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| **IFSK** | **Identify foundation security knowledge** |

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| **Kaupae |** Level | 3 |
| **Whiwhinga |** Credit | 4 |
| **Whāinga |** Purpose | This skill standard is for people who intend to work in the security industry.  People credited with this skill standard are able to identify foundation security knowledge required to work in the security industry.  This standard has been developed to align with the legislated requirements of the Certificate of Approval.  This skill standard has also been developed for assessment within programmes leading to the New Zealand Certificate in Security (Foundation) (Level 3) [Ref: 3642]. |

**Hua o te ako me Paearu aromatawai |** Learning outcomes and assessment criteria

| **Hua o te ako |** Learning outcomes | **Paearu aromatawai |** Assessment criteria |
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| 1. Identify responsibilities as a security officer under the Private Security Personnel and Private Investigators Act 2010. | 1. Identify legal rights and responsibilities of a COA holder. |
| 1. Identify the difference between a COA and a license. |
| 1. Identify the tasks of a crowd controller, property guard, and personal guard. |
| 1. Identify New Zealand legislation relevant in a security context. | 1. Identify relevant legislation and authority to control entry, exclude or remove a person from a premises or place. |
| 1. Identify the lawful use of force and authority in a security context in defence of yourself or others. |
| 1. Identify relevant legislation and authority to search persons and their property. |
| 1. Identify relevant legislation and authority to require proof of age prior to entry onto licensed premises. |
| 1. Identify lawful use of arrest or detention and authority in a security context. |
| 1. Identify relevant legislation and authority as it relates to privacy of information. |
| 1. Identify the health and safety requirements relevant to security personnel. | 1. Identify individual and employers’ rights and responsibilities under health and safety law. |
| b. Identify the processes for reporting and management of hazards, which may include slips, trips, falls, faulty equipment, hazardous substances, and bodily fluids. |
| 1. Identify the first line response to emergencies and security incidents and your responsibilities as security personnel. | 1. Identify procedures for responding to security incidents and your responsibilities in accordance with relevant instructions. |
| 1. Identify procedures for responding to emergencies and your responsibilities in accordance with relevant instructions. |
| 1. Identify the requirements for receiving and reporting information. | 1. Identify information required in security reporting and the methods used. |
| 1. Complete a basic incident report. |
| 1. Identify customer service and interpersonal communication techniques relevant in a security context. | 1. Identify interpersonal communication techniques in terms of how they can improve the effectiveness of communication in a security context. |

**Pārongo aromatawai me te taumata paearu |** Assessment information and grade criteria

*Assessment specifications:*

This skill standard will be used by persons entering the security industry. They will not have sufficient experience to support workplace verification of competency. Therefore, learning and assessment will be weighted towards gaining theoretical knowledge and understanding.

This skill standard may be assessed in a security workplace or using scenarios that realistically reproduce the conditions of a security workplace.

Activities are carried out in accordance with workplace health and safety requirements.

***Ngā momo whiwhinga |*** *Grades available*

Achieved

**Ihirangi waitohu |** Indicative content

The indicative content listed below is the minimum requirements necessary to be delivered to meet the standards of a New Zealand Security professional. Additional content may be delivered by providers if required to meet specific needs.

The legal authority and limitations of security personnel under legislation and the appropriate application of this authority must include, but are not limited to, current relevant legislation (or subsequent amendments), including:

**Private Security Personnel and Private Investigators Act 2010.**

Responsibilities as a security officer under the legislation must include but are not limited to - production of licence or certificate of approval, wearing of certificate of approval so it is visible, updating personal information with the PSPLA.

The tasks of crowd controller, property guard, and personal guard including but not limited to - public relations, safety and security of people, security of property, screening entry, and access control.

* Private Security Personnel and Private Investigators Act 2010.
  + - Part 3: Responsibilities of license and certificate holders.
    - Part 1: Sections 9,10,11 – Definitions of CoA endorsements.
* Crimes Act 1961.
  + Section 34 – Assisting a constable when called upon.
* Section 42 – Detention – Breach of the Peace.
* Section 48 – Self Defence.
* Section 52 – Use force to retake stolen property.
* Section 56 – Use force to prevent trespass or remove a person.
* Section 62 – Excessive use of force – penalty.
* Section 41 – Use of force – Prevent suicide.
* Summary Offences Act 1981.
* Section 39(3) - Arrest for certain offences.
* Section 3 – Disorderly behaviour.
* Sale and Supply of Alcohol Act 2012.
  + Duties of a security officer relevant to the Sale and Supply of Alcohol.
  + Valid types of proof of age documents and their use.
  + Police powers.
  + Types of liquor licenses.
* **The application of the Trespass Act 1980 in a security context.**

including the definition of “Occupier” and acting under his or her authority.

