

## THE NEW NATIONAL CERTIFICATE IN SECURITY [LEVEL 2] [VERSION 8]

### Briefing – November 2011

The new National Certificate in Security [Level 2] qualification is ETITO's entry-level qualification for the security industry, with skills training across a range of areas including communication, law, conflict management, emergency management and crowd control.

The new standards are designed to provide a strong platform from which the security industry can continue to build its professional standing.

ETITO has worked extensively with numerous security industry stakeholders, including the New Zealand Security Association, security firms and training providers to develop the revised qualification.

### Why was there the need for a new qualification?

A review of the qualification began in late 2009 with the aim of updating it to meet the changing industry needs and future skill requirements. The qualification was last reviewed in 2005 and was due for a scheduled review in 2010. The newest qualification is identified as version 8.

### What changes have been made to the qualification structure?

Changes have been made to reflect the changing needs of the security industry and include:

- updating existing security-specific unit standards
- adding 10 new security-specific unit standards
- removing some of the generic standards
- including an elective section to allow for the needs of different job roles within the industry.

### What does the new qualification cover?

The unit standards cover a range of areas including communication, law, conflict management, emergency management and crowd control.

Security personnel who complete this qualification will have demonstrated knowledge of:

- the security industry and professional standards expected of the industry and those who work in it
- the law as it applies to the industry
- health and safety requirements, and personal risk management
- dealing with emergencies as security personnel and be able to apply first aid skills
- conflict management and be able to apply communication skills and knowledge of distance, space and positioning to manage conflict
- operational requirements, including control of entry and exit to premises, and observation and threat identification; and
- be able to apply communication skills.

There is a small elective section that allows people to choose specified standards relevant to their role.

## The level 2 qualification structure

### Compulsory

Industry knowledge	Provide first aid
Personal / Professional	First aid conditions
Operational requirement*	Emergencies*
Observation / Threat*	Fire
Entry and exit control*	
Customer service*	Law
Operational communication	Health / Safety
Interpersonal communication	Personal Risk*
Knowledge of conflict*	
Conflict management*	

### Flective

Crowd control\*  
Team work  
Culture  
Liaison\*

\* New security specific unit standards

A qualification summary is attached with further detail.

## How will the qualification be assessed?

ETITO has consulted with industry to develop assessment methods that are nationally consistent.

For all unit standards in the qualification ETITO has developed a set of paper-based assessment materials.

The two new conflict management unit standards [content below] will have different assessment options.

### Knowledge of managing conflict [Theory]

- Requirements, responsibilities, and consequences for security personnel
- Subject factors that influence conflict
- Personal factors that influence management of conflict
- Use of distance, space and body positioning

### Conflict management [Practical]

- Assess factors impacting on conflict situation
- Develop an action plan
- Manage the conflict situation
- Implement post-incident action
- Debrief and report

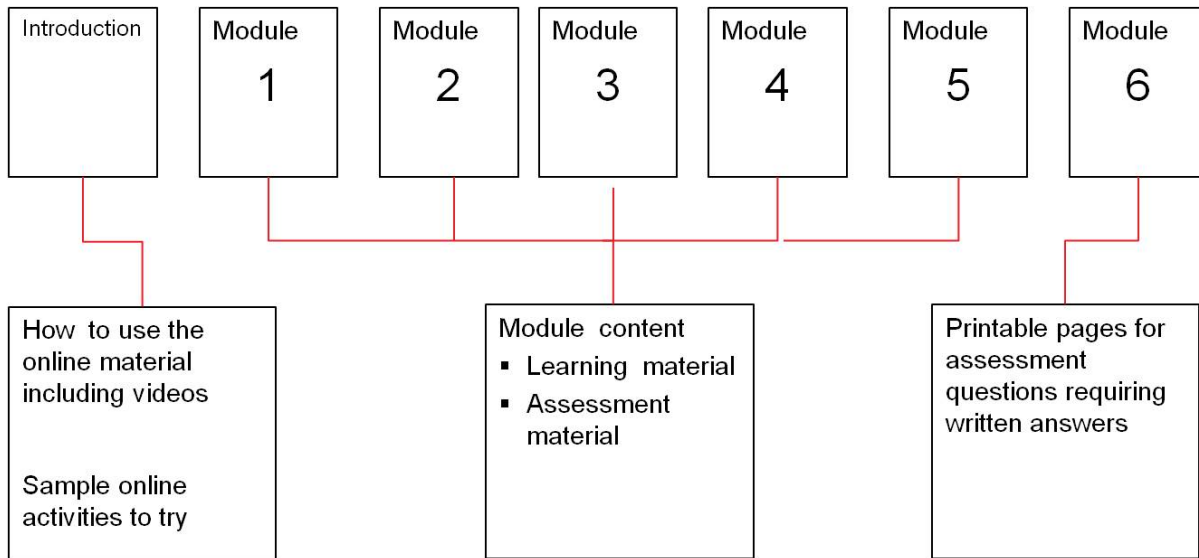
For the knowledge of conflict [theory] unit standard trainees can choose between online or paper-based assessment. The online option includes learning resources incorporating video and audio clips. Before going online trainees will be able to view an online help video on the ETITO website which will introduce them to learning and assessment via electronic media.

During the assessment, trainees will use multiple select, drag and drop and multi-choice questions. There are also video and audio clips used for assessment.

