

Title	Manage personal safety for risk compliance or enforcement situations		
Level	4	Credits	4

Purpose	<p>This unit standard is for compliance or enforcement officers communicating primarily one-to-one in their daily work.</p> <p>People credited with this unit standard are able to: describe risks of violence to compliance or enforcement officers; minimise the risk of violence in a compliance or enforcement situation; demonstrate emergency procedures in response to violence in a compliance or enforcement situation; report on risk compliance or enforcement situations; and describe personal recovery strategies following exposure to risk compliance or enforcement situations.</p>
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Classification	Compliance and Law Enforcement > Compliance and Regulatory Control
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Available grade	Achieved
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Guidance Information

- 1 **Definitions**
Risk compliance or enforcement situations are work related circumstances that involve, or are likely to involve, violence or the threat of violence and/or damage from persons using physical assault, weapons, dogs, or other means. Perpetrators may be under the influence of alcohol and/or a dangerous drug such as methamphetamine (P).
Personal safety refers to the safety of the officer, but may involve others such as other officers, neighbours, and the general public.
Organisational requirements refer to instructions to staff on policy and procedures, which are documented in memo or manual format and are available in the workplace. These include the application of legislation.
- 2 All performance is to be carried out in accordance with relevant legislation. An indicative list of relevant codes and legislation is held by The Skills Organisation.
- 3 Assessment against this unit standard will be in relation to those laws, regulations, bylaws, activities, procedures, and policies defined by the compliance and/or regulatory organisation relevant to the performance context.
- 4 Assessment against this unit standard can be in one specific organisational context applying to the specific policies and procedures of that organisation. This may be for parking, animal control, or general compliance or enforcement officers.

- 5 Evidence may be from actual and/or simulated situations.
- 6 It is recommended that prior to assessment, candidates have achieved Unit 11282, *Communicate using a radio telephone in a compliance context*, or can demonstrate equivalent knowledge and skills.

Outcomes and performance criteria

Outcome 1

Describe risks of violence to compliance or enforcement officers relevant to their work.

Performance criteria

- 1.1 Risks of violence to compliance or enforcement officers are described in terms of cause, nature, probability, and direct and consequential effects.
- 1.2 Situations and activities that present risk of violence to compliance or enforcement officers are described in terms of tasks being undertaken and risk indicators.

Range risk indicators relate to but are not limited to – environment, property access, smells/odours, dogs, people's appearance, people's behaviour.

Outcome 2

Minimise the risk of violence in a compliance or enforcement situation.

- Range three situations relevant to the candidate's work context which may include but are not limited to – high alcohol use, use of a dangerous drug such as methamphetamine (P), threat from a dog or dogs, presence of a weapon or weapons.

Performance criteria

- 2.1 Communication procedures prior to approaching a perceived risk situation are followed in accordance with organisational requirements.

Range communication with own organisation, the Police or other agency.
- 2.2 Alternatives to approaching perceived risk situations in the first instance are described in accordance with organisational requirements.
- 2.3 Personal behaviour and demonstrated responses to the perceived risk of violence are consistent with maintaining personal safety.

- 2.4 Personal behaviour and demonstrated responses to the direct threat of violence are consistent with the need to reduce risk, stress, and psychological trauma. Personal behaviour includes non-verbal language (body language) which is consistent with the situation and provides no cause for the escalation of violence.

Outcome 3

Demonstrate emergency procedures in response to violence in a compliance or enforcement situation relevant to the candidate's work.

Range direct threat of violence, onset of violence.

Performance criteria

- 3.1 Emergency procedures are demonstrated in accordance with organisational requirements and, as applicable, Police requirements.

Outcome 4

Report on risk compliance or enforcement situations.

Range may include – risks, incidents, Police report.
Evidence of two is required.

Performance criteria

- 4.1 Reporting is carried out in accordance with organisational requirements and, as applicable, Police requirements.
- 4.2 Others involved in compliance or enforcement situation are described in terms of likely state of mind, motivation, level of stress, effects and responses.

Outcome 5

Describe personal recovery strategies following exposure to risk compliance or enforcement situations.

Performance criteria

- 5.1 Post-traumatic stress symptoms are described in terms of cause, nature, probability, severity, and effect.
- 5.2 Personal recovery strategies and procedures are described with reference to nature of trauma and implementation of strategy including organisational support.

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 April 2005	31 December 2023
Review	2	19 November 2010	31 December 2023
Review	3	23 May 2019	31 December 2023

Consent and Moderation Requirements (CMR) reference	0046
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

This unit standard is expiring