* Section 3 and 4.
* No offence until a refusal to leave – time periods – trespass notices.
* The definition of “Occupier” and “acting under his or her authority”.
* Oranga Tamariki Act 1989.
* Section 51BI - Duties of a security officer relevant to the Oranga Tamariki Act.

**The health and safety requirements that are relevant to security personnel.**

The health and safety responsibilities of security personnel in terms of hazard identification and management including but not limited to - working in isolation, environmental factors, human factors, slips, trips, falls, faulty equipment or structures, traffic hazards, hazardous substances, bodily fluids.

* Health and Safety at Work Act 2015.
  + - Section 30 – Risks.
    - Section 44 and 45 – PCBU, stakeholders, workers, public, adequately supervised and/or trained.
* Health and Safety at Work (General Risk and Workplace Management) Regulations 2016.
* Section 21 – managing risks associated with remote or isolated work.
* New Zealand Security Association - Good practice guidelines 2023.
* Introduction to security roles and responses from Page 50.

**Interpersonal communication techniques and their use to improve the effectiveness of communication in a security context**.

* Verbal and non-verbal communication techniques in a customer service setting.
* Interpersonal communication techniques including – body language, speech patterns, tone, vocabulary, delivery, focus, cultural awareness considerations, empathy, building rapport.
* Different communication techniques to suit the audience – Workers, Clients and customers, security management, enforcement agencies.

Minimum requirements for security reporting.

* When, where, what, who/how.
* Use of 24-hour clock.
* Use of phonetic alphabet.
* Incident reports can be verbal, written, digital.

**First line response to emergencies and security incidents by security personnel.**

The notification and liaison with emergency services when responding to emergencies or security incidents in accordance with relevant instructions.

* The appropriate use of \*105 or 111 when calling the Police.
* The handover information required by an emergency service when they arrive – description of persons, location injured persons.

The use of evacuation procedures when responding to emergencies in accordance with relevant instructions, including but not limited to - exit routes, assembly points, designated role of security personnel.

The use of procedures for responding to security incidents in accordance with relevant instructions, including but not limited to - security breach, criminal activity or suspicious behaviour, site lockdown, alarm activation.

**Rauemi |** Resources

Definitions.

* *Emergency* refers to situations occurring at a location that requires the response of emergency services e.g. earthquake, flood, fire which may involve an evacuation.
* *First Line Response* refers to initial response to critical incidents taken before emergency services arrive to ensure the safety of persons and property and to minimise loss and damage.
* *PCBU* refers to Person conducting a business or undertaking.
* *Relevant instructions* refer to oral, written or electronically transmitted instructions issued to govern the performance of security tasks, duties, and responsibilities. These may be in the form of policies, procedures, manuals, directives, or legal and compliance requirements. They may relate to a particular assignment, organisation, site or operation of equipment.
* *Security incident* refers to an event that requires intervention or action by a security officer.

New Zealand legislation may include but is not limited to:

* Oranga Tamariki Act 1989.
* Private Security Personnel and Private Investigators Act 2010.
* Trespass Act 1980.
* Crimes Act 1961.
* New Zealand Bill of Rights Act 1990.
* Health and Safety at Work Act 2015.
* Private Security Personnel and Private Investigators Act 2010.
* Summary Offences Act 1981.
* New Zealand Security Association (NZSA) Good Practice guidelines available at https://security.org.nz/security-industry-good-practice-guideline/.
* Privacy Act 2020.

**Pārongo Whakaū Kounga |** Quality assurance information

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| **Ngā rōpū whakatau-paerewa |** Standard Setting Body | Ringa Hora Services Workforce Development Council |
| **Whakaritenga Rārangi Paetae Aromatawai |** DASS classification | Law and Security > Security > Security Staff Services |
| **Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga |** CMR | 0003 |

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| **Hātepe |** Process | **Putanga |** Version | **Rā whakaputa |** ReviewDate | **Rā whakamutunga mō te aromatawai |** Last date for assessment |
| **Rēhitatanga |** Registration | 1 | [dd mm yyyy] | N/A |
| **Kōrero whakakapinga |** Replacement information | This standard replaced unit standard 27364. | | |
| **Rā arotake |** Planned review date | 31 December 2028 | | |

Please contact Ringa Hora Services Workforce Development Council at [qualifications@ringahora.nz](mailto:qualifications@ringahora.nz) to suggest changes to the content of this skill standard.