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**SECURITY STAFF SERVICES**  
**Demonstrate knowledge of protective security**

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<b>level:</b>	<b>3</b>
<b>credit:</b>	<b>7</b>
<b>planned review date:</b>	March 2007
<b>sub-field:</b>	Security
<b>purpose:</b>	<p>This unit standard is for people who work or intend to work in security.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"><li>– explain the purpose and function of protective security; and</li><li>– describe security officers' roles and responsibilities.</li></ul>
<b>entry information:</b>	Open.
<b>accreditation option:</b>	Evaluation of documentation and visit by NZQA and industry.
<b>moderation option:</b>	A centrally established and directed national moderation system has been set up by the ElectroTechnology Industry Training Organisation.
<b>special notes:</b>	<ol style="list-style-type: none"><li>1 This unit standard has been developed for learning and assessment off-job.</li><li>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 Security Guards.</li><li>3 References Health and Safety in Employment Act 1992; Private Investigators and Security Guards Act 1974; and other relevant Acts and regulations and their subsequent amendments and replacements.</li></ol>

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#### 4 Definitions

*assignment instructions* – orders and/or instructions issued to govern the performance of security tasks, duties, and responsibilities on a specific assignment.

*best practice* – an approved current method or way of doing something that, in the circumstances, achieves the required outcome.

*common security risks* – risks common to most sites include but are not limited to: trespass and unauthorised access; unsafe, disorderly, or disruptive behaviour; deliberate damage and destruction; theft, burglary, robbery and assault; safety and security breaches and incidents; emergencies or critical incidents resulting from fire, structural damage or failure, accidents, critical medical conditions, natural disasters e.g. storms and earthquakes, flooding; leaks and spills of hazardous substances; and process and system failures, loss or compromise of information.

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

*organisation instructions* – policies, procedures, and instructions issued by the employing company, enterprise, or organisation.

*procedure* – a way of acting or progressing, especially an established method.

*protective security* – the systematic application of resources, systems and other measures to protect people, property, information and other assets, and activities, from physical risk.

*security* – the protection of people, activities, and assets including information, from loss, damage, or harm.

*security officer* – a person employed to provide security, generally in a specific role or employment category, for example as a site guard, or a mobile patrol, retail security, cash services, personal protection, or security control room officer.

*site instructions* – operating guidelines and information given to security officers assigned to protect a specific site.

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- 5 The phrase *any one (etc.) specified from* – as used in some range statements of this unit standard indicates that the candidate should have knowledge of all items in the range but assessment should be of the number specifically selected by the assessor at the time of assessment.
- 6 This unit standard covers some of the skills and knowledge previously covered by unit standard 17233.
- 7 Range
  - a All activities assessed under this unit standard are conducted within the law.
  - b Health and safety legislation applies to all security industry activities and assessments should reflect this requirement.
  - c Relevant instructions may include but are not limited to: assignment instructions, organisation instructions, site instructions.
  - d All activities and responses are in accordance with relevant instructions and best practice.

## **Elements and Performance Criteria**

### **element 1**

Explain the purpose and function of protective security.

### **performance criteria**

- 1.1 The purpose of protective security and its associated principal terms are explained.

Range: purpose statement includes – systematic application of measures and resources; protection of people, property, business, operations, activities, information;  
terms include but are not limited to – prevent, protect, deter, delay, detect, deny, enforce, compliance, risk management, asset protection, and their derivatives.

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- 1.2 Common security risks are explained in terms of nature, cause, and effect in order to identify workplace risks and scope of work.
- 1.3 The contexts in which industries function are explained in terms of the principal factors that shape and influence them.
- Range: industries include – commercial, corporate, and departmental sectors;  
contextual factors include but are not limited to – public, private and commercial need; public and customer expectation; police roles and responsibilities; emergency services; custodial and court requirements; legal and regulatory; profit and cost-effectiveness.
- 1.4 Measures used by industries to enhance security and safety are described in terms of their main categories, application, and security staff responsibilities in relation to them.
- Range: industries include – commercial, corporate, and departmental sectors;  
categories include but are not limited to – design and construction, regulations and standards, audit, training and education, security staff services, physical security measures, electronic and electrical security measures, security officers, trained animals.

**element 2**

Describe security officers' roles and responsibilities.

**performance criteria**

- 2.1 General responsibilities of security officers are described in terms of purpose, nature, and compliance requirements.
- Range: any four specified from – deterrence, observation, site patrols, checks and inspections, system checks, access management, monitoring and surveillance of suspects, reports, radio communication, use and care of equipment, customer care, complaints and enquiries, alarm response, incident management, shift procedure, escort duties, health and safety, traffic management, open and close procedure, first-line emergency assistance, police support and co-operation.

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- 2.2 Principal security industry sectors are described in terms of function, scope of work, and critical relationships with other sectors.
- Range: any two specified from – security staff services, alarm monitoring, electronic security systems, physical security systems, consultants, training providers, document security, computer systems security.
- 2.3 Principal occupational groups within the security industry are described in terms of role or purpose, and principal responsibilities.
- Range: site security officer, mobile patrol and alarm response, and any two specified from – venue security, secure transport, retail security, personal protection, control room operator, system monitor, systems installation and maintenance.
- 2.4 Specialised occupational groups within the security industry are described in terms of role, principal responsibilities, and special conditions attached to them.
- Range: any two specified from – aviation, airport, courts, prisoner escort and courtroom custodial services, hospital special units, prison services, parking meter.
- 2.5 Responsibilities in relation to specific assignments are described in terms of principal risks, tasks, priorities, security status indicators, and special compliance issues and conditions associated with them.
- Range: any two specified from – commercial or industrial premises, airports, port facilities, residential dwellings, banks, public offices or facilities, construction sites, storage facilities or warehouses, shops or shopping malls, marinas.
- 2.6 Security staff responsibilities related to the concepts of duty of care and best practice are explained with reference to examples relevant to the workplace.
- 2.7 Compliance responsibilities and priorities are explained with reference to examples relevant to the workplace.
- Range: examples illustrate the application of – law, organisational policy, practice and procedure, standing orders, site procedure, post orders or site instructions, other written or oral instructions.

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**Comments on this unit standard**

Please contact the ElectroTechnology Industry Training Organisation [reviewcomments@etito.co.nz](mailto:reviewcomments@etito.co.nz) if you wish to suggest changes to the content of this unit standard.

**Please Note**

Providers must be accredited by the Qualifications Authority or a delegated inter-institutional body before they can register credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for providers wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

This unit standard is covered by AMAP 0003 which can be accessed at <http://www.nzqa.govt.nz/site/framework/search.html>.