

<b>Title</b>	<b>Demonstrate knowledge of customer service in a security context</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	<p>This unit standard covers the customer service skills and knowledge required by security personnel.</p> <p>People credited with this unit standard are able to: describe the services and typical users of services provided by security personnel; describe effective relationship with clients in a security context; demonstrate knowledge of the delivery of customer service to clients in a security context; and demonstrate the procedures and requirements for communication, queries, and complaints between security personnel and the client's customers.</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 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

*Crowd control* – screening entry to a place, keep order in a place, or remove any person from a place.

*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.

*Property guarding* – guarding any real or personal property belonging to another person; monitor a burglar alarm, camera, or similar device; or respond to one of these devices.

### 4 Assessment range

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

b For the purpose of the assessment of Outcome 4, *customer* may be replaced with client or client staff member.

### 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

Describe the services and typical users of services provided by security personnel.

#### Performance criteria

1.1 Describe services provided by security organisations undertaking property guarding, personal guarding, and crowd control in terms of what the service involves.

Range evidence of two services for each of property guarding, personal guarding, and crowd control is required.

1.2 Identify a typical user in relation to each of the services described.

### Outcome 2

Describe effective relationship with clients in a security context.

**Performance criteria**

- 2.1 Describe and apply requirements for establishing an effective relationship with clients in terms of using appropriate communication in accordance with relevant instructions.
- Range evidence of two requirements is required.
- 2.2 State a reason why presenting a professional and positive impression of employer or contract organisation is important.
- 2.3 Describe benefits of security personnel having effective relationships with clients in terms of maintaining security.

**Outcome 3**

Demonstrate knowledge of the delivery of customer service to clients in a security context.

**Performance criteria**

- 3.1 Describe the purpose of a contract between a security organisation and client.
- 3.2 Define the terms client and customer in terms of the security context.
- 3.3 Demonstrate professional standards required in the delivery of customer service to clients as security personnel with reference to one or more workplace examples.
- Range professional standards include – maintaining confidentiality of client interactions, respect of client property, positive relationships with client's customers.

**Outcome 4**

Demonstrate the procedures and requirements for communication, queries, and complaints between security personnel and the client's customers.

**Performance criteria**

- 4.1 Demonstrate the procedures for communication between security personnel and customers in accordance with relevant instructions.
- 4.2 Demonstrate the requirements for answering on-site queries from customers regarding security matters.
- 4.3 Demonstrate the procedures for dealing with on-site complaints from customers in accordance with relevant instructions.

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<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 May 2011	31 December 2021
Review	2	24 January 2019	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>.

**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.