

Title	Provide vehicle-based community security services		
Level	4	Credits	20

Purpose	<p>This unit standard is for community security officers who provide vehicle-based community security services.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – demonstrate knowledge of community security service operational concepts, policies, and procedures; – prepare to conduct community security service vehicle patrols; – demonstrate and apply knowledge of community security service vehicle and equipment care and operation; – conduct community security service tasks; – describe and implement procedures for compliance and enforcement as a community security service officer; – demonstrate and apply knowledge of security risk management relevant to community security service operations; – demonstrate and apply knowledge of customer and public relations during community security service operations; – describe and implement health and safety tasks, duties, and responsibilities as a community security service officer; and – report operational information as a community security service officer.
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Classification	Security > Security Staff Services
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Available grade	Achieved
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Guidance Information

- 1 This unit standard is intended for assessment in a community security service context. Assessment must be based on policies and procedures specific to the organisation in which candidates are engaged.
- 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 The candidate must hold a current driver licence for the class of vehicle being driven.
- 4 References
AS/NZS 4360:2004 *Risk Management* and handbooks HB 436:2004 *Risk Management Guidelines - Companion to AS/NZS 4360:2004* and HB 167:2006 *Security risk management*. These are available from Standards New Zealand <http://www.standards.co.nz>;
Children, Young Persons, and Their Families Act 1989;
Crimes Act 1961;
Health and Safety in Employment Act 1992, and associated regulations;
Local Government Act 1974, and associated bylaws and regulations;
New Zealand Road Code;
Private Investigators and Security Guards Act 1974;
Sale of Liquor Act 1989, and associated bylaws and regulations;
Summary Offences Act 1981;
Trespass Act 1980;
and their subsequent amendments and replacements.
- 5 Definitions
Assessed need – the need assessed by the community security officer dealing with the situation to which the need relates, based on the facts of the situation evident to the officer and a reasonable and logical analysis of them, including risk assessment.
Best practice – an approved current method or way of doing something that, in the circumstances, achieves the required outcome.
Community security service – comprehensive security service provided in designated areas in close cooperation with groups such as police, other emergency services, local government organisations, community groups, social services including Māori Wardens, business associations, retailers including licensed premise staff, to prevent and identify crime including response to incidents, violence and disputes, and provide a secure and safe environment for members of the community.
Community security service relationships – may include but are not limited to relationships the community security service officer has with the following: members of the public, clients, police, other emergency services, local government organisations, community groups, social services including Māori Wardens, business associations, and retailers including licensed premise staff.
Crime prevention – measures that decrease or prevent offending by reducing the opportunity for crime or influencing potential offenders and the general public.
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 community security officer in accordance with assessed need and relevant instructions.
Personal standards – attributes required of security officers by industry and other stakeholders that may include but are not limited to: positive attitude, integrity, honesty, care, reliability, personal hygiene, positive communication style, unaffected by drugs and/or alcohol.
Relevant instructions – may include but are not limited to: applicable policies, procedures, plans, guidelines, 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.

Situational awareness – timely recognition of factors that impact on objectives and provide a basis for making decisions.

- 6 Terms related to risk assessment are defined in AS/NZS 4360:2004 *Risk Management*, its associated guidelines and handbooks, and subsequent amendments and replacements.
- 7 Safety is the prime consideration for any action taken by a community security officer.
- 8 Evidence presented and all assessment activities undertaken for this unit standard must be in accordance with law, relevant instructions and best practice.
- 9 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

Demonstrate knowledge of community security service operational concepts, policies, and procedures.

Performance criteria

- 1.1 Community security service operational concepts are explained in terms of crime prevention.

Range	may include but is not limited to – proactive security operations and activities in a designated area; information-led security operations; enhanced situational awareness through detailed area and community familiarity; community safety; enhanced deterrence value; surveillance and investigation of suspicious activities, persons and circumstances; integrated vehicle and foot patrols. Evidence of three is required.
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- 1.2 Community security service operational relationships are explained in terms of cooperation, coordination, and liaison.

