Title	Communicate with people in a security context		
Level	3	Credits	6

Purpose	This unit standard covers the interpersonal communication skills and knowledge required by security personnel. People credited with this unit standard are able to: communicate with people in a security context; and produce standard written reports and records in a security context.

Classification	Security > Security Staff Services

Available grade	Achieved

Guidance Information

1   This unit standard has been developed for learning and assessment in a security context, on- job or off-job.

2   Legislation relevant to this unit standard
     Civil Defence Emergency Management Act 2002;
     Crimes Act 1961;
     Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018;
     Fire and Emergency Act 2017;
     Health and Safety at Work Act 2015;
     Local Government Act 1974;
     New Zealand Bill of Rights Act 1990;
     Private Security Personnel and Private Investigators Act 2010;
     Sale and Supply of Alcohol Act 2012;
     Summary Offences Act 1981;
     Trespass Act 1980;
     Privacy Act 1993;
     Evidence Act 2006;
     Smoke Free Environments Act 1990;
     Human Rights Act 1993;
     Mental Health (Compulsory Assessment & Treatment) Act 1992 (and amendment 1999);
     Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations 1996;
     The Intellectual Disability (Compulsory Care and Rehabilitation) Act 2003;
     Section 111 Mental Health Act – SMHS;
     and their subsequent amendments or replacements.

3 Definitions
Body language – gestures, postures, and facial expressions by which people communicate non-verbally.
Verbal communication – volume, tone, language.
Relevant instructions – oral, written or electronically transmitted instructions issued to govern the performance of security tasks, duties, and responsibilities. These may be in the form of policies, procedures, manuals, directives, or legal and compliance requirements. They may relate to a particular assignment, organisation, site or operation of equipment.
People – staff (including control room staff, team member, supervisor, management), emergency services, clients, the public).

4 Some candidates may need additional literacy support prior to undertaking assessment against this unit standard. Literacy in the security context includes reading, writing, speaking, listening, critical thinking, interpretation of graphic information, numeracy skills, non-verbal communications, and information technology skills. These websites are sources of literacy support: www.workbase.org.nz; www.literacy.org.nz.

5 Where applicable in a security work context, the Memorandum of Understanding between the Ministry of Justice and the Ministry of Health applies.

Outcomes and performance criteria

Outcome 1

Communicate with people in a security context.

Range   two security scenarios requiring different techniques.

Performance criteria

1.1   Describe barriers to communication with people in a security context.

        Range   barriers may include but are not limited to – cultural, physical or psychological, drugs, alcohol, medical.

1.2   Apply communication techniques when communicating with people to get and give information in line with relevant instructions in a security context.

        Range   techniques may include but are not limited to – friendly and confident manner, building rapport, cultural considerations, tone of voice, language used, active listening, questions, clarifying uncertainty and/or misunderstanding, body language.

1.3   Describe positive and negative outcomes of providing information to third parties in a security context.

        Range   includes but not limited to – privacy and confidentiality instructions.

1.4   Use body language, active listening, tone of voice and use of verbal communication to support communication in a security context.

Outcome 2

Produce standard reports and records in a security work context.

Range   may include but is not limited to – incident reports, note books, log books, statements;
evidence of two standard security reports and records required.

Performance criteria

2.1   Describe standard reporting tools and when they are used in a security context.

2.2   Identify the information that needs to be included in a standard security report in line with instructions and confidentiality requirements.

Range   may include but is not limited to – who, what, why, when, how, where.

2.3   Complete reports to record information that is concise, logically organised, factual, clear and legible to the target audience.

2.4   Produce standard written reports in line with instructions.

Replacement information	This unit standard and unit standard 27362 replaced unit standard 21107.

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 May 2011	31 December 2021
Review	2	24 January 2019	31 December 2026
Review	3	28 March 2024	31 December 2026

Consent and Moderation Requirements (CMR) reference	0003

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.