

<b>Title</b>	<b>Demonstrate customer service and communication skills in the electronic security industry</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	<p>This unit standard allows people working in the electronic security industry to demonstrate competency in communicating with and serving customers.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>– demonstrate customer communication skills in the electronic security industry;</li> <li>– compose written communications in the electronic security industry;</li> <li>– present a professional appearance in the electronic security industry; and</li> <li>– demonstrate care of the working environment.</li> </ul>
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<b>Classification</b>	Electronic Engineering > Electronic Security
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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 on-job.
- 2 Persons working or intending to work as a security officer or in related security employment may require a Security Guards Licence or, if an employee of a Security Guard Licence holder, a Certificate of Approval to be the Responsible Employee of a Security Guard. These licences are issued by the Registrar of Private Investigators and Security Guards.
- 3 Definitions  
 COA – Certificate of Approval.  
 PPE – personal protective equipment.
- 4 Performance in relation to the outcomes of this unit standard must comply with the Health and Safety in Employment Act 1992.
- 5 All activities and evidence presented for all outcomes and performance criteria in this unit standard must be in accordance with legislation, policies, procedures, ethical codes and standards, and industry practice; and where appropriate, manufacturers’ instructions, specifications, and data sheets.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate customer communication skills in the electronic security industry.

#### Performance criteria

- 1.1 Request for service relating to electronic security is received politely, demonstrating recognition of the importance of the customers' request.
- 1.2 The manner of verbal expression allows for effective and professional communication with the customer.  
  
Range        effective – audible, clear, relevant, polite;  
                 professional – accurate, relevant, COA details provided.
- 1.3 Questions are used to clarify details and any electronic security terminology is clarified for customer.
- 1.4 Customer is allowed to explain details without interruption.
- 1.5 Details are repeated back to customer to confirm request has been accurately interpreted.
- 1.6 Body language demonstrates enthusiasm and interest.
- 1.7 Communication with customer is free of bias based on gender, age, or ethnicity.

### Outcome 2

Compose written communications in the electronic security industry.

Range        electronic mail, internal memorandum, letter, facsimile.

#### Performance criteria

- 2.1 Communication is clear, accurate, concise, and spell checked.
- 2.2 Content and layout of communication comply with company procedures.  
  
Range        addressing and signing, workplace security, etiquette, use of  
                 electronic security terminology.

### Outcome 3

Present a professional appearance in the electronic security industry.

**Performance criteria**

- 3.1 The standard of personal presentation shows respect for customer expectations.  
Range expectations – cleanliness, grooming, health, hygiene.
- 3.2 Dress standard is consistent with environmental requirements.  
Range environment – domestic, industrial;  
standard – cleanliness, repair, decency, PPE.
- 3.3 Vehicle is clean, tidy, and safe.
- 3.4 Security company identification and COA is presented to customer on arrival and is made available at all times.

**Outcome 4**

Demonstrate care of the working environment.

**Performance criteria**

- 4.1 Careful attention and protective equipment are employed to protect customers’ property at all times.
- 4.2 Work site at customer’s property is restored to original state of cleanliness and tidiness.
- 4.3 Respect for privacy issues are adhered to at all times.  
Range client, others on premises.

**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	18 November 1997	31 December 2011
Revision	2	3 April 2001	31 December 2011
Revision	3	11 March 2004	31 December 2012
Rollover	4	21 November 2008	31 December 2012
Review	5	19 November 2010	31 December 2021
Review	6	24 January 2019	31 December 2021

<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>.