Range	police; and any two of the following are required – other emergency services, local government organisations, community groups, social services including Māori Wardens, business associations, retailers including licensed premise staff.
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- 1.3 Community security service officer's role and responsibilities are described with reference to workplace examples.
- 1.4 Community security service policies and procedures are explained.

Range	evidence of three policies and related procedures is required.
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- 1.5 Incident scene procedures are described in terms of responsibilities and relevant instructions.

Outcome 2

Prepare to conduct community security service vehicle patrols.

Performance criteria

- 2.1 Equipment and systems are checked to ensure they are complete and in operable condition. Any deficiencies, malfunctions, or damage are identified, remedied, and/or reported in accordance with assessed need and relevant instructions.
- Range vehicle; and
any one of the following is required – cell phone, radio, electronic communication and data recording equipment, storage and display systems incorporating geographic positioning systems, other equipment.
- 2.2 Current risks and knowledge are explained to demonstrate situational awareness.
- Range two risks; and
any two of the following are required – current public and private events, areas of interest, client requests, requests from authorities, sites of interest, police activities and information, reported criminal activity, incidents, routes, relevant instructions, other knowledge.
- 2.3 Specified locations, sites, places of interest, boundaries, routes, and tasks are identified before deployment.
- Range specified – identified in operational plans or significant in terms of their operational importance or associated risk.

Outcome 3

Demonstrate and apply knowledge of community security service vehicle and equipment care and operation.

Performance criteria

- 3.1 Actions taken to minimise further risk to persons, property and operational credibility in the event of vehicle-related incidents are explained in accordance with assessed need and relevant instructions.
- Range incidents may include but are not limited to – vehicle accident, breakdown, disabled vehicle.
Evidence of two incidents is required.

- 3.2 Actions taken in the event of equipment-related incidents or failures are explained in accordance with assessed need and relevant instructions.
- Range incidents include but are not limited to – loss of equipment, equipment breakage.
- 3.3 Vehicle is operated in accordance with task, conditions, relevant instructions, best practice, and in compliance with traffic regulations.
- Range tasks may include but are not limited to – area patrol, site surveillance, surveillance of suspects or suspicious activity, support of police operations.
Conditions may include but are not limited to – weather, visibility, time of day, road and traffic conditions, vehicle type, assessed security risk.
- 3.4 Vehicle and equipment are secured in accordance with risk and relevant instructions.
- Range during operation, when vehicle is unattended.
- 3.5 Safe driving practice is maintained while equipment is operated.
- Range includes – radio, geographical positioning system, data receipt and transmission system, other equipment.
- 3.6 Risk reduction techniques for dealing with driving hazards are described.
- Range driving hazards include but are not limited to – following wanted vehicles or vehicles operated in a suspicious and/or dangerous manner, weather conditions, traffic conditions.
- 3.7 Two causes of driver fatigue and their effects are explained to demonstrate risk awareness. Treatment options are identified for each.

Outcome 4

Conduct community security service tasks.

Range tasks may include but are not limited to – area patrol; escort; inspections; surveillance; management of witnesses; initial response at or preservation of crime scenes; security system operation; responses to requests from public, police or other agencies; responses to emergencies or environmental hazards; responses to suspicious activities or behaviour; responses to security system incidents.
Response to situation may include but is not limited to – intervention, observation, request for emergency services, notification to relevant agencies.
Evidence of a minimum of three different tasks, one of which must include a response to an unforeseen situation, is required.

Performance criteria

- 4.1 Tasks are planned to ensure safety, task completion, required outcome and compliance with relevant instructions.
- 4.2 Tasks are conducted in accordance with assessed need and relevant instructions.
- 4.3 Communication and personal safety checks are completed in accordance with relevant instructions.
- 4.4 Professional standards are maintained in accordance with organisational policy and procedures.
- Range professional standards include but are not limited to – personal presentation, personal standards, time management.
- 4.5 Police authorisation is obtained as required in accordance with assessed need and relevant instructions.
- 4.6 Responses to situations are consistent with assessed need, best practice and relevant instructions.
- 4.7 Advice, information, and assistance are sought in accordance with assessed need and relevant instructions.
- 4.8 Facts or assumptions, evident from immediate observation, initial comments from anyone present or nearby, and logical analysis, are drawn from situations or incident locations and reported in accordance with assessed need and relevant instructions.
- Range may include but is not limited to – situations posing potential risk, suspicious activities, details of people or vehicles of interest, sequence of events, movement of suspects, witnesses, potential evidence, casualties, damage, loss.

