

Title	Solve security problems in a specified workplace		
Level	3	Credits	4

Purpose	<p>This unit standard is for security operators, and others with similar job responsibilities, who face a range of operational problems in the workplace, often involving persons under stress and with unlawful intent, that cannot be solved by the simple application of procedure or by reference to others but use an assessment process and judgement, often quickly and sometimes under adverse conditions, to determine optimum solutions, and then implement them.</p> <p>People credited with this unit standard are able to:</p> <ul style="list-style-type: none"> – identify and evaluate factors relevant to security problems; – determine and select options; and – implement optimum solutions to achieve required outcomes.
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Classification	Security > Security Staff Services
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Available grade	Achieved
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Guidance Information

- 1 References
 - Health and Safety in Employment Act 1992;
 - Crimes Act 1961;
 - Summary Offences Act 1981;
 - New Zealand Bill of Rights Act 1990;
 - Employment Relations Act 2000.

- 2 Definitions
 - Assignment instructions* – orders and/or instructions issued to govern the performance of tasks, duties, and responsibilities on a specific assignment;
 - Duty of care* – the legal and professional responsibility of a person or organisation to take due and proper care in their work;
 - Standing orders* – standing orders and instructions issued by an employer;
 - Site procedure* – procedures and work practices of an organisation applicable to a site, facility, installation, or process;
 - Standard industry practice* – standards, practices, and procedures described in a nationally authorised code of practice, training programme, procedural manual, operating guideline, standard operating procedure, or other enterprise specific standard approved by the national standards body;

Needs assessment – a process involving the identification, analysis, and assessment of factors to determine needs required to complete a specified task;

Outcomes and performance criteria

Outcome 1

Identify and evaluate factors relevant to security problems.

Performance criteria

- 1.1 The purpose of the operator is defined with regard to both the nature of each problem and job responsibilities.
- Range definition acknowledges the essential elements of the problem, and the responsibilities of the operator as specified in assignment instructions, standing orders, site procedure, standard industry practice.
- 1.2 Factors and issues associated with the problem are identified and evaluated to establish relevance and impact.
- Range factors and issues include but are not limited to – conflicts in purpose, position, information, strengths and vulnerabilities, law, resources, time and space, physical environment, context, communication, indicators of likely activities.
- 1.3 Deficiencies in available information are identified.
- 1.4 Conclusions drawn are consistent with purpose and the evaluation of factors and issues.

Outcome 2

Determine and select options.

Performance criteria

- 2.1 Options selected comply with law, standing orders, and assignment instructions.
- 2.2 Options are consistent with purpose, situation, evaluation of factors and issues, and conclusions.
- 2.3 Options are defined in terms appropriate to the user and situation.
- 2.4 Options demonstrate a systematic and objective approach to problem solving.

Outcome 3

Implement optimum solutions to achieve required outcomes.

Performance criteria

- 3.1 Optimum solutions are identified.
- 3.2 Outcomes are evaluated against stated criteria.

 Range criteria may include but are not limited to – law, purpose, effect, needs assessment, assignment instructions, standing orders, site procedure, standard industry practice, specific instructions issued by a competent authority.
- 3.3 Decisions are consistent with purpose, options, and required outcomes.
- 3.4 Implementation is planned and initiated in accordance with decisions made, and is consistent with purpose and evaluation.
- 3.5 Implementation is executed with primary regard to safety and without compromise to the duty of care.
- 3.6 Adjustments are made to changing circumstances to achieve purpose and optimum outcomes.

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	31 October 1996	31 December 2021
Revision	2	24 September 1998	31 December 2021
Revision	3	3 April 2001	31 December 2021
Rollover and Revision	4	23 April 2008	31 December 2021
Review	5	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>.