

<b>Title</b>	<b>Provide community security services</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>20</b>

<b>Purpose</b>	<p>This unit standard is for community security officers who operate in close liaison with other groups in a community security service environment.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>- demonstrate knowledge of community security service operational concepts, policies, and procedures;</li> <li>- prepare to conduct community security services;</li> <li>- liaise with personnel from other groups in a community security service environment;</li> <li>- demonstrate and apply knowledge of community security service equipment care and operation;</li> <li>- conduct community security service tasks;</li> <li>- manage situations involving conflict in a community security service environment;</li> <li>- apply problem solving techniques in a community security service environment;</li> <li>- describe and implement procedures for compliance and enforcement as a community security service officer;</li> <li>- demonstrate and apply knowledge of security risk management relevant to community security service operations;</li> <li>- demonstrate and apply knowledge of customer and public relations during community security service operations;</li> <li>- describe and implement health and safety tasks, duties, and responsibilities as a community security service officer; and</li> <li>- report operational information as a community security service 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 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 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.
- 4 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, and social services including Māori Wardens, to prevent and identify crime including responses 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.

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

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.
- 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.
- 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.
- 1.5 Incident scene procedures are described in terms of responsibilities and relevant instructions.

## Outcome 2

Prepare to conduct community security services.

### 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 equipment and systems may include but are not limited to – cell phone, radio, electronic communication and data recording equipment, storage and display systems incorporating geographic positioning systems. Evidence of one is required.
- 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, 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

Liaise with personnel from other groups in a community security service environment.

- Range other groups may include but are not limited to – police, community groups, local body organisations, emergency services, Māori Wardens, licensed premise staff, retailers or retail associations, other relevant organisations. Evidence of police and two other groups is required.

**Performance criteria**

- 3.1 Interactions are appropriate to the context in which they occur and in accordance with relevant instructions.
- 3.2 Information provided to the other groups is appropriate, complete, and presented in accordance with relevant instructions.
- 3.3 Support from and cooperation with other groups is enhanced by liaising with them.

Range evidence may include but is not limited to – frequency of communication, quality of information shared, efficiency in situations requiring involvement of both groups. Evidence of two is required.

**Outcome 4**

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

**Performance criteria**

- 4.1 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.
- 4.2 Equipment is kept secure in accordance with relevant instructions.
- 4.3 The use of equipment to support operational requirements is explained in terms of assessed need and relevant instructions.
- Range may include but is not limited to – support of police operations, communication of information to relevant agencies.
- 4.4 Equipment is used to support operational requirements in accordance with assessed need and relevant instructions.

**Outcome 5**

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; responses to requests from public, police, or other agencies; responses to emergencies or environmental hazards; responses to suspicious activities or behaviour; responses to negative behaviour of individuals or persons under the influence of drugs or alcohol. 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

- 5.1 Tasks are planned to ensure safety, task completion, required outcome, and compliance with relevant instructions.
- 5.2 Tasks are conducted in accordance with assessed need and relevant instructions.
- 5.3 Communication and personal safety checks are completed in accordance with relevant instructions.
- 5.4 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.
- 5.5 Police authorisation is obtained as required in accordance with assessed need and relevant instructions.
- 5.6 Responses to situations are consistent with assessed need, best practice and relevant instructions.
- 5.7 Advice, information, and assistance are sought in accordance with assessed need and relevant instructions.
- 5.8 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 6

Manage situations involving conflict in a community security service environment.

Range conflict situations may include but are not limited to – differences of opinion, personal animosity, racism, inappropriate use of language, offensive behaviour. Evidence of two different situations is required.

### Performance criteria

- 6.1 Issues contributing to the conflict are identified from investigation of the situation.

6.2 Strategies to manage the conflict are identified in terms of appropriateness for the situation and contributing issues.

Range strategies may include but are not limited to – active listening, interpretation of body language, building rapport, "conflict cooling", win-win negotiation.

6.3 Strategies to manage the conflict are selected and implemented in accordance with assessed need, best practice, and relevant instructions.

### **Outcome 7**

Apply problem solving techniques in a community security service environment.

Range problems may include but are not limited to – lost or disorientated persons, extreme weather conditions, disorderly behaviour.  
Evidence of two is required.

### **Performance criteria**

7.1 Current or potential problems are identified using techniques in accordance with best practice.

Range techniques may include but are not limited to – reading body language, active listening, observation.

7.2 Possible solutions are evaluated in terms of best practice and relevant instructions.

Range solutions may include but are not limited to – observation, notification to authorities, intervention.

7.3 Chosen solution is implemented in terms of assessed need and relevant instructions.

### **Outcome 8**

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**

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

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

8.3 Situational awareness is demonstrated during implementation.

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

### Outcome 9

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

- 9.1 Risks are identified and explained in terms of nature, likelihood, and consequences.
- 9.2 Risks are analysed and evaluated against established risk criteria.
- 9.3 Risk treatment options are identified, selected, and implemented in accordance with risk assessment, situational awareness, and relevant instructions.

### Outcome 10

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

#### Performance criteria

- 10.1 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.
- 10.2 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.
- 10.3 A communication skill that enhances relationships with the public is demonstrated in a community security service environment.  
Range skill may include but is not limited to – building rapport, active and passive listening, interpretation of body language.

10.4 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.

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

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

## Outcome 11

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

### Performance criteria

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

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

11.3 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.

11.4 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.

11.5 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 12**

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**

12.1 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.

12.2 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

<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>.