Outcome 5

Describe and implement procedures for compliance and enforcement as a community security service officer.

- Range may include but is not limited to – breaches and suspected breaches of law, bylaws, and associated regulations; incidents that threaten public safety and security.
Evidence of two is required.

Performance criteria

- 5.1 Compliance and enforcement responsibilities and procedures are described in accordance with relevant instructions.

5.2 Compliance and enforcement procedures are implemented in accordance with assessed need and relevant instructions.

5.3 Situational awareness is demonstrated during implementation.

Range evidence of one application of knowledge gained during implementation is required.

Outcome 6

Demonstrate and apply knowledge of security risk management relevant to community security service operations.

Range public safety; and any one of the following is required – personal safety, property, completion of tasks, other knowledge.

Performance criteria

6.1 Risks are identified and explained in terms of nature, likelihood, and consequences.

6.2 Risks are analysed and evaluated against established risk criteria.

6.3 Risk treatment options are identified, selected, and implemented in accordance with risk assessment, situational awareness, and relevant instructions.

Outcome 7

Demonstrate and apply knowledge of customer and public relations during community security service operations.

Performance criteria

7.1 Responses to comments, enquiries, and complaints are prompt, courteous and appropriate and are recorded and/or reported in accordance with assessed need and relevant instructions.

Range evidence related to two separate occasions is required.

7.2 Communication appropriate to different groups is described in terms of language, forms of address, and protocol, as used in a community security service context.

Range different groups include – age groups, cultural groups, socio-economic groups.

7.3 Communication skills that enhance community security service relationships and support operational objectives are demonstrated.

Range skills may include but are not limited to – building rapport, active and passive listening, interpretation of body language.
Evidence is required for two different skills, one for each of two different community security relationships.

7.4 The community security officer demonstrates that he/she represents the designated locality and/or local organisation in a positive way.

Range may include but is not limited to – presentation, helpfulness to the public, knowledge of local area and events.

7.5 Compliance and enforcement information is explained to the public in a clear and concise manner.

Range may include but is not limited to – laws, by-laws, enforcement procedures.
Evidence of one is required.

Outcome 8

Describe and implement health and safety tasks, duties, and responsibilities as a community security service officer.

Performance criteria

8.1 Health and safety related tasks, duties, and responsibilities are described in accordance with relevant instructions.

8.2 Health and safety related tasks, duties, and responsibilities are implemented in accordance with relevant instructions.

8.3 Health and safety risks are identified and treated in accordance with risk assessment and relevant instructions.

Range risks may include but are not limited to – animals, potentially violent and violent persons, weapons, physical obstacles and hazards, weather, illegal drug processing and storage facilities and equipment, contaminated needles and containers, hazardous substances.
Evidence related to two different risks is required.

8.4 Personal factors that adversely affect performance and image are explained and related treatment options described.

Range fatigue; and
any two of the following are required – influence of alcohol and drugs, health, physical condition, stress, personal or family/whānau expectations.

8.5 The effects of exposure to experiences that can affect personal health and well being are explained.

Range may include but is not limited to experiences of exposure to – violence, persons attempting or committing suicide, chronic drug and alcohol abuse, distressed or disturbed persons. Evidence related to two different experiences is required.

Outcome 9

Report operational information as a community security service officer.

Range oral report; and two different electronic or paper-based reports or records from the following are required – log, standardised report, attendance report, handover report, incident report, internal memorandum, health and safety report, evidential statement.

Performance criteria

9.1 Reports or records are completed and processed in accordance with relevant instructions, and with regard to purpose and subsequent use.

Range subsequent use may include but is not limited to – investigation, infringement notice proceedings, court proceedings, operational notifications to local bodies.

9.2 Information is complete, concise, logically organised, factual, and clear to intended recipients.

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	23 January 2009	31 December 2021
Review	2	24 January 2019	31 December 2021

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