

Version 1- September 2012

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Date sent to company:

CODE OF PRACTICE

NZSA NEW ZEALAND
SECURITY
ASSOCIATION

Security Training Services

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FOREWORD

This Code of Practice defines the policies and procedures to be followed by members of the New Zealand Security Association involved in the delivery of training services.

The objective in preparing this document is to ensure that high professional standards are maintained, legal responsibilities complied with and, consequently, enhancement of the industry's image and reputation.

The requirements of this Code are mandatory and compliance is a condition of membership of the New Zealand Security Association.

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SECTION 1: COMPANY INFORMATION

DESCRIPTION	EVIDENCE
1.1 Company Details 1.1.1 Name	
1.1.1 (a) Trading name(s)	
1.1.1.(b) Company Registration details (date and registration number) <i>Auditor to sight Company Registration Certificate</i>	
1.2 Directors (list) <i>Auditor to check against Companies Office records</i>	

DESCRIPTION	EVIDENCE
<p>1.3 Staff Numbers</p> <p>Total:</p>	
<p>1.4 Company Structure</p> <p>The member organisation is to have a definitive governance and management structure that demonstrates control and accountability at each level of its operations</p> <p><i>Auditor is to obtain a clear picture of the corporate structure, levels and controls in place.</i></p>	
<p>1.5 Financial</p> <p>The member organisation is required to have sufficient capital to meet operational and anticipated needs.</p> <p><i>Auditor is to obtain a signed statement from the owners/directors confirming this.</i></p>	

DESCRIPTION	EVIDENCE
<p>1.6 Insurance</p> <p>Members providing training services shall have appropriate cover in the following areas:</p> <ul style="list-style-type: none"> • Professional Indemnity Insurance • Public Liability Insurance <p>Professional indemnity insurance and public liability insurance cover required of all NZSA members shall have due regard to the nature of the risk and the relevant standard but shall not be less than \$1,000,000.</p> <p><i>The Auditor is to:</i></p> <ul style="list-style-type: none"> • <i>Sight a placement slip, insurers policy document or invoice from an insurer showing the required insurance cover is in place and current.</i> 	
<p>1.9 Locations</p> <p>List all locations you operate from within New Zealand.</p> <p><i>Where the company operates from multiple locations the auditor will visit the Head Office and a sampling of branches. This sample must be sufficient to confirm consistency in performance.</i></p>	

DESCRIPTION	EVIDENCE
<p>1.9.1 Head Office</p> <p>The company will have an administrative office where all records and business documents are stored in a secure manner.</p> <p><i>Auditor to visit this office to confirm.</i></p>	
<p>1.10 Customer Service Levels</p> <p>This Code of Practice is issued in order to ensure that persons and organisations operating in the security industry provide a standard of service and quality of employee that meets the standard as defined in this Code of Practice as being the minimum level.</p> <p>Sufficient latitude is built into the Code to enable Companies to exercise initiative and individual expertise in the provision of service to a higher degree than that laid down in the Code.</p> <p>Feedback from learners and other users of member’s services should confirm the appropriate levels of customer service.</p> <p><i>Auditor is to:</i></p> <ul style="list-style-type: none"> • <i>Cite any examples of letters from clients praising individual staff or the company for provision of excellent standards of customer service.</i> • <i>Look for examples of training, posters, briefing notes, bonuses or recognition for staff to deliver excellent customer service.</i> 	

DESCRIPTION	EVIDENCE
<p>1.11 Sale of Services</p> <p>When contacting potential learners and clients callers must clearly identify the organisation they represent. No such calls shall use fear as a sales technique nor give misleading information.</p> <p>All marketing materials must present clear and accurate information.</p> <p><i>Auditor is to speak with sales staff and view materials to confirm.</i></p>	

SECTION 2: RECRUITING, VETTING AND APPOINTMENT OF STAFF

DESCRIPTION	EVIDENCE
<p>2.1 Employment Applications</p> <p>In every case applicants for employment will be required to complete an application form on which they will declare details of their previous employment or other activities for the past three years or back to school leaving as applicable.</p> <p>Auditor is to:</p> <ul style="list-style-type: none"> • <i>Where applicable – check that following pre-employment checks are being completed.</i> • <i>Sight the procedures to ensure this information is correctly handled under the Privacy Act.</i> 	
<p>Pre - Employment Checks</p>	
<p>2.2 References</p> <p>Character references are to be called for from not less than two persons nominated by the potential employee and from any immediately previous employers. An offer of employment or employment agreement may be rescinded on the basis of a negative reference check or one which reveals material undisclosed facts by the employee in his or her employment application.</p> <p>Auditor is to:</p> <ul style="list-style-type: none"> • <i>Sight evidence that references are checked and verified for at least two employees.</i> • <i>Sight written references for at least two employees (note that these are not always provided by all employers).</i> 	

DESCRIPTION	EVIDENCE
<p>2.3 Character Check</p> <p>The organisation shall employ only persons of good character and integrity the potential employer shall, as a minimum, conduct a criminal history check.</p> <p><i>Auditor to review standard recruitment process.</i></p>	
<p>2.4 Non-New Zealand Citizen</p> <p>If a non-New Zealand citizen makes an application to become a staff member the employer shall ensure by reference to the individual's passport and/or Labour Department work permit that the applicant may legally be employed in New Zealand.</p> <p><i>Auditor is to:</i></p> <ul style="list-style-type: none"> • <i>View process used to ensure that staff may be legally employed in New Zealand</i> • <i>Sight evidence that visa checks have been conducted for recently engaged staff.</i> 	
<p>2.5 Recruitment Interviews</p> <p>A personal interview will be conducted as part of the recruitment process to determine the candidate's suitability for the role.</p> <p><i>Auditor to review standard recruitment process.</i></p>	
<p>2.6 Communication skills</p> <p>All applicants for employment must demonstrate an acceptable level of both spoken and written English.</p> <p><i>Auditor is to:</i></p> <ul style="list-style-type: none"> • <i>Check that the company has procedures in place to determine this as part of the employment process</i> • <i>Speak to at least two staff to verify that their spoken English is comprehensible.</i> 	

