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| Employer: 360 Degrees Security & Investigations Limited | | | | | | | **GOAL:** To quickly acquire in a structured way the necessary knowledge, skills, experience and behaviours I need to be competent, confident, productive, and safe in my role. | | | | |
| Trainee: | | Line Manager: | | | | |
| Job role: | | Date: | | | | |
| **Objective 1: To undertake and complete training for the following job tasks listed on my job description by (date):** | | | | | | | | | | | |
| Task ID | Task description | | | | | Trainer assigned | | | | Competent to task?\* | |
| *(Note: The following list of tasks is a guide only. Delete the rows that do not apply and add other tasks if necessary to align with the trainee’s job description)* | | | | | | | | | | | |
|  | *(Security Guard)* | | | | |  | | | |  | |
| GRD1 | Read & Understand the Mobile Patrol Standard Operating Procedures (SOP) | | | | |  | | | | Yes | |
| GRD2 | Carry out bed down and regular surveillance checks at clients’ premises in accordance with their specific requirements | | | | |  | | | | Yes | |
| GRD3 | Respond to Security Alarm Activations | | | | |  | | | | Yes | |
| GRD4 | Respond to Smoke Alarm Activations | | | | |  | | | | Yes | |
| GRD5 | Respond to Medical Alarm Activations | | | | |  | | | | Yes | |
| GRD6 | Client staff escorts off client premises | | | | |  | | | | Yes | |
| GRD7 | Respond and carry out Electronic Monitoring Services (EMS) requests within the expected time frame | | | | |  | | | | Yes | |
| GRD8 | Assist with repossessions | | | | |  | | | | Yes | |
| GRD9 | Serve documents | | | | |  | | | | Yes | |
| GRD10 | Respond to noise complaints on behalf of the Gisborne District Council within expected timeframe | | | | |  | | | |  | |
| GRD11 | Complete reporting of daily activities | | | | |  | | | |  | |
| GRD12 | Ensure new & updated keys are put on key chains & logged in book | | | | |  | | | |  | |
| GRD13 | Basic repair & adjustment of security systems & equipment to ensure continued operational use | | | | |  | | | |  | |
| GRD14 | Cleaning & maintenance of patrol vehicle | | | | |  | | | |  | |
| GRD15 | Respond to ATM faults within timeframe required | | | | |  | | | |  | |
| GRD16 | Perform static guard duties | | | | |  | | | |  | |
| GRD17 | Complete weekly timesheet | | | | |  | | | |  | |
| GRD18 | Read the employer’s hazards and risks register | | | | |  | | | |  | |
| GRD19 | Identify and report new hazards to Line Manager | | | | |  | | | |  | |
| GRD20 | Report health and safety incidents to Line Manager (including near misses) | | | | |  | | | |  | |
|  | *(Monitoring & Call Centre Operator)* | | | | |  | | | |  | |
| MON1 | Answering and responding to incoming phone calls for 360 Degrees Security | | | | |  | | | |  | |
| MON2 | Answering and responding to GDC after hours phone calls | | | | |  | | | |  | |
| MON3 | Answering and responding to GDC after hours noise complaints | | | | |  | | | |  | |
| MON4 | Answering and responding to GDC after hours animal control notifications | | | | |  | | | |  | |
| MON5 | Answering and responding to GDC after hours roading notifications (e.g. slips) | | | | |  | | | |  | |
| MON6 | Answering and responding to after hours calls for businesses | | | | |  | | | |  | |
| MON7 | Answering and responding to calls for forestry companies and logging contractors in and out of forest via RT | | | | |  | | | |  | |
| MON8 | Monitoring of client computers and RT systems when required | | | | |  | | | |  | |
