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| **MCS** | **Manage conflict situations in a security context** |

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| **Kaupae |** Level | 3 |
| **Whiwhinga |** Credit | 4 |
| **Whāinga |** Purpose | This skill standard covers the practical management of conflict situations by security personnel, and is intended to be part of the requirements for a private security licence or certificate of approval (COA).  People credited with this skill standard are able to demonstrate conflict management in a security context.  This skill standard has also been developed for assessment within programmes leading to the New Zealand Certificate in Security (Foundation) (Level 3) [Ref: 3642]. |
| **Whakaakoranga me mātua oti |**  Pre-requisites | DCM(27360) should be completed before or in conjunction with this standard. |

**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. Assess and respond to factors impacting on the conflict situation in a security context. | 1. Identify and respond to the subjects physical and verbal indicators. |
| 1. Identify and respond to situational and environmental risk factors. |
| 1. Demonstrate the lawful application of an action plan to manage the conflict situation in a security context. | 1. Apply lawful tactical options to manage a conflict situation. |
| 1. Use verbal communication techniques to de-escalate conflict situations. |
| 1. Use physical projection techniques to de-escalate conflict situations. |
| 1. Use communication with other security personnel, supervisors, and emergency services to provide and gain support. |
| 1. Apply post incident actions, support and reporting. | 1. Identify potential support options for both self and others. |
| 1. Fulfil reporting requirements to ensure relevant information and any learning from the situation is transferred. |

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

*Assessment specifications:*

This skill standard is designed to cover the practical management of conflict management in a security context. It is recommended that skill standard DCM: *Identify and explain conflict management in a security context* be undertaken prior to or in conjunction with this skill standard as it is designed to provide the underpinning knowledge of non-contact conflict management techniques in a security context.

This skill standard must be assessed using scenarios that realistically reproduce the conditions of a security situation/workplace. Scenarios must include observable elements that reflect changes in a subject’s verbal and non-verbal behaviour during and after conflict.

Scenarios should relate to current or emerging trends found in a security work environment and may be contextualised to meet specific training needs.

All learning and assessment actions taken must maximise safety and security of self and others and must be carried out within the scope of own responsibility and authority.

As this skills standard must be assessed off-job and the relevant instructions can be supplied by way of a simulated situation.

Skills must be demonstrated in simulated conflict situations using face-to-face role plays where candidates are given the opportunity to demonstrate their communication skills. Assessment scenarios are provided from a set of security-specific scenarios which reflect common conflict situations encountered by security personnel.

Candidates must demonstrate skills in each of the four scenarios:

i. *Compliance situation* – a situation that requires demonstration of positive communication skills when dealing with the public on day-to-day issues such as access control and identity checks.

ii. *Escalated situation* – a situation that requires demonstration of effective communication skills when calming an emotive situation, such as a situation involving an angry customer. non-aggressive but firm handling of unacceptable behaviour such as offensive language or a breach of conditions of entry

iii. *Escalated situation* – a situation where communication skills are used initially, followed by legal use of force.

iv *Escalated situation* – a situation where communication skills are used initially, followed by tactical withdrawal as the threat escalates.

Training and assessment in relation to this standard must consider specific requirements found in the relevant CMR.

Assessment must contain the requirement to formally report an incident in accordance with relevant instructions.

***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 Conflict Cycle and the verbal and non-verbal communication indicators of escalating conflict and their use in de-escalation techniques.
* The effect of circumstance and/or environment in situations that may lead to conflict.
* The application of health and safety responsibilities that apply in a conflict situation, and the principles of duty of care prior to, during and after conflict.
* The resources and techniques a security officer may have available in a conflict situation, such as situational awareness, critical thinking, problem solving, equipment, backup, policies and procedures, distance, space, body positioning, legislation.

Demonstrating the application of:

Stance - Changes in body language projection as conflict escalates/de-escalates.

* Interview stance, transitioning to ready stance.
* Tactical withdrawal. Use lawful force to achieve safe separation – push away.
* Use distance, space, and body positioning to enhance own safety and allow options for dealing with the situation.
* Stacking/splitting

Tactical Options

* Situational awareness.
* Threat – Exposure – Necessity – Response. (T.E.N.R).
* Ask – Why – Options – Confirm – Action. (AWOCA).
* Summon support.
* Tactical withdrawal.

Communication techniques.

* Includes but is not limited to - active listening, reflecting, rephrasing, summarising, questioning to clarify and confirm understanding, clear presentation of options and consequences, clear explanations, and instructions, providing sufficient time for questions and responses.

Post Incident Action

* What support systems exist and how to access these.
* Reporting requirements based on organisational requirements.

Support Systems

* In place – back up staff, equipment, communication methods – phone, radio, hand signals.
* Health and Safety legislation
* Understand the application of health and safety responsibilities that apply in a conflict situation, and the principles of duty of care prior to, during and after conflict.
* Employer’s Employee Assistance Programme process.
* Self-care following a conflict situation.

**Rauemi |** Resources

Definitions

* *Relevant instructions* – 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.
* *Subject* refers to the party or parties, other than security personnel, involved in the conflict.

Legislation relevant to this standard includes but not limited to:

* Crimes Act 1961;
  + Section 48.
  + Section 62.
* Health and Safety at Work Act 2015;
* New Zealand Bill of Rights Act 1990;
* Private Security Personnel and Private Investigators Act 2010;
* Sale and Supply of Alcohol Act 2012;
* Summary Offences Act 1981;
* Trespass Act 1980;
* Privacy Act 2020;
* Smoke Free Environments and Regulated Products Act 1990;
* New Zealand Security Association (NZSA) Good Practice guidelines available at <https://security.org.nz/security-industry-good-practice-guideline/>.

**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 27361. | | |
| **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.