The assessment is set up so that there are a range of questions on each topic which will be randomly selected for each assessment. This means that trainees will not be answering exactly the same set of questions, allowing for more robust quality controls.

### How is the online material for the theory conflict management unit structured?

The topics of the unit standard have been split into six modules.



Trainees will be required to complete the learning and assessment for each module in sequence before moving onto the next one. The trainee will need to submit their answers to the written questions from Module 6 to the assessor for the practical unit to attest to them having completed the theory unit. Trainees must complete the theory material prior to undertaking training in the practical unit.

### How will the practical conflict management unit standard be assessed?

The practical unit standard for conflict management includes face-to-face scenario-based assessment which can take place in the workplace or through a training provider.

### How can trainees gain the new qualification?

Trainees are able to gain the qualification the same way they do now, through a training provider and/or a registered training workplace assessor.

### How can trainees gain the conflict management unit standards?

There is a range of training and assessment options available to gain the conflict management units. They are:

- By using an accredited training provider
- Complete online assessment and attend one-day conflict management course through ETITO
- Be assessed by a registered workplace assessor [who has the scope to assess conflict management unit standards].

To gain both conflict management unit standards through ETITO trainees will need to:

- Apply to ETITO to attend the one-day conflict management course. Once the application is processed ETITO will send through an individual login for the online assessment for the conflict management theory unit standard
- Complete the online assessment for modules 1 to 5 and complete the written answers to module 6. This must be done prior to attending the course
- Attend the one-day course which includes completing the assessment for module six of the theory conflict management unit standard as well as the delivery and assessment of the practical unit standard

### **What are the changes to the qualification that assessors need to be aware of?**

Assessors who want to be able to assess the new level 2 qualification [version 8] must hold either version 7 or 8 of the qualification.

Assessors will also need to expand their scope for the following unit standards:

- Knowledge of conflict [US27360]
- Conflict management [US27361]
- First Aid [US26551, US26552]
- Fire [US3271]

Assessors will only need to expand their scope for First Aid and Fire if they haven't already done so.

Please note that the last assessment date for the previous version [version 7] of the level 2 qualification is 30 June 2013.

Assessors will also need to hold the two new conflict management unit standards.

### **What do assessors need to assess the two conflict management unit standards?**

To assess the two conflict management unit standards assessors must:

- Hold the two conflict management unit standards [27360 and 27361]
- Hold at least National Certificate in Security [Level 3] or above.

They will then need to attend and successfully complete ETITO's two-day Instructor course.

The process to attend ETITO's Instructor course is as follows:

- Complete application form and submit to ETITO to attend the two-day Instructor course
- Attend course to enable the delivery and assessment of the two conflict management unit standards [27360 and 27361]
- Assessor is found competent to deliver and assess conflict management unit standards
- Assessor scope is extended to include conflict management unit standards.



**What effect will the pending regulation of the security industry have on the qualification and the industry?**

The Ministry of Justice has been consulting on mandatory training regulations following the passing into law of the Private Security Personnel and Private Investigators Act 2010 on 1 April 2011.




The Act aims to ensure that “security personnel are suitably qualified and do not behave in ways that are contrary to the public interest”.

Regulations will outline training requirements to apply to crowd controllers, property guards and personal guards.

The Ministry of Justice has three options for proposed training requirements, all of which are based on the unit standards contained in the level 2 qualification. It is not known when a final decision will be made.

**How does the change in the level 2 qualification affect the security qualification pathway?**

ETITO has revised the level 3 qualification to reflect the changes in the level 2 qualification. There are a number of options for trainees to transition from level 2 to level 3 which are summarised in the following table.

	Level 2 qualification		Level 3 qualification
<b>Current qualification pathway</b>	National Certificate in Security [Level 2] version 7 51 credits  [Qualification registered until June 2013]		National Certificate in Security with strands in court security, event security, mobile patrol, noise control, retail security, secure transport, site security, and community security [Level 3 or 4] version 6  123-132 credits  [Qualification registered until June 2013]
<b>Transitional pathways</b>			
<b>Level 2 version 7 [current]</b>	National Certificate in Security [Level 2] version 7 51 credits  Pathway available until June 2013		Revised National Certificate in Security with strands in court security, event security, mobile patrol, noise control, retail security, secure transport, site security, and community security [Level 3 or 4] version 7  70-79 credits
<b>or</b>			
<b>Level 2 version 8 [new]</b>	National Certificate in Security [Level 2] version 8 50 credits		[Qualification revised to create a pathway from the new version 8 of the level 2 qualification]
<b>Future qualification pathway</b>	National Certificate in Security [Level 2] version 8 50 credits		<b>TBC</b>  Full review of Level 3/4 qualification to begin in the near future

### What is the plan for the qualification reviews?

ETITO will soon be starting a full review of the level 3 qualification to bring it more into line with the skills and knowledge now included in the level 2 qualification and provide a pathway for trainees. A review of all security sector qualifications is scheduled for 2014. This timeframe is to allow time for the regulatory changes to become established.

If you have any further questions please contact:

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If you have any specific feedback regarding the assessment materials please email Lakshmi Patel, ETITO Assessment Manager, and her team at [resourcedeveloper@etito.co.nz](mailto:resourcedeveloper@etito.co.nz)