| MON9 | Monitoring of 360 Degrees Security systems via computer system | | | | |  | | | |  | |
| MON10 | Monitoring GDC vehicle tracking | | | | |  | | | |  | |
| MON11 | Monitoring lone workers | | | | |  | | | |  | |
| MON12 | Logging service jobs for technicians | | | | |  | | | |  | |
| MON13 | Entering / setting up new customers in Patriot | | | | |  | | | |  | |
| MON14 | Dispatching patrols to alarm activations (e.g. smoke alarms, security alarms) & noise complaints via RT | | | | |  | | | |  | |
| MON15 | Communication with Police and other emergency services | | | | |  | | | |  | |
| MON16 | Accurate data / notes entry into the employer’s ICT systems | | | | |  | | | |  | |
| MON17 | Complete weekly timesheet | | | | |  | | | |  | |
| MON18 | Read the employer’s hazards and risks register | | | | |  | | | |  | |
| MON19 | Identify and report new hazards to Line Manager | | | | |  | | | |  | |
| MON20 | Report health and safety incidents to Line Manager (including near misses) | | | | |  | | | |  | |
|  | *(Administrator)* | | | | |  | | | |  | |
| ADM1 | Answer telephone | | | | |  | | | |  | |
| ADM2 | Greet customers at the reception desk while ensuring relevant Covid-19 health protocols are observed | | | | |  | | | |  | |
| ADM3 | Open and send mail | | | | |  | | | |  | |
| ADM4 | Manage Admin email | | | | |  | | | |  | |
| ADM5 | Manage petty cash | | | | |  | | | |  | |
| ADM6 | Manage EFTPOS cards | | | | |  | | | |  | |
| ADM7 | Receive cash, cheques and EFTPOS payments ex Customers | | | | |  | | | |  | |
| ADM8 | Prepare banking and deposit monies with the bank | | | | |  | | | |  | |
| ADM9 | Receipt bank statements | | | | |  | | | |  | |
| ADM10 | Bank reconciliations | | | | |  | | | |  | |
| ADM11 | Weekly invoicing | | | | |  | | | |  | |
| ADM12 | Monthly invoicing | | | | |  | | | |  | |
| ADM13 | Response/call out invoicing – convert monthly estimates | | | | |  | | | |  | |
| ADM14 | Run and send statements | | | | |  | | | |  | |
| ADM15 | Overdue accounts | | | | |  | | | |  | |
| ADM16 | Manage customer connections (set) | | | | |  | | | |  | |
| ADM17 | Manage customer disconnections (cease) | | | | |  | | | |  | |
| ADM18 | Manage active customers | | | | |  | | | |  | |
| ADM19 | Manage inactive customers | | | | |  | | | |  | |
| ADM20 | Manage final accounts | | | | |  | | | |  | |
| ADM21 | Complete weekly timesheet | | | | |  | | | |  | |
| ADM22 | Process weekly timesheets | | | | |  | | | |  | |
| ADM23 | Manage payroll – Leave forms, IRD correspondence, new and ceased PAYE | | | | |  | | | |  | |
| ADM24 | Manage payroll – process weekly pays | | | | |  | | | |  | |
| ADM25 | Process PAYE return | | | | |  | | | |  | |
| ADM26 | Process GST return | | | | |  | | | |  | |
| ADM27 | Restock office supplies | | | | |  | | | |  | |
| ADM28 | Maintain vehicle register (Check WOF, Rego, RUC and Services) | | | | |  | | | |  | |
| ADM29 | Manage asset ledger | | | | |  | | | |  | |
| ADM30 | Read the employer’s hazards and risks register | | | | |  | | | |  | |
| ADM31 | Identify and report new hazards to Line Manager | | | | |  | | | |  | |
| ADM32 | Report health and safety incidents to Line Manager (including near misses) | | | | |  | | | |  | |
|  | *(Security Technician)* | | | | |  | | | |  | |
| TEC1 | Follow job instructions as per ITrade | | | | |  | | | |  | |
| TEC2 | Record accurate client and job details on job completion | | | | |  | | | |  | |
| TEC3 | Installation of security alarm systems | | | | |  | | | |  | |
| TEC4 | Servicing of security alarms systems | | | | |  | | | |  | |
