

<b>Title</b>	<b>Operate as a noise control officer</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>20</b>

<b>Purpose</b>	<p>This unit standard is for security staff who operate as authorised noise control officers.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>– demonstrate knowledge of noise control operations;</li> <li>– prepare to conduct noise control operations;</li> <li>– demonstrate and apply knowledge of safe and secure vehicle operation;</li> <li>– implement noise control procedures;</li> <li>– demonstrate and apply knowledge of risk management;</li> <li>– describe and implement tasks, duties, and responsibilities related to health and safety as a noise control officer; and</li> <li>– prepare and process reports and records as a noise control officer.</li> </ul>
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<b>Classification</b>	Security > Security Staff Services
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<b>Available grade</b>	Achieved
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**Guidance Information**

- 1 This unit standard is intended for assessment in a security industry employment context. Assessment must be based on policies and procedures specific to noise control operations of the local authority for the area in which they are conducted.
- 2 Security officers operating as noise control officers 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.
- 3 Security officers operating as noise control officers require authorisation by the relevant local authority issued in accordance with the Resource Management Act 1991 and they must hold a valid noise control warrant.
- 4 Security officers operating as noise control officers are required to annually complete currency, competency, and compliance assurance requirements specified by the local authority for which they operate as a condition of renewal of their warrant.
- 5 The candidate must hold a current driver licence for the class of vehicle being driven.
- 6 References  
Children, Young Persons, and Their Families Act 1989;

Crimes Act 1961;  
Health and Safety in Employment Act 1992, and its associated and relevant regulations;  
Local authority bylaws and regulations relevant to noise control in the area in which assessment is conducted;  
New Zealand Road Code;  
Private Investigators and Security Guards Act 1974;  
Resource Management Act 1991, and its associated and relevant regulations;  
Summary Offences Act 1981;  
Trespass Act 1980;  
and their subsequent amendments and replacements.

## 7 Definitions

*Assessed need* – the need assessed by the noise control officer dealing with the situation to which the need relates; based on the facts evident to the officer at the time and a reasonable and logical analysis of them, including risk analysis.

*Assignment instructions* – orders and/or instructions issued to govern the performance of security tasks, duties, and responsibilities on a specific assignment.

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

*Compliance requirements* – relevant law, local authority bylaws, regulations, directives, procedures, and instructions governing noise control operations.

*Critical situations* – circumstances in which public and personal safety are primary concerns rather than enforcement.

*END* – excessive noise direction notices.

*Equipment* – specialised systems and equipment used for noise control operations.

*Equipment operating instructions* – instructions and procedures governing the operation of equipment and operator servicing and maintenance requirements.

*Established risk criteria* – agreed or designated standards or benchmarks against which risks are measured.

*Management* – includes but is not limited to: risk assessment; response, including physical intervention and damage limitation; reporting and recording; task prioritisation; and other action taken by the security officer in accordance with assessed need and relevant instructions.

*Noise control officers* – in the context of this unit standard are security staff authorised by a local authority to conduct noise control operations.

*Noise control operations* – activities conducted by authorised noise control officers to ensure compliance with local authority noise control bylaws and regulations.

*Notices* – Excessive Noise Direction (END) notices.

*Other relevant agencies* – include the Police and local authority officials involved in noise control operations.

*Relevant instructions* – may include but are not limited to: applicable policies, procedures, manuals, and directives; oral, written, or electronically transmitted instructions, including site, assignment, and equipment operating instructions; and other legal and compliance requirements relevant to the situation, site, location, and task.

*Risk* – the chance of something happening that will have an impact on objectives, measured in terms of consequences and likelihood.

## 8 Safety is the prime consideration for any action taken by a security officer.

- 9 All evidence presented and all assessment activities undertaken for this unit standard must be in accordance with relevant instructions and best practice and must be within the law.
- 10 The health and safety of the candidate, assessor and others must be maintained when assessment is being undertaken against this unit standard.
- 11 While preference is given to assessment of workplace activities, simulations may also be used.

## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of noise control operations.

#### Performance criteria

- 1.1 The role and responsibilities of noise control officers are explained.
- 1.2 Compliance requirements related to noise control operations are described in plain language and in terms consistent with their application by noise control officers.
- 1.3 Excessive noise is explained in terms of its essential elements and relevance to noise control operations.
 

Range	essential elements – complaint, location, source or cause, circumstances; complaint – by any person or persons; location – residential property, commercial and industrial property, public property; source or cause – vehicle and property alarms, social activities, domestic disturbances, sound equipment, machinery and equipment operation, large-scale functions or gatherings; circumstances – time, day, environment, proximity; relevance – relevance to standard noise control procedure.
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- 1.4 Noise control complaint response procedure is described in terms of relevant instructions and examples.
 

Range	procedure – receipt of complaint and task instructions, initial response and site information, noise evaluation, risk assessment, initial intervention, initial reporting and recording, serving END, subsequent response, enforcement, seizure and removal, coordination and cooperation with the Police, issue of non-compliance notices, subsequent reporting.
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- 1.5 The role and responsibilities of other relevant agencies are explained in terms of their relationship to security staff operating as noise control officers.
 

Range	responsibilities include control in critical situations.
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**Outcome 2**

Prepare to conduct noise control operations.

