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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED UNIT STANDARD:

Identify, handle and defuse security related conflict

SAQA US ID	UNIT STANDARD TITLE			
11505	Identify, handle and defuse security related conflict			
ORIGINATOR		ORIGINATING PROVIDER		
SGB Security				
QUALITY ASSURING BODY				
-				
FIELD			SUBFIELD	
Field 08 - Law, Military Science and Security			Safety in Society	
ABET BAND	UNIT STANDARD TYPE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	NQF Level 04	12
REGISTRATION STATUS		REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Reregistered		2012-07-01	2015-06-30	SAQA 0695/12
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2016-06-30		2019-06-30		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This unit standard does not replace any other unit standard and is not replaced by any other unit standard.

PURPOSE OF THE UNIT STANDARD

This unit standard is for personnel to identify, handle and defuse security related conflict between members of the public and security personnel with minimum use of force in the workplace.

Benefit for society of this unit standard is that the person who completes this will contribute to safety in society.

A person credited with this unit standard will be able to:

- Identify conflict situations.
- Handle and defuse conflict situation.
- Provide feedback on conflict situation.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

The following knowledge, skills, attitude and/or equivalent:

- A knowledge, comprehension and application of language and mathematics NQF 03

UNIT STANDARD RANGE

This unit standard applies to persons who competently identify, handle and defuse security related conflict between members of the public and security personnel with minimum use of force in the workplace.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Identify conflict situations.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. Conflict situation is prioritised.

ASSESSMENT CRITERION 2

2. Conflict assessment and techniques are used to establish possible solutions.

ASSESSMENT CRITERION 3

3. Conflict situations and/or persons reported to the appropriate personnel according to workplace instructions.

SPECIFIC OUTCOME 2

Handle and defuse conflict situation.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. Person(s) involved are dealt with in a manner appropriate to the situation and according to workplace procedures.

ASSESSMENT CRITERION 2

2. Appropriate assistance is sought.

ASSESSMENT CRITERION 3

3. Minimum force options, inclusive of verbal and physical, are considered in resolving conflict.

ASSESSMENT CRITERION 4

4. Interaction is terminated tactfully when the situation is defused.

SPECIFIC OUTCOME 3

Provide feedback on conflict situation.

OUTCOME RANGE

Work procedures must include:

- Rules, regulations and procedures

Conflict situations must include:

- Difficult people.
- Intoxicated
- Drugs/alcohol
- Aggressive
- Enraged.

Handle and defuse must include:

- Ejection of people from premises
- Physical restraint.
- Verbal persuasion.

Relevant role players must include:

- Management
- Client
- Security personnel
- Emergency services
- Official & statutory Institutions personnel.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. Written report on incident is completed in accordance with workplace procedures.

ASSESSMENT CRITERION 2

2. Report is submitted to relevant role players.

ASSESSMENT CRITERION 3

3. Follow up to ensure conflict is defused according to workplace procedures.

UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS

1. Anyone assessing a learner against this unit standard must be registered as an assessor with the POSLEC SETA ETQA/and any other body with whom a MOU was entered into.
2. Any institution offering learning that will enable achievement of this unit standard must be accredited as a provider through the POSLEC SETA ETQA/and any other body with whom a MOU was entered into by SAQA.
3. Moderation of assessment will be overseen by the POSLEC SETA ETQA/and any other body with whom a MOU was entered into according to the moderation guidelines in the relevant qualification and the POSLEC SETA ETQA/and any other body with whom a MOU was entered into, procedures.

UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE

Refer to the Specific Outcomes and the Assessment Criteria contained in this unit standard and specifically:

- A comprehensive understanding of communication and body language skills.
- A comprehensive understanding of relevant legislation.
- A comprehensive understanding of verbal and written reports.
- A comprehensive understanding of client/public relations

Critical Cross-field Outcomes (CCFO):

UNIT STANDARD CCFO IDENTIFYING

Identify and solve problems related to security conflict situations.

UNIT STANDARD CCFO ORGANISING

Organise oneself and one`s activities so that interaction is terminated tactfully when the situation is defused.

UNIT STANDARD CCFO COLLECTING

Collect, analyse, organise and critically evaluate information related to the conflict situation in order to determine the most appropriate manner of dealing with the situation.

UNIT STANDARD CCFO COMMUNICATING

Communicate effectively when dealing with relevant role players.

UNIT STANDARD CCFO DEMONSTRATING

Understand the world as a set of related systems in that clear and precise feedback on a situation is obtained from all relevant role players.

QUALIFICATIONS UTILISING THIS UNIT STANDARD:

	ID	QUALIFICATION TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	STATUS	END DATE	QUALITY ASSURING BODY
Core	58577	National Certificate: General Security Practices	Level 3	NQF Level 03	Reregistered	2015-06-30	SAS SETA
Core	64389	Further Education and Training Certificate: Corrections Services	Level 4	NQF Level 04	Reregistered	2015-06-30	SAS SETA
Core	22491	Further Education and Training Certificate: Specialist Security Practices	Level 4	NQF Level 04	Passed the End Date - Status was "Reregistered"	2006-11-16	SAS SETA
Core	57713	Further Education and Training Certificate: Specialist Security Practices	Level 4	NQF Level 04	Reregistered	2015-06-30	SAS SETA
Elective	22490	National Certificate: General Security Practices	Level 3	NQF Level 03	Passed the End Date - Status was "Reregistered"	2007-11-28	Was SAS SETA until Last Date for Achievement

Elective	61609	Further Education and Training Certificate: Volunteer Support	Level 4	NQF Level 04	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Elective	22110	National Certificate: Electronic Security Practices	Level 4	NQF Level 04	Passed the End Date - Status was "Registered"	2007-08-16	Was SAS SETA until Last Date for Achievement