

<b>Title</b>	<b>Demonstrate knowledge of crowd control in a security context</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>3</b>

<b>Purpose</b>	<p>This unit standard covers knowledge of crowd control in a security context.</p> <p>People credited with this unit standard are able to demonstrate knowledge of: the requirements and responsibilities of security personnel undertaking crowd control; screening for intoxication and possession of liquor in a crowd control environment; and management of risk by security personnel in a crowd control environment.</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

*Duty of Care* – the legal and professional responsibility of a person or organisation to take due and proper care in their work.

*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.

*Risk* – the chance of something happening that will have an impact upon objectives, measured in terms of consequences and likelihood of occurrence.

### 4 Assessment range

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

### 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 requirements and responsibilities of security personnel undertaking crowd control.

#### Performance criteria

#### 1.1 Describe legal authority of security personnel providing crowd control in accordance with relevant legislation.

Range legislation relates to – evidence of age document, minors, restricted and supervised areas, intoxicated persons, drunkenness or disorderly conduct, carrying away of liquor from the premises, consumption of liquor after outside licensing hours, trespass and unauthorised access, smoke free environment.

#### 1.2 Describe the roles and responsibilities of security personnel providing crowd control in terms of client requirements.

Range roles and responsibilities include – restricting entry, enforcing terms and conditions for entry, dealing with intoxicated patrons, liaising with NZ Police, dealing with disruptive patrons, removal of patrons, maintaining health and safety; and may include – liaising with licensing inspectors, dealing with underage patrons.

1.3 Describe requirements of security personnel in terms of creating a positive impression of employer and/or contractor organisation.

Range positive impression includes – personal presentation, professional standards, maintaining good will and professionalism with patrons.

1.4 Describe Duty of Care in terms of the responsibilities of security personnel to patrons.

## Outcome 2

Demonstrate knowledge of screening for intoxication and possession of liquor in a crowd control environment.

### Performance criteria

2.1 Describe levels of intoxication in terms of physical and behavioural indicators.

Range evidence of three indicators for each of at least two levels of intoxication is required.

2.2 Explain procedures for screening people for intoxication when they are seeking entry to the premises in accordance with legal requirements and relevant instructions.

2.3 Explain procedures for screening people for possession of liquor on entry and exit to the premises in accordance with legal requirements and relevant instructions.

## Outcome 3

Demonstrate knowledge of management of risk by security personnel in a crowd control environment.

### Performance criteria

3.1 Describe the operational environment in terms of the implication for maintaining security.

Range operational environment may include but is not limited to – type of patron, layout of premises, surrounding locality including any local by-laws that may be relevant; evidence of two is required.

3.2 State a reason why continuous monitoring of crowd and individual behaviour is important for security.

3.3 Identify indications of the presence of illegal substances, and procedures when the presence of these substances is suspected in accordance with relevant instructions.

3.4 Identify indications of the presence of potentially dangerous items, and procedures for dealing with these items in accordance with relevant instructions.

3.5 Identify factors that may indicate a threat to the safety and security of people in a crowd control situation for one or more given workplace examples.

Range factors may include but is not limited to – antisocial behaviour, intoxication, unexpected crowd movements, people forming into groups, disruptive groups, overcrowding in an area, over-capacity in a venue, presence of illegal substances, presence of dangerous items, verbal abuse between individuals and groups, sexual harassment;  
evidence of four is required.

3.6 Describe procedures for managing intoxicated patrons in accordance with legal requirements and relevant instructions.

3.7 Describe procedures for monitoring crowd behaviour and identifying changing circumstances in accordance with relevant instructions.

3.8 Describe procedures for managing adverse behaviour in accordance with legal requirements and relevant instructions.

Range adverse behaviour may include but is not limited to – harassment, verbal abuse, indecent behaviour;  
evidence of two is required.

3.9 Describe the importance of communicating the security status of the venue and the crowd to appropriate persons in a timely manner.

Range appropriate persons includes but is not limited to – person report to, emergency services;  
person report to may include – team leader, supervisor, security manager, bar manager.

<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>.

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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.