| TEC5 | Installation of smoke alarm systems | | | | |  | | | |  | |
| TEC6 | Servicing of smoke alarm systems | | | | |  | | | |  | |
| TEC7 | Installation of CCTV systems | | | | |  | | | |  | |
| TEC8 | Servicing of CCTV systems | | | | |  | | | |  | |
| TEC9 | Installation of access control systems | | | | |  | | | |  | |
| TEC10 | Servicing of access control systems | | | | |  | | | |  | |
| **Objective 2**: **Complete health and safety training by (date):** | | | | | | | | | | | |
| Activity | Do what? | | | | By who? | | | | By when? | | Done? |
| Activity 2.1 | Provide oversight for completing the HR8-TRAIN-1 Emergency Response Training Module | | | | HR Manager | | | |  | |  |
| Activity 2.2 | Complete the HR8-TRAIN-1A Emergency Response Training Quiz with a 10/10 score | | | |  | | | |  | |  |
| Activity 2.3 | Provide oversight for completing the HR8-TRAIN-2 Hazards & Risks Management Training Module | | | | HR Manager | | | |  | |  |
| Activity 2.4 | Complete the HR8-TRAIN-2A Hazards & Risks Management Training Quiz with a 10/10 score | | | |  | | | |  | |  |
| Activity 2.5 | Provide oversight for completing the HR8-TRAIN-3 Aggressive Dog Awareness Training Module | | | | HR Manager | | | |  | |  |
| Activity 2.6 | Complete the HR8-TRAIN-3A Aggressive Dog Awareness Training Quiz with a 10/10 score | | | |  | | | |  | |  |
| **Objective 3**: **Obtain my Certificate of Approval by (date):** | | | | | | | | | | | |
| Activity | Do what? | | | By who? | | | | By when? | | | Done? |
| Activity 3.1 | Complete Unit Standard 27360 – Conflict Management (Theory) *(Guards only)* | | |  | | | |  | | |  |
| Activity 3.2 | Complete Unit Standard 27361 – Conflict Management (Practical) *(Guards only)* | | |  | | | |  | | |  |
| Activity 3.3 | Complete Unit Standard 27364 Introduction to the Security Industry *(Guards only)* | | |  | | | |  | | |  |
| Activity 3.4 | Gather evidence of training to support application for COA | | |  | | | |  | | |  |
| Activity 3.5 | Submit online application for COA | | |  | | | |  | | |  |
| Activity 3.6 | Receive COA and ID Card | | |  | | | |  | | |  |
| **Objective 4**: **To review progress with my training & supervision over the next 12 weeks** | | | | | | | | | | | |
| Activity | Do what? | | | By who? | | | | By when? | | | Done? |
| Activity 4.1 | Conduct a training & supervision review (using Form HR5D) after 4 weeks | | | *(Insert Line Manager’s name)* | | | |  | | |  |
| Activity 4.2 | Conduct a training & supervision review (using Form HR5D) after 8 weeks | | | *(Insert Line Manager’s name)* | | | |  | | |  |
| Activity 4.3 | Conduct a training & supervision review (using Form HR5D) after 12 weeks | | | *(Insert Line Manager’s name)* | | | |  | | |  |
| **Objective 5: To be deemed competent to role by (date):** | | | | | | | | | | | |
| Activity | Do what? | | | By who? | | | | By when? | | | Done? |
| Activity 5.1 | Arrange for Trainee to undergo a competency to role assessment | | | *(Insert Line Manager’s name)* | | | |  | | |  |
| Activity 5.2 | Complete a HR5E Competency to Role Assessment form | | |  | | | |  | | |  |
| Activity 5.3 | Implement recommendations from the competency to role assessment | | |  | | | |  | | |  |
| I agree to this Training & Supervision Plan and to complete my training to the best of my ability  Signature (Trainee) ……………………………………… Date: | | | I agree to this Training & Supervision Plan and to ensuring the employee receives the support needed to successfully complete the training  Signature (Line Manager) ………………………….……… Date: | | | | | | | | |