|  |
| --- |
| Employer: 360 Degrees Security & Investigations Limited |
| Trainee:  | Line Manager: | Assessor: |
| Job role:  | Date assessment completed: | Is the Assessor competent to role? [ ]  Yes [ ]  No |
| NOTE: [x] Pass = The Trainee can demonstrate the skill and knowledge required derived from experience and / or training to complete the task effectively and safely without supervision. |
| Task ID | Task description | Result | Assessor intial |
|  | *(The following list of tasks is a guide only. Delete the rows that do not apply and add other tasks if necessary)* |  |  |
|  | *(Security Guard)* |  |  |
| GRD1 | Read & Understand the Mobile Patrol Standard Operating Procedures (SOP) | [ ]  Fail [ ]  Pass |  |
| GRD2 | Carry out bed down and regular surveillance checks at clients’ premises in accordance with their specific requirements | [ ]  Fail [ ]  Pass |  |
| GRD3 | Respond to Security Alarm Activations | [ ]  Fail [ ]  Pass |  |
| GRD4 | Respond to Smoke Alarm Activations | [ ]  Fail [ ]  Pass |  |
| GRD5 | Respond to Medical Alarm Activations | [ ]  Fail [ ]  Pass |  |
| GRD6 | Client staff escorts off client premises | [ ]  Fail [ ]  Pass |  |
| GRD7 | Respond and carry out Electronic Monitoring Services (EMS) requests within the expected time frame | [ ]  Fail [ ]  Pass |  |
| GRD8 | Assist with repossessions | [ ]  Fail [ ]  Pass |  |
| GRD9 | Serve documents | [ ]  Fail [ ]  Pass |  |
| GRD10 | Respond to noise complaints on behalf of the Gisborne District Council within expected timeframe | [ ]  Fail [ ]  Pass |  |
| GRD11 | Complete reporting of daily activities | [ ]  Fail [ ]  Pass |  |
| GRD12 | Ensure new & updated keys are put on key chains & logged in book | [ ]  Fail [ ]  Pass |  |
| GRD13 | Basic repair & adjustment of security systems & equipment to ensure continued operational use | [ ]  Fail [ ]  Pass |  |
| GRD14 | Cleaning & maintenance of patrol vehicle | [ ]  Fail [ ]  Pass |  |
| GRD15 | Respond to ATM faults within timeframe required | [ ]  Fail [ ]  Pass |  |
| GRD16 | Perform static guard duties | [ ]  Fail [ ]  Pass |  |
| GRD17 | Complete weekly timesheet | [ ]  Fail [ ]  Pass |  |
| GRD18 | Read the company’s hazards and risks register | [ ]  Fail [ ]  Pass |  |
| GRD19 | Identify and report new hazards to Line Manager | [ ]  Fail [ ]  Pass |  |
| GRD20 | Report health and safety incidents to Line Manager (including near misses) | [ ]  Fail [ ]  Pass |  |
|  | *(Monitoring & Call Centre Operator)* |  |  |
| MON1 | Answering and responding to incoming phone calls for 360 Degrees Security | [ ]  Fail [ ]  Pass |  |
| MON2 | Answering and responding to GDC after hours phone calls | [ ]  Fail [ ]  Pass |  |
| MON3 | Answering and responding to GDC after hours noise complaints | [ ]  Fail [ ]  Pass |  |
| MON4 | Answering and responding to GDC after hours animal control notifications | [ ]  Fail [ ]  Pass |  |
| MON5 | Answering and responding to GDC after hours roading notifications (e.g. slips) | [ ]  Fail [ ]  Pass |  |
| MON6 | Answering and responding to after hours calls for businesses | [ ]  Fail [ ]  Pass |  |
| MON7 | Answering and responding to calls for forestry companies and logging contractors in and out of forest via RT | [ ]  Fail [ ]  Pass |  |
| MON8 | Monitoring of client computers and RT systems when required | [ ]  Fail [ ]  Pass |  |
| MON9 | Monitoring of 360 Degrees Security systems via computer system | [ ]  Fail [ ]  Pass |  |
| MON10 | Monitoring GDC vehicle tracking | [ ]  Fail [ ]  Pass |  |
| MON11 | Monitoring lone workers | [ ]  Fail [ ]  Pass |  |
| MON12 | Logging service jobs for technicians | [ ]  Fail [ ]  Pass |  |
| MON13 | Entering / setting up new customers in Patriot | [ ]  Fail [ ]  Pass |  |
| MON14 | Dispatching patrols to alarm activations (e.g. smoke alarms, security alarms) & noise complaints via RT | [ ]  Fail [ ]  Pass |  |
| MON15 | Communication with Police and other emergency services | [ ]  Fail [ ]  Pass |  |
| MON16 | Accurate data / notes entry into the company’s ICT systems | [ ]  Fail [ ]  Pass |  |
| MON17 | Complete weekly timesheet | [ ]  Fail [ ]  Pass |  |
