

<b>Title</b>	<b>Describe conflict management in a security context</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	<p>This unit standard covers knowledge of conflict management for security personnel.</p> <p>People credited with this unit standard are able to describe conflict management in a security context.</p>
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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 has been developed for learning and assessment in a security context, on-job or off-job.
- 2 This unit standard is one of two unit standards designed to cover knowledge and application of non-contact conflict management techniques, the other is: Unit 27361, *Manage conflict situations in a security context*.
- 3 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 2002;
  - 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 2020;
  - Evidence Act 2006;
  - Smoke Free Environments and Regulated Products 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.

#### 4 Definitions

*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.

*Subject* – party or parties other than security personnel involved in the conflict.

#### 5 Assessment range

a If standard is being assessed off-job the relevant instructions can be supplied in a simulated situation.

b It is recommended that assessment against this standard be undertaken in conjunction with Unit 27361, *Manage conflict situations in a security context*; as the two standards assess complementary skills and knowledge.

#### 6 Training and assessment in relation to this unit standard must consider specific requirements in the CMR.

#### 7 All actions taken must maximise safety and security of self and others and must be carried out within the scope of own responsibility and authority.

#### 8 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

Describe conflict management in a security context.

#### Performance criteria

1.1 Describe situations that may lead to conflict in a security context.

Range circumstance, environment.

1.2 Describe human factors that influence conflict escalation and de-escalation in a security context.

Range self, others, triggers, indicators, behaviour.

1.3 Describe desired outcomes of a conflict resolution in a security context.

Range desired outcomes may include but is not limited to – subject becomes non-threatening, subject complies with requests, subject does not gain entry to premises, safety of subject and others is maintained until emergency services arrive, clients' needs, and laws are met;  
evidence of two scenarios required.

1.4 Describe how health and safety responsibilities apply in a conflict situation in a security context.

Range may include but is not limited to – self, Persons Conducting a Business or Undertaking (PCBU), others.

1.5 Describe the risk assessment process as it applies to a conflict situation.

Range identify, assess, control, monitor, review.

1.6 Describe how the principles of duty of care apply in a conflict situation.

Range prior, during, after the conflict.

1.7 Describe resources and techniques a security officer may have available in a conflict situation.

Range may include but is not limited – situational awareness, critical thinking, problem solving, equipment, backup, policies and procedures, distance, space, body positioning, legislative; evidence of two required.

1.8 Describe factors that could limit the effectiveness of a security officer in a conflict situation.

Range may include but is not limited to – physical, mental health, legal, practical, environmental, communication; evidence of two required.

1.9 Describe the organisational actions a security officer needs to undertake following a conflict situation in a security context.

Range formal, personal.

<b>Planned review date</b>	31 December 2023
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#### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	20 October 2011	31 December 2021
Review	2	24 January 2019	N/A
Revision	3	29 July 2021	N/A

<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>.

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**Comments on this unit standard**

Please contact The Skills Organisation [reviewcomments@skills.org.nz](mailto:reviewcomments@skills.org.nz) if you wish to suggest changes to the content of this unit standard.