

<b>Title</b>	<b>Maintain retail security</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>15</b>

<b>Purpose</b>	<p>This unit standard is for security officers required to maintain safety and security, and prevent loss, at retail outlets.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> <li>– demonstrate knowledge of security policies and procedures at a specific retail site;</li> <li>– prepare to maintain retail site security;</li> <li>– describe and operate retail site security systems and equipment;</li> <li>– maintain retail site security watch;</li> <li>– conduct retail site patrols;</li> <li>– control retail site access;</li> <li>– identify suspects as a retail security officer;</li> <li>– process suspects and evidence as a retail security officer;</li> <li>– protect cash transfers at a retail site;</li> <li>– demonstrate and apply knowledge of risk management;</li> <li>– enhance customer and public relations as a retail security officer;</li> <li>– describe and implement tasks, duties, and responsibilities related to health and safety as a retail security officer; and</li> <li>– prepare and process reports and records as a retail security officer.</li> </ul>
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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 is intended for assessment in a security industry employment context. Assessment must be based on the policies and procedures specific to the retail site.
- 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.
- 3 References  
Building Act 2004;

Children, Young Persons, and Their Families Act 1989;  
Crimes Act 1961;  
Evidence Act 1908;  
Fire Service Act 1975;  
Health and Safety in Employment Act 1992, and associated regulations;  
Privacy Act 1993;  
Private Investigators and Security Guards Act 1974;  
Smoke-free Environments Act 1990;  
Summary Offences Act 1981;  
Trespass Act 1980;  
Codes of Practice, Published by New Zealand Security Association Inc., PO Box 33936, Takapuna, Auckland, available at <http://www.security.org.nz>;  
and their subsequent amendments and replacements.

#### 4 Definitions

*Assessed need* – the need assessed by the security officer dealing with the situation to which the need relates, based on the facts of the situation evident to the officer and a reasonable and logical analysis of them, including risk assessment.

*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.

*Equipment operating instructions* – instructions and procedures governing the operation of equipment and operator servicing and maintenance requirements.

*Established risk criteria* – agreed or designated standards or benchmarks against which risks are measured.

*Evidential standards* – requirements related to the presentation of evidence in court specified in law and Judges' rules.

*Management* – includes but is not limited to: risk assessment; response, including physical intervention and damage limitation; reporting and recording; task prioritisation; and other action taken by the security officer in accordance with assessed need and relevant instructions.

*Personal equipment* – includes clothing and other items carried and/or worn by the security officer, or available for their personal use, specified in relevant instructions.

*Personal standards* – attributes required of security officers (by industry and other stakeholders) that may include but are not limited to (demonstrations of): positive attitude, integrity, honesty, care, reliability, personal hygiene, positive communication style, unaffected by drugs and/or alcohol.

*Relevant instructions* – may include but are not limited to: applicable policies, procedures, manuals, and directives; oral, written, or electronically transmitted instructions, including site, assignment, and equipment operating instructions; and other legal and compliance requirements relevant to the situation, site, location, and task.

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

*Risk analysis* – the systematic use of available information to determine how often specified events may occur and the magnitude of their impact on the organisation.

*Risk assessment* – the overall process of risk analysis and risk evaluation.

*Risk evaluation* – the process used to determine risk management priorities by comparing the level of risk against predetermined standards, target risk levels, or other criteria.

*Security risks and incidents* – potential or actual events or occurrences of significance to security that require identification, response, treatment, or management by a security officer, especially those specified in relevant instructions.  
*Site instructions* – operating guidelines and information given to security officers assigned to protect a specific retail site.

- 5 Safety is the prime consideration for any action taken by a security officer.
- 6 All evidence presented and all assessment activities undertaken for this unit standard must be in accordance with relevant instructions and best practice and must be within the law.
- 7 The health and safety of the candidate, assessor and others must be maintained when assessment is being undertaken against this unit standard.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of security policies and procedures at a specific retail site.

#### Performance criteria

- 1.1 Retail security officer's role and responsibilities are described.
- 1.2 Retail site security policies and procedures are explained.  
Range four policies and related procedures.

### Outcome 2

Prepare to maintain retail site security.

Range three separate occasions.

#### Performance criteria

- 2.1 The retail security officer reports for duty in accordance with relevant instructions.  
Range time, location, uniform, appearance, authorisation, personal standards.
- 2.2 Personal equipment is complete and in operable condition.
- 2.3 Task schedules and instructions are explained to demonstrate situational awareness.  
Range situational awareness – knowledge and understanding of the operational environment including the site, locality, situation, risks, and relevant instructions.

2.4 Retail site location, boundaries, and activities are identified.

### **Outcome 3**

Describe and operate retail site security systems and equipment.

Range retail site security systems include but are not limited to – intruder alarm systems, access control systems, locks and keys including key security systems and procedures, scanners, tags and labels, detachers and deactivators, cameras, mirrors.

#### **Performance criteria**

3.1 Retail site security systems are described in terms of their purpose and operating principles.

3.2 Retail site security systems are operated in accordance with relevant instructions, task, and circumstances.

Range three different systems.

3.3 Incidents of retail site security system activations, malfunctions, faults, changes to operational effectiveness, and attempts to alter or make systems ineffective, are identified and managed to minimise risk.

