respond to violence and minimise the risk to personal safety in a non-violent manner.

Performance criteria

- 3.1 Communication techniques are employed to reduce risk.
- Range communication techniques may include – verbal communication, body language, observation, active listening, negotiation, cultural sensitivity.
- 3.2 Best response options are selected and implemented to minimise risk to personal safety.
- Range options may include – take no action, call for assistance, defuse, withdrawal, calm, isolate offender; evidence is required for two different options in two separate situations.

Outcome 4

Manage activities immediately following violence.

Performance criteria

- 4.1 Treatment for injuries to self and others is arranged.
- 4.2 Evidence, witnesses, crime scenes, suspects, and other indications of each incident or breach are protected from interference to preserve their integrity and prevent compromise.

4.3 Significant information is identified, retained, and recalled.

Range at least three from – personal descriptions; actions; speech and other distinguishing characteristics that aid identification and investigation; events; weapons and other items related to offenders; other information of use to police and other competent authorities.

4.4 Reports and records are completed in approved format and processed.

Range complete, concise, logically organised, factual, unambiguous, and clear to the target audience.

Outcome 5

Describe personal recovery strategies and procedures following violence.

Performance criteria

5.1 Post-traumatic stress symptoms are described in terms of cause, nature, probability, severity, and effect.

5.2 Recovery strategies and procedures are described with reference to the nature of the trauma.

Replacement information	This unit standard was replaced by unit standard 32082.
--------------------------------	---

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	26 May 2005	31 December 2022
Review	2	27 August 2020	31 December 2022

Consent and Moderation Requirements (CMR) reference	0003
--	------

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