DESCRIPTION	EVIDENCE
<p>Contracts and Agreements</p>	
<p>2.7 Employment Contracts</p> <p>A written employment agreement between the Member and the applicant employee must be entered into prior to commencement of employment. At all times the Member must ensure compliance with the relevant statutory requirements in relation to employment legislation.</p> <p>The agreement must contain the following:</p> <ul style="list-style-type: none"> a) Job title b) Roles and Responsibilities c) Effective start date d) Probationary period (if any) e) Pay and allowances f) Hours and days of work g) Holiday entitlement and eligibility h) Sick pay conditions i) The location of the employer’s administrative office j) Disciplinary and appeal procedures k) Terms of notice and termination. <p>Auditor is to:</p> <ul style="list-style-type: none"> • <i>Sight at least three employment contracts to ensure they are similar in their provisions of employment</i> • <i>Sight at least three employment contracts to ensure they are correctly signed and witnessed.</i> • <i>Sight evidence that the employee has been given a copy of their employment contract.</i> 	

DESCRIPTION	EVIDENCE
<p>2.8 Part Time and Casual Staff Where staff are employed on part time and casual contracts the pre-employment checks shall be of no lesser standard than those for full-time employees.</p> <p>Auditor is to:</p> <ul style="list-style-type: none"> • <i>Sight the guidelines for interviews and staff selection to confirm.</i> 	
<p>Personnel Files</p>	
<p>2.9 Personnel Files</p> <p>A personnel file shall be established and maintained for all staff employed and is to contain all information relative to each staff member’s employment.</p> <p>Auditor is to:</p> <ul style="list-style-type: none"> • <i>Sight the personnel files to ensure they are secured and access is allowed only to authorised persons in the Company</i> • <i>Verify that once employees have left, the files are securely destroyed in line with the provisions of the Privacy Act</i> • <i>Verify that unsuccessful applicant’s files are securely destroyed as soon as they are no longer required in accordance with the Privacy Act.</i> 	

SECTION 3: QUALIFICATIONS TRAINING

DESCRIPTION	EVIDENCE
<p>Qualifications training includes any training in which the outcome includes a qualification awarded by a National or International organisation. Eg NZQA National Certificates</p> <p>List the qualifications delivered by your company here:</p>	
<p>3.1 The Member is accredited to deliver the qualification.</p> <p><i>Auditor to sight accreditation</i></p>	
<p>3.2 The Member has appropriately qualified staff to deliver this training.</p> <p><i>Auditor to check staff CVs</i></p>	
<p>3.3 The Member owns or has approval to use the materials to deliver this course.</p> <p><i>Auditor to check intellectual property rights</i></p>	
<p>3.4 The required facilities and resources to deliver this training are available to staff and learners.</p> <p><i>Auditor to determine delivery methods and locations and check for suitability</i></p>	
<p>3.5 The Member must have effective processes to:</p> <p>3.5.1 Record and report results in a timely fashion.</p> <p>3.5.2 Evaluate the effectiveness of training.</p> <p>3.5.3 Ensure the consistency of training and assessment outcomes.</p>	

3.5.4 Maintain currency of training materials. <i>Auditor to check processes</i>	
3.6 The Member must be able to demonstrate effective relationships with stakeholders <i>Auditor to speak with learners, graduates and their employers</i>	
3.7 Where learners are engaged in work experience the company must ensure that they are properly licensed for that role and are working under clear policies and procedures including Health and Safety. <i>Auditor to sight relevant policies and agreements</i>	

SECTION 4: OTHER TRAINING

DESCRIPTION	EVIDENCE
<p>Other training includes any training delivered by the company that does not lead to the award of an external qualification eg security awareness or personal safety training.</p> <p>List the other training delivered by your company here:</p>	
<p>4.1 The Member has appropriately qualified staff to deliver this training.</p> <p><i>Auditor to check staff CVs</i></p>	
<p>4.2 The Member owns or has approval to use the materials to deliver this course.</p> <p><i>Auditor to check intellectual property rights</i></p>	
<p>4.3 The required facilities and resources to deliver this training are available to staff and learners.</p> <p><i>Auditor to determine delivery methods and locations and check for suitability</i></p>	
<p>4.4 The Membership must have effective processes to:</p> <p>4.4.1 Record and report results in a timely fashion.</p> <p>4.4.2 Evaluate the effectiveness of training.</p> <p>4.4.3 Ensure the consistency of training and assessment.</p> <p>4.4.4 Maintain currency of training materials.</p> <p><i>Auditor to check processes</i></p>	

SECTION 5: PERSONNEL

DESCRIPTION	EVIDENCE
5.1 The Member must ensure that any staff engaged in the delivery of training hold appropriate subject matter and adult education qualifications and experience.	
5.2 Where applicable staff should hold the appropriate certificates of approval under the Private Security Personnel and Private Investigator Act .	

Auditor Signature: _____

Date: _____

For the Company:

Name: _____

Signature: _____

Date: _____