Range three different incidents.

### **Outcome 4**

Maintain retail site security watch.

Range three separate occasions.

#### **Performance criteria**

4.1 A continuous and active presence is maintained.

4.2 Status and condition of area of responsibility are verified to identify change, indications of risk, and task priorities.

4.3 Security risks and incidents are identified and managed to minimise risk.

4.4 Equipment deficiencies and malfunctions are identified, and managed.

Range may include but is not limited to – taps, valves, first aid kits, ladders, locks, fire suppression equipment, signage, doors, gates, barriers.

4.5 Advice, information, and assistance are sought in accordance with assessed need and relevant instructions.

- 4.6 Communications are made as required using appropriate media, and in accordance with assessed need and relevant instructions.
- 4.7 Personal presentation and professional standards are maintained.
- 4.8 Surveillance of suspicious activities, events, objects, and persons is maintained and reported in accordance with assessed need and relevant instructions.

### **Outcome 5**

Conduct retail site patrols.

#### **Performance criteria**

- 5.1 Equipment taken on patrol conforms to assessed need and relevant instructions.
- 5.2 Patrol frequency, route, duration, and execution are in accordance with assessed need and relevant instructions.

### **Outcome 6**

Control retail site access.

#### **Performance criteria**

- 6.1 Access control measures and tasks are implemented and/or supported in accordance with relevant instructions.
- 6.2 Prohibited items are detected and managed in accordance with relevant instructions.
- 6.3 Unauthorised movement of people and/or items is detected and managed in accordance with assessed need and relevant instructions.
- 6.4 Visitors are managed and monitored in accordance with relevant instructions.
- 6.5 Persons requiring special treatment are identified, escorted, cared for, and monitored in accordance with relevant instructions.

Range persons on whom valid trespass notices have been served, disruptive or disturbed persons, persons requiring special assistance.

### **Outcome 7**

Identify suspects as a retail security officer.

#### **Performance criteria**

- 7.1 Suspicious behaviour is identified.

- 7.2 Continuous surveillance of suspects is maintained until it is evident that an offence has, or is likely to be committed or, that no offence will be committed.
- 7.3 Suspects are permitted to make their purchase and pass the point of sale without constraint.

### **Outcome 8**

Process suspects and evidence as a retail security officer.

Range three separate occasions.

#### **Performance criteria**

- 8.1 Suspects are approached, managed, and communicated with safely and effectively.
- 8.2 Suspects who refuse to comply with requests, or attempt to avoid interview, are followed to the extent practicable in the circumstances to obtain compliance and to identify the suspects or their vehicle.
- 8.3 Suspects who comply with requests for interview are escorted to an authorised interview room without violence or threat, and without opportunity to discard, destroy, or tamper with evidence.
- 8.4 Suspects are treated humanely, and observed at all times to prevent self-injury, injury to others, and the destruction of evidence.
- 8.5 Interview procedure, and related discussions, advice, recommendations, requests, reports and records, are consistent with all available information and evidence.
- Range discussions with, and advice and recommendations to management and other relevant stakeholders; requests and reports to management, police, and other relevant stakeholders.
- 8.6 Physical evidence is treated in accordance with evidential standards, relevant instructions, and best practice.
- Range protection, identification of suspect, labelling, storage, security.

### **Outcome 9**

Protect cash transfers at a retail site.

#### **Performance criteria**

- 9.1 Cash transfers are escorted, monitored, and/or completed in accordance with relevant instructions.

- 9.2 Threats or potential threats to cash transfers are identified and managed to minimise risk.

### **Outcome 10**

Demonstrate and apply knowledge of risk management.

Range security risks relevant to retail security.

#### **Performance criteria**

- 10.1 Risks are identified and explained in terms of nature, likelihood, and consequences.
- 10.2 Identified risks are analysed and evaluated against established risk criteria.
- 10.3 Risk treatment options are identified, selected, and their implementation planned in accordance with risk assessment and relevant instructions.

### **Outcome 11**

Enhance customer and public relations as a retail security officer.

#### **Performance criteria**

- 11.1 Responses to comments, enquiries, and complaints are prompt, courteous, and appropriate, and are reported in accordance with assessed need and relevant instructions.

### **Outcome 12**

Describe and implement tasks, duties, and responsibilities related to health and safety as a retail security officer.

Range health and safety of, or related to – retail security officer, retail and other staff, customers, suspects.

#### **Performance criteria**

- 12.1 Health and safety related tasks, duties, and responsibilities are described in accordance with relevant instructions.
- 12.2 Health and safety related tasks, duties, and responsibilities are implemented in accordance with relevant instructions.

**Outcome 13**

Prepare and process reports and records as a retail security officer.

Range oral report; and three different electronic or paper-based reports or records from – notebook, log, formatted report, incident report, internal memorandum, health and safety report, evidential statement.

**Performance criteria**

- 13.1 Reports and records are completed and processed in accordance with relevant instructions.
- 13.2 Information is complete, concise, logically organised, factual, unambiguous, and clear to intended recipients.

**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	27 February 1996	31 December 2021
Revision	2	24 September 1998	31 December 2021
Review	3	25 November 2000	31 December 2021
Revision	4	3 April 2001	31 December 2021
Review	5	25 July 2006	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>.