**Performance criteria**

- 2.1 Valid documentation is displayed and/or carried.
- Range documentation – Noise Control Warrant, Certificate of Approval.
- 2.2 Dress and equipment are consistent with relevant instructions and are fit for purpose.
- 2.3 Equipment settings are appropriate to task, time, and location.
- 2.4 Equipment deficiencies and malfunctions are identified, managed, and reported or recorded in accordance with assessed need and relevant instructions.

**Outcome 3**

Demonstrate and apply knowledge of safe and secure vehicle operation.

**Performance criteria**

- 3.1 Vehicle is inspected and evident faults or deficiencies are identified, remedied, and/or reported.
- Range may include but is not limited to – fluids, lighting, tyres, fittings, windows, mirrors, instrumentation and warning devices, exhaust system, load, registration, limits and licensing, certificates, safety equipment including restraints.
- 3.2 Equipment and systems are inspected and tested, and faults or deficiencies are identified, remedied, and/or reported.
- Range may include but is not limited to – first aid equipment, electronic equipment, maps, logbook, locks, secure cabinets, alarms.
- 3.3 Actions to be taken in the event of incidents, accidents, breakdowns, and other contingencies are explained.
- Range contingencies may include but are not limited to – delay, suspicious activities or behaviour, attack, medical emergencies, unscheduled tasking.
- 3.4 Vehicle is driven in accordance with relevant instructions, conditions, best practice, and in compliance with traffic regulations.
- Range conditions – weather, visibility, time of day, road and traffic conditions, vehicle type.

- 3.5 Safety equipment, if fitted in a vehicle, is used.
- 3.6 Risk reduction techniques for dealing with driving hazards are described.  
Range three hazards and related techniques.
- 3.7 Safe driving practices are maintained while equipment is operated.
- 3.8 Responses to vehicle accidents are in accordance with law and relevant instructions, and actions are taken to minimise further risk, injury, loss, and damage.
- 3.9 Causes and effects of driver fatigue are explained to demonstrate risk awareness, and treatment options are identified.
- 3.10 Vehicle is operated, positioned when stopped, and parked in accordance with the New Zealand Road Code, safe driving practices, assessed need, and relevant instructions.
- 3.11 Vehicle is secured.  
Range during operation, unattended.

#### **Outcome 4**

Implement noise control procedures.

Range three responses to complaints that result in enforcement action.

#### **Performance criteria**

- 4.1 Noise control task instructions are received, recorded, validated, and acknowledged.
- 4.2 Task schedules and instructions are explained to demonstrate situational awareness.  
Range situational awareness – knowledge and understanding of the operational environment including the locality, situation, risks, and relevant instructions.
- 4.3 Travel routes and times are optimised in accordance with best practice.
- 4.4 Location is approached, and vehicle parked and secured in accordance with risk assessment, local conditions and knowledge, and relevant instructions.
- 4.5 The status of the location and source of the noise is verified.  
Range status – includes consideration of recorded incidents and history, previous compliance notices issued, current indicators.
- 4.6 Noise is assessed in accordance with relevant instructions.

- 4.7 Initial response options are selected and implemented in accordance with noise assessment and risk assessment.
- Range initial response options – service of excessive noise direction, reporting and recording, continued monitoring, request for advice and/or assistance.
- 4.8 Subsequent responses are implemented in accordance with events, risk assessment, and relevant instructions.
- 4.9 Enforcement action including seizure and removal is implemented in cooperation with the police, and only when police are present.
- 4.10 Seizure and removal notices are completed and issued in accordance with relevant instructions.
- 4.11 The activities, presence, and reputation of the noise control officer are not compromised by ill-considered or inappropriate actions of the officer.

### **Outcome 5**

Demonstrate and apply knowledge of risk management.

Range risks related to noise control operations.

#### **Performance criteria**

- 5.1 Risks are identified and explained in terms of source, likelihood, and consequence.
- 5.2 Identified risks are analysed and evaluated against established risk criteria.
- 5.3 Risk treatment options are identified, selected, and their implementation planned in accordance with risk assessment and relevant instructions.

### **Outcome 6**

Describe and implement tasks, duties, and responsibilities related to health and safety as a noise control officer.

Range health and safety of, or related to – noise control officers, persons with whom noise control officers interact during noise control operations.

#### **Performance criteria**

- 6.1 Health and safety related tasks, duties, and responsibilities are described in accordance with relevant instructions.
- 6.2 Health and safety related tasks, duties, and responsibilities are implemented in accordance with relevant instructions.

## Outcome 7

Prepare and process reports and records as a noise control officer.

### Performance criteria

- 7.1 Reports and records are completed in approved format and processed in accordance with relevant instructions.
- Range oral report; and three different electronic or paper-based reports or records from – notebook, log, formatted report, attendance report, incident report, internal memorandum, health and safety report, evidential statement.
- 7.2 Information is complete, concise, logically organised, factual, unambiguous, and clear to intended recipients.
- Range oral report; and three different electronic or paper-based reports or records from – notebook, log, formatted report, attendance report, incident report, internal memorandum, health and safety report, evidential statement.
- 7.3 Noise control incident attendance reports are completed and processed in accordance with relevant instructions.
- Range either names and details of persons to whom notices are served are obtained and reported, or information that supports accurate identification of occupants and other persons involved in the noise control complaint is obtained and reported; information – vehicle registration and warrant details, information provided by others.

**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	25 July 2006	31 December 2021
Review	2	24 January 2019	31 December 2021

<b>Consent and Moderation Requirements (CMR) reference</b>	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.