

Title	Control electronic safety and security systems in a site control room		
Level	3	Credits	12

Purpose	<p>This unit standard is for security operators required to control electronic safety and security systems in a site control room.</p> <p>People credited with this unit standard are, in a site control room, able to:</p> <ul style="list-style-type: none"> – prepare to operate electronic site safety and security systems; – operate electronic site safety and security systems; – manage electronic safety and security system activations; – monitor surveillance system information displays; – manage information requests, enquiries, and complaints; and – maintain health and safety standards.
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Classification	Security > Security Staff Services
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Available grade	Achieved
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Guidance Information

- 1 This unit standard is intended for assessment in a security industry employment context.
- 2 Persons working or intending to work as a security officer or in related security employment may require a Security Guard’s Licence or, if an employee of a Security Guard Licence holder, a Certificate of Approval to be the Responsible Employee of a Security Guard. Both are issued by the Registrar of Private Investigators and Security Guards.
- 3 References
 Crimes Act 1961;
 Health and Safety in Employment Act 1992, and associated regulations;
 Private Investigators and Security Guards Act 1974;
 Summary Offences Act 1981;
 Trespass Act 1980;
Approved Code of Practice for the Safe Use of Visual Display Units in the Place of Work, Occupational Safety and Health Service, Department of Labour, ISBN 0-477-03575-2; and their subsequent amendments and replacements.
- 4 Health and safety legislation applies to all security industry activities and assessments should reflect this requirement.

5 Definitions

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

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

Personal safety – refers to the safety of the operator but may also include the safety of others.

Relevant instructions – are organisational compliance requirements relevant to the unit standard, element, and/or performance criterion, including but not limited to:

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

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

equipment operating instructions – instructions and procedures governing the operation of equipment and operator servicing and maintenance requirements;

security operating instructions – instructions and procedures governing the operation of equipment, including site electronic safety and security systems, and operator servicing and maintenance requirements;

site instructions – policies, procedures, orders, or instructions applicable to a specific site or post that security staff are required to comply with or implement.

Risks and incidents – those associated with major sites, or sites with special risks that require identification and treatment by security staff, especially those specified in relevant instructions, including but not limited to – fire, flooding, trespass and unauthorised access; crimes and other offences; and other actions or behaviour, whether negligent, accidental, or deliberate, that threaten the security and safety of people, or disrupt the proper function of the site.

Risk assessment – the process used: to assess risks in any sensitive, critical, potentially dangerous, or challenging situation; to assess the possible outcomes of various courses of action; and to select the best plan or course of action.

6 Range

Electronic site safety and security systems include but are not limited to electronic visual surveillance and recording systems, intruder detection and alarm systems, fire detection systems, access control systems, process control or building management systems.

Outcomes and performance criteria

Outcome 1

Prepare to operate electronic site safety and security systems in a site control room.

Performance criteria

- 1.1 The security operator reports and registers for duty on time, with Certificate of Approval or other authorisation displayed or carried as required, and is dressed and equipped in accordance with relevant instructions.
- 1.2 Personal equipment is in serviceable condition.

- 1.3 Status of site safety and security systems is recognised and deficiencies and malfunctions treated and reported in accordance with risk assessment and relevant instructions.
- 1.4 Records are inspected and uncertainties clarified to ensure continued management of existing conditions, tasks, and risks.
- 1.5 Shift change procedure is implemented in accordance with relevant instructions.

Outcome 2

Operate electronic site safety and security systems in a site control room.

Performance criteria

- 2.1 Operating characteristics of site electronic safety and security systems are explained in terms of their principles and purpose.
- 2.2 Systems status is set and maintained in accordance with relevant instructions.
- 2.3 Site security systems are set, unset, operated, and maintained in accordance with assessed need and relevant instructions.
- 2.4 System malfunctions, faults, changes to operational effectiveness, breaches, interference, and attempts to alter or make systems ineffective, are identified, treated, and reported in accordance with circumstances and relevant instructions.
- 2.5 Data storage media are managed and processed to protect evidence and information in accordance with relevant instructions.
- 2.6 Reports and records are completed and processed in accordance with assessed need, and relevant instructions.
- 2.7 Uncertainties are clarified in accordance with assessed need, and relevant instructions.

Outcome 3

Manage electronic safety and security system activations in a site control room.

Performance criteria

- 3.1 Activations are identified and system procedures applied, in accordance with risk assessment, and relevant instructions.
- 3.2 Responses are consistent with the activation indication, risk assessment, and in accordance with relevant instructions.

3.3 Reports and records are consistent with the activation indication and in accordance with relevant instructions.

Range reporting and recording media include but are not limited to – telephone notification, written report, oral briefing, control room records, operations log.

3.4 Uncertainties are clarified in accordance with assessed need and relevant instructions.

Outcome 4

Monitor surveillance system information displays in a site control room.

Performance criteria

4.1 Indications of risk are identified, monitored, and reported in accordance with relevant instructions.

4.2 Continuous monitoring is maintained consistent with indications of risk and relevant instructions.

4.3 Priority is given to circumstances of primary risk.

4.4 Advice, information, and assistance are sought, consistent with assessed need, risk assessment, and relevant instructions.

4.5 Responses to risks and incidents are consistent with risk assessment, do not compromise personal safety, and are in accordance with relevant instructions.

4.6 Incidents and circumstances requiring special attention are identified, treated, and monitored in accordance with relevant instructions.

Outcome 5

Manage information requests, enquiries, and complaints in a site control room.

Performance criteria

5.1 Responses to requests, enquiries, and complaints are prompt, courteous, positive, and in accordance with assessed need, risk assessment, and relevant instructions.

5.2 Information is exchanged and noted in accordance with assessed need and relevant instructions.

Range includes but is not limited to – confirmation of identity; noting of time, nature, and substance of interactions; accuracy and relevance.

5.3 Records and reports are completed and processed in accordance with assessed need and relevant instructions.

Outcome 6

Maintain health and safety standards in a site control room.

Performance criteria

- 6.1 Site control room health and safety issues are managed in accordance with site health and safety plans, and relevant instructions.
- 6.2 Site control room tasks, duties, and responsibilities are implemented in accordance with occupational health and safety legislation, codes of practice, and relevant instructions.
- 6.3 Techniques are implemented that minimise health and safety risks and ensure attention while monitoring.

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
Rollover and Revision	5	23 April 2008	31 December 2021
Review	6	24 January 2019	31 December 2021

Consent and Moderation Requirements (CMR) reference	0003
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.