| MON18 | Read the company’s hazards and risks register | [ ]  Fail [ ]  Pass |  |
| MON19 | Identify and report new hazards to Line Manager | [ ]  Fail [ ]  Pass |  |
| MON20 | Report health and safety incidents to Line Manager (including near misses) | [ ]  Fail [ ]  Pass |  |
|  | *(Administrator)* |  |  |
| ADM1 | Answer telephone | [ ]  Fail [ ]  Pass |  |
| ADM2 | Greet customers at the reception desk while ensuring relevant Covid-19 health protocols are observed | [ ]  Fail [ ]  Pass |  |
| ADM3 | Open and send mail | [ ]  Fail [ ]  Pass |  |
| ADM4 | Manage Admin email | [ ]  Fail [ ]  Pass |  |
| ADM5 | Manage petty cash | [ ]  Fail [ ]  Pass |  |
| ADM6 | Manage EFTPOS cards | [ ]  Fail [ ]  Pass |  |
| ADM7 | Receive cash, cheques and EFTPOS payments ex Customers | [ ]  Fail [ ]  Pass |  |
| ADM8 | Prepare banking and deposit monies with the bank | [ ]  Fail [ ]  Pass |  |
| ADM9 | Receipt bank statements | [ ]  Fail [ ]  Pass |  |
| ADM10 | Bank reconciliations | [ ]  Fail [ ]  Pass |  |
| ADM11 | Weekly invoicing | [ ]  Fail [ ]  Pass |  |
| ADM12 | Monthly invoicing | [ ]  Fail [ ]  Pass |  |
| ADM13 | Response/call out invoicing – convert monthly estimates | [ ]  Fail [ ]  Pass |  |
| ADM14 | Run and send statements | [ ]  Fail [ ]  Pass |  |
| ADM15 | Overdue accounts | [ ]  Fail [ ]  Pass |  |
| ADM16 | Manage customer connections (set) | [ ]  Fail [ ]  Pass |  |
| ADM17 | Manage customer disconnections (cease) | [ ]  Fail [ ]  Pass |  |
| ADM18 | Manage active customers | [ ]  Fail [ ]  Pass |  |
| ADM19 | Manage inactive customers | [ ]  Fail [ ]  Pass |  |
| ADM20 | Manage final accounts | [ ]  Fail [ ]  Pass |  |
| ADM21 | Complete weekly timesheet | [ ]  Fail [ ]  Pass |  |
| ADM22 | Process weekly timesheets | [ ]  Fail [ ]  Pass |  |
| ADM23 | Manage payroll – Leave forms, IRD correspondence, new and ceased PAYE | [ ]  Fail [ ]  Pass |  |
| ADM24 | Manage payroll – process weekly pays | [ ]  Fail [ ]  Pass |  |
| ADM25 | Process PAYE return | [ ]  Fail [ ]  Pass |  |
| ADM26 | Process GST return | [ ]  Fail [ ]  Pass |  |
| ADM27 | Restock office supplies | [ ]  Fail [ ]  Pass |  |
| ADM28 | Maintain vehicle register (Check WOF, Rego, RUC and Services) | [ ]  Fail [ ]  Pass |  |
| ADM29 | Manage asset ledger | [ ]  Fail [ ]  Pass |  |
| ADM30 | Read the company’s hazards and risks register | [ ]  Fail [ ]  Pass |  |
| ADM31 | Identify and report new hazards to Line Manager | [ ]  Fail [ ]  Pass |  |
| ADM32 | Report health and safety incidents to Line Manager (including near misses) | [ ]  Fail [ ]  Pass |  |
|  | *(Security Technician)* |  |  |
| TEC1 | Follow job instructions as per ITrade | [ ]  Fail [ ]  Pass |  |
| TEC2 | Record accurate client and job details on job completion | [ ]  Fail [ ]  Pass |  |
| TEC3 | Installation of security alarm systems | [ ]  Fail [ ]  Pass |  |
| TEC4 | Servicing of security alarms systems | [ ]  Fail [ ]  Pass |  |
| TEC5 | Installation of smoke alarm systems | [ ]  Fail [ ]  Pass |  |
| TEC6 | Servicing of smoke alarm systems | [ ]  Fail [ ]  Pass |  |
| TEC7 | Installation of CCTV systems | [ ]  Fail [ ]  Pass |  |
| TEC8 | Servicing of CCTV systems | [ ]  Fail [ ]  Pass |  |
| TEC9 | Installation of access control systems | [ ]  Fail [ ]  Pass |  |
| TEC10 | Servicing of access control systems | [ ]  Fail [ ]  Pass |  |
| TEC11 | Read the company’s hazards and risks register | [ ]  Fail [ ]  Pass |  |
| TEC12 | Identify and report new hazards to Line Manager | [ ]  Fail [ ]  Pass |  |
| TEC13 | Report health and safety incidents to Line Manager (including near misses) | [ ]  Fail [ ]  Pass |  |
| A: Total number of tasks:  | B: Number of fails:  | C: Number of passes: | D: Pass rate: (C/A x 100) = % |
| Signature (Trainee) | Signature (Assessor) |
| Line Manager’s Certification as to Competency[ ]  100% pass rate achieved in the competency assessmentI ………………………………………………………………………….. hereby certify that …………………………………………………………… is deemed competent to perform their role effectively and safely without supervision.Signature …………………………………………………………… Date: ………………………………………. |