

Title	Demonstrate and apply knowledge of time management and work planning in a security context		
Level	4	Credits	7

Purpose	<p>This unit standard is for senior security officers and team leaders who are required to implement rosters in a security context, and who are required to understand the time management, shiftwork practices, and planning principles that support this.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – demonstrate and apply knowledge of time management in a security context; – explain practices relevant to managing the effects of shiftwork in a security context; – plan staff rosters in a security context; and – implement staff rosters in a security context.
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Classification	Security > Security Management
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Available grade	Achieved
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Guidance Information

- 1 Outcome 4 must be assessed on the basis of evidence of demonstrated performance in the workplace in a security context. Assessment must also 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
 Children, Young Persons, and Their Families Act 1989;
 Crimes Act 1961;
 Health and Safety at Work 2015, 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.

4 Definitions

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

Contractual obligations – obligations that arise from the terms of a contract with a client for the provision of security products or services.

Effectiveness – incorporates considerations as to importance, urgency, payoff, highly productive and less productive time, performance requirements, contractual obligations.

Security context – the circumstances in which the security officer works: the security industry and the legal and compliance framework in which the security officer operates including relevant instructions.

Time period – a period of approximately one week, that encompasses a shift rotation or part of a shift rotation.

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

6 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 and apply knowledge of time management in a security context.

Performance criteria

- 1.1 Security industry timekeeping requirements are described and reasons why they must be met are given in terms of contractual obligations, operational requirements and teamwork.
- 1.2 Work goal setting is prioritised according to urgency, importance, strategic value to the organisation and meeting the needs of the client.
- 1.3 Current use of personal and work time is evaluated in terms of effectiveness and compared for two time periods.
- 1.4 Time management techniques for setting priorities, deadlines and schedules are applied and evaluated in terms of effectiveness.
- Range techniques may include but are not limited to – consideration of biological clocks, stress reduction, managing work/life balance, organising shiftwork.
- 1.5 Measures for minimising unproductive time and personal overload are applied and evaluated in terms of effectiveness.
- Range may include but is not limited to – delegating, contingency planning, managing operational requirements; evidence of three is required.

Outcome 2

Explain practices relevant to managing the effects of shiftwork in a security context.

Performance criteria

- 2.1 Dietary practices are explained in terms of healthy practices.
- Range dietary practices include but are not limited to – light, planned, balanced meals; reduction of caffeine intake.
- 2.2 Sleep styles are explained in terms of healthy practices.
- Range sleep styles include but are not limited to – regular wake up times, siestas, sleep cycles on days off, napping, forced sleep.
- 2.3 Sleeping environment requirements conducive to daytime sleep are explained in terms of healthy practices.
- Range requirements include but are not limited to – temperature, light, noise, interruptions.
- 2.4 Exercise patterns are explained in terms of healthy practices.
- Range patterns include but are not limited to – aerobic exercise, team sports, stationary exercises.
- 2.5 Work scheduling practices are explained in terms of how they impact on shiftworkers.
- Range work scheduling practices include but are not limited to – day and night shifts, shift duration, call-back, driving hours, travel to and from work;
impact includes but is not limited to – staff fatigue levels.
- 2.6 Work scheduling practices are explained in terms of practices that reduce the negative effects of shiftwork.
- Range evidence of three practices is required.

Outcome 3

Plan staff rosters in a security context.

Range this outcome may be assessed in the workplace using naturally occurring evidence or in simulated work situations designed to draw upon similar performance to that required in work in a security context.

Performance criteria

- 3.1 Roster planning best practice is described and contrasted with consequences of rosters not meeting the client's service needs.

- 3.2 Factors to be accommodated in planning rosters are described in accordance with best practice.
- Range factors include – client’s service needs, planned and projected leave, staff fatigue levels, contingencies; and a minimum of one other factor, which may include but is not limited to – staff training and development needs, individual staff needs.
- 3.3 Correct number of staff are rostered to meet service demands in accordance with best practice.
- 3.4 Skills of staff rostered are planned to be complementary and to optimise service in accordance with best practice.
- 3.5 Rosters are documented and distributed to all relevant personnel by the agreed time in accordance with organisational policy and procedures.

Outcome 4

Implement staff rosters in a security context.

Range this outcome must be assessed on the basis of evidence of demonstrated performance in the workplace in a security context. Assessment must be based on policies and procedures specific to the organisation in which candidates are engaged.

Performance criteria

- 4.1 The implemented roster meets client’s service needs and organisational policy and procedures.
- 4.2 Contingencies are implemented, if and when required, and client’s time critical service need is prioritised according to operational urgency during any staff shortages.
- Range for this performance criteria the candidate is not required to engage in planning for contingencies.
- 4.3 Variations to the roster are evaluated and action is taken to enhance future rosters in accordance with organisational policy and procedures.
- 4.4 Documentation related to the roster is accurately completed in accordance with organisational policy and procedures.

Replacement information	This unit standard was replaced by unit standard 32083.
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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	20 February 2009	31 December 2022
Review	2	27 August 2020	31 December 2022

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>.

This unit standard is expiring