

Title	Manage conflict situations in a security context		
Level	3	Credits	4

Purpose	<p>This unit standard covers the management of conflict situations by security personnel.</p> <p>People credited with this unit standard are able to, in a security context: assess factors impacting on the conflict situation; demonstrate the application of an action plan to manage the conflict situation; manage the conflict situation; and implement post incident action.</p>
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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 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 27360, Describe conflict management 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

Proportionate response – a response that is lawful, reasonable, justified, and appropriate in the situation.

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.

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

5 Assessment range

a It is recommended that assessment against this standard be undertaken in conjunction with Unit 27360, *Describe conflict management in a security context*; as the two standards assess complementary skills and knowledge.

b Competence must be demonstrated in simulated conflict situations using face-to-face role plays where candidates are given the opportunity to demonstrate their communication skills. Assessment scenarios are provided from a set of security-specific scenarios which reflect common conflict situations encountered by security personnel. Candidates are required to demonstrate competence in each of the following types of situation:

- i. *Compliance situation* – a situation that requires demonstration of positive communication skills when dealing with the public on day-to-day issues such as access control and identity checks.
- ii. *De-escalation situation* – a situation that requires demonstration of effective communication skills when calming an emotive situation, such as a situation involving an angry customer.
- iii. *Assertive situation* – a situation that requires non-aggressive but firm handling of unacceptable behaviour such as offensive language or a breach of conditions of entry.
- iv. *Escalated situation* – a situation where communication skills are used initially, followed by tactical withdrawal as the threat escalates.

These four situations must be assessed across two or more scenarios.

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

Assess factors impacting on the conflict situation in a security context.

Performance criteria

- 1.1 Assess resources required to respond to the situation in terms of immediate availability and need to access.
- Range resources may include but are not limited to – backup; equipment; distance; barriers; body positioning, space, distance; evidence of two is required across the scenarios.
- 1.2 Assess the subject's physical and any verbal indicators to determine their intent.
- Range three physical indicators, and two verbal indicators, across two different scenarios.
- 1.3 Assess environmental and subject factors, and their associated risks, to enhance situational awareness.
- Range two environmental factors, two subject factors across two different scenarios.
- 1.4 Use observation and/or investigation skills to assess factors contributing to the conflict.
- Range may include but is not limited to – what has happened, who is involved, identification of any associates of those involved, relationships between subject and associates; evidence of two details across the scenarios is required.
- 1.5 Identify considerations en route to incident site in terms of maximising own safety.
- Range considerations may include but are not limited to – movement on foot, movement through buildings, movement by vehicle, ability to exit location, situational awareness, communication, obtaining and sending situational reports; evidence of two considerations across the scenarios is required.

Outcome 2

Demonstrate the application of an action plan to manage the conflict situation in a security context.

Performance criteria

- 2.1 Identify the intended outcome from the situation with regard to assessment of the situation and the responsibilities security personnel have in the situation.
- Range intended outcome 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.
- 2.2 Consider options for action with regard to assessment of the situation, intended outcomes, proportionate response, and minimising risk.
- Range options for action may include but are not limited to – allocation of responsibility, observation, request for support and assistance, notifying emergency services, evacuating uninvolved bystanders, isolation of subject, tactical withdrawal, defusing situation using communication techniques, working with a colleague to defuse situation using communication techniques; evidence of a minimum of two options is required for each security scenario.
- 2.3 Identify alternative intended action for changing circumstances with regard to assessment of the situation, intended outcomes, proportionate response, and minimising risk.

Outcome 3

Manage the conflict situation in a security context.

Performance criteria

- 3.1 Use physical projection techniques to de-escalate conflict situations.
- Range may include but is not limited – positioning of self relative to subject and others, positioning of self and other security personnel relative to the subject and other persons present, anticipating and allowing distance between self and subject, giving subject an exit route, giving self an exit route; evidence of two is required across the scenarios.
- 3.2 Use distance, space, and body positioning to enhance own safety and allow options for dealing with the situation.

- 3.3 Use de-escalation techniques and body language when approaching the subject.
- Range techniques may include but is not limited to – friendly and confident manner, building rapport, cultural considerations, tone of voice, language used;
body language may include but is not limited to – stance, position of arms, eye contact, facial expression;
evidence of two techniques and two examples of body language are required across the scenarios.
- 3.4 Use verbal communication techniques to de-escalate conflict situations.
- Range may include but is not limited to - active listening, reflecting, rephrasing, summarising, questioning to clarify and confirm understanding, clear presentation of options and consequences, clear explanations and instructions, providing sufficient time for questions and responses;
evidence of three is required across the scenarios.
- 3.5 Use tactical withdrawal if de-escalation techniques have not defused the situation, own safety is at risk, and if withdrawal is viable.
- 3.6 Communicate with other security personnel, supervisors, and emergency services.
- Range communication may include but is not limited to – emergency alert, situation report to communications staff or supervisor, advising emergency services, briefing security personnel at the scene;
evidence of two communications across the scenarios is required.
information includes – location, details of subject and situation, assessment of the severity of the situation;
information may include but is not limited to – intended actions, requirements of others, request for support and assistance, request for instructions, notification of withdrawal.

Outcome 4

Implement post incident action in a security context.

Performance criteria

- 4.1 Undertake post-incident wellbeing requirements for self and others involved in the incident and complete required follow-up action in accordance with relevant instructions.
- Range follow-up action may include but is not limited to – providing first aid, arranging treatment of any injuries, recording of any injuries and any treatment given, notifying communications staff and/or supervisor.

4.2 Contribute to the debriefing process.

Range contribution may include but is not limited to – how the situation happened, action taken, possible improvements to response in future, recommended actions;
evidence of two contributions across the scenarios is required.

4.3 Fulfil reporting requirements to ensure relevant information and any learning from the situation is transferred.

Range reporting requirements include – notebook or logbook entry;
and may include – incident report, hazard register,
recommendations to management including any suggestions for changes to policy and procedure, request for equipment repairs.

Replacement information	This unit standard was replaced by skill standard 40147.
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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 October 2011	31 December 2021
Review	2	24 January 2019	31 December 2026
Revision	3	29 July 2021	31 December 2026
Rollover and Revision	4	29 February 2024	31 December 2026
Review	5	29 August 2024	31 December 2026

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>.