

Title	Demonstrate and apply knowledge of operational communication skills in a security context		
Level	2	Credits	3

Purpose	<p>This unit standard covers basic operational communication skills required by security personnel.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> - write standard security reports and records; and - demonstrate and apply knowledge of the operation of electronic communications equipment in a security context.
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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 any relevant security context, on job or off job.
- 2 References
Privacy Act 1993;
Telecommunications Act 2001;
and their subsequent amendments or replacements.
- 3 Definitions
GPS – Global Positioning System
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.
- 4 Assessment range
If this unit standard is being assessed off job the relevant instructions can be supplied in a simulated situation.
- 5 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.literacyandnumeracyforadults.org.nz; www.literacy.org.nz.

Outcomes and performance criteria

Outcome 1

Write standard security reports and records.

Range standard security reports and records include – incident report, notebook entry, logbook entry.

Performance criteria

- 1.1 Describe standard reports and records in terms of their purpose.
- 1.2 Complete and process standard reports and records in accordance with relevant instructions.
- 1.3 Record information in reports and records that is complete, concise, logically organised, factual and clear to the target audience.

Outcome 2

Demonstrate and apply knowledge of the operation of electronic communications equipment in a security context.

Performance criteria

- 2.1 Describe electronic communications equipment in terms of its purpose in a security context.

Range electronic communications equipment may include – radio-telephone, mobile data dispatch, GPS, mobile telephone; evidence of two is required.

- 2.2 Describe restrictions on the use of electronic communications equipment with reference to the reason for the restrictions.

Range restrictions relate to situations that may include but are not limited to – driving, pacemakers, explosive atmosphere, medical installations, aircraft, blasting operations; evidence of two is required.

- 2.3 Describe the care and maintenance of electronic communications equipment in accordance with relevant instructions.

Range electronic communications equipment may include – radio-telephone, mobile data dispatch, GPS, mobile telephone; evidence of two is required.

2.4 Operate electronic communication equipment in accordance with relevant instructions.

Range operation includes – 24-hour clock time references, communications discipline; and also three of – initiating and ending communication, routine messages, communication checks, safety or welfare checks, emergency communications, phonetic alphabet, security and brevity codes; electronic communications equipment may include but is not limited to – radio-telephone, mobile data dispatch, GPS, mobile telephone; evidence of operation of two types of electronic communications equipment is required.

Replacement information	This unit standard and unit standard 27357 replaced unit standard 21107.
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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 May 2011	31 December 2021
Review	2	24 January 2019	31 December 2021

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>.