



CTP Chivalry
TRAINING
PROVIDERS
Taking TRAINING TO A NEW LEVEL

CHIVALRY TRAINING PROVIDERS

"Taking Training to a New Level"



Gateway / STAR Programme

Executive Summary

Chivalry Training Providers (CTP) is an NZQA-Registered Private Tertiary Education provider (PTE).

CTP delivers quality targeted courses to suit needs of many different types of clients.

Our trainers have years of industry experience in their specialty areas so along with the NZQA unit standards the trainees receive real examples and practical solutions. CTP's flexibility has been created with the welfare of the client and trainee in mind:

- CTP can train in our training rooms or at the client's place of business
- CTP can train at a time suitable to your work schedule or rosters
- We can customize all the training material – e.g. put the client's logo on any training material.
- Our training manuals are always printed in colour to make them easier to read
- CTP can manage staff training records and advise our clients when certain staff are nearing refresher dates
- CTP can offer a “one-stop-shop” package – if we do not have a course that a major client wants, we have industry specific contracted consultants that we can call upon – or have it written.

In these ways, we believe that we are truly "Taking Training to the Next Level"

Keith Robinson (General Manager of CTP) has been talking to Nancy Rice (from St Pauls College) and Jacquie Brayshaw (from Otahuhu College) and has come up with the following package.

NATIONAL CERTIFICATES IN DISTRIBUTION OR SECURITY

The “Core Units” are in both qualifications. Students could therefore complete the six Core Units and then choose to specialise into their preferred career.

As CTP run Modern Apprenticeships in warehousing for Tranzqual, CTP may be able to help trainees move into an Apprenticeship if required.

Core Units

- First Aid (6400, 6401, 6402)
- H&S – (Unit 497)
- Other Cultures (Unit 1304)
- Teams (Unit 3503)

National Cert in Distribution Level 2

- 10851 – Forklift
- 62 - Personal Presentation
- H&S units – 11971, 11972, 11985
- 418 – Stock control
- 8489 – Solve maths problems
- 11958 – Stock control
- 11963 – Dispatch goods
- 11975 – Pick goods
- 11963 – Dispatch goods
- 19528 – Receive Inwards
- 12002 – Deliver to customers
- Others – 414, 19580, 3483

National Cert in Security Level 2

- 12355 – Stress Management
- 12348 – Anger Management
- 1294 – Formal interviews
- 548 – Managing alcohol use
- 505 – Manage personal fitness
- 20596 – Intro to security
- 21105 – Security Industry
- 21106 – Security law
- 21107 – Security Communications
- 21108 – Professional standards
- 3271 – Fire Suppression

Delivery Style

- i) Units for each qualification have been bundled together into sections that can be delivered in one day – 6 – 8 hours; ideally, each section to contain 7-10 credits.
- ii) Cost - \$100 incl GST per person – min 10 students per class.

Core Units

- these unit standards are in both qualifications

- 1. First Aid – delivery – 12 hour course day; price - \$99 incl GST
Min 15 paying students plus one free attendee... e.g a teacher

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|-----------------|--|--------------|---------------|
| 6400 | Manage first aid in emergency situations | 3 | 2 |
| 6401 | Provide First Aid | 2 | 1 |
| 6402 | Provide Resuscitation – Level 2 | 1 | 1 |

- 2. Unit Standards – 497, 1304 and 3503 - 7 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|-----------------|---|--------------|---------------|
| 497 | Demonstrate knowledge of workplace health and safety requirements | 1 | 3 |
| 1304 | Communicate with people from other cultures | 2 | 2 |
| 3503 | Participate in a team or group to complete routine tasks | 1 | 2 |

Details: One day; minimum of 10 trainees, \$100 (incl GST) per person

National Certificate in Distribution Level 2

1. Unit Standards 62, 8489 and 3483 – 8 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|------------------------|---|---------------------|----------------------|
| 62 | Maintain personal presentation | 2 | 2 |
| 8489 | Solve problems which require calculation with whole numbers | 1 | 2 |
| 3483 | Fill in a form | 1 | 4 |

Details: One day; minimum of 10 trainees, \$100 (incl GST) per person

2. Unit Standards 414 and 418 – 8 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|------------------------|---|---------------------|----------------------|
| 414 | Demonstrate knowledge of the distribution environment | 2 | 4 |
| 418 | Monitor stock in a distribution facility | 3 | 4 |

Details: One day; minimum of 10 trainees, \$100 (incl GST) per person

3. Unit Standards 11971, 11972 and 11985 – 8 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|------------------------|------------------------------|---------------------|----------------------|
| 11971 | Use safe work practices | 1 | 3 |
| 11972 | Move goods manually | 1 | 2 |
| 11985 | Maintain safe work practices | 2 | 3 |

Details: One day; minimum of 10 trainees, \$100 (incl GST) per person

4. Unit Standards 11958 and 19580 – 10 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|-----------------|---|--------------|---------------|
| 11958 | Demonstrate knowledge of stock control procedures | 2 | 4 |
| 19580 | Demonstrate knowledge of storekeeping operations | 2 | 6 |

Details: One day; minimum of 10 trainees, \$100 (incl GST) per person

5. Unit Standards 3483 and 11958 – 5 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|-----------------|---|--------------|---------------|
| 11975 | Pick and Assemble goods for despatch Not available under STAR | 2 | 3 |
| 11963 | Dispatch goods Not available under STAR | 2 | 4 |

Details: Three hours – one person (one-on-one) on the job assessment
 - \$180 (incl GST)

Note: These units have to be assessed in the workplace

National Certificate in Security Level 2

1. Unit Standards 12348 and 12355 – 6 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|------------------------|--|---------------------|----------------------|
| 12348 | Demonstrate knowledge of anger and options for dealing with it | 1 | 2 |
| 12355 | Demonstrate knowledge of stress and ways of dealing with it | 2 | 2 |
| 21105 | Demonstrate introductory knowledge of the security industry | 2 | 2 |

Details: One day; minimum of 10 trainees, \$100 (incl GST) per person

2. Unit Standards 20596 – 5 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|------------------------|--|---------------------|----------------------|
| 20596 | Demonstrate knowledge required for employment in the security industry | 2 | 5 |

Details: One day; minimum of 10 trainees, \$100 (incl GST) per person

3. Unit Standards 21107 - 10 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|------------------------|--|---------------------|----------------------|
| 21107 | Demonstrate communication skills as a security officer | 2 | 10 |

Details: Two days minimum of 10 trainees, \$200 (incl GST) per person

4. Unit Standards 21106 and 21108 – 13 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|-----------------|--|--------------|---------------|
| 21106 | Demonstrate knowledge of law relevant to security officers | 2 | 7 |
| 21108 | Demonstrate knowledge of professional standards required in security | 2 | 6 |

Details: Two days; minimum of 10 trainees, \$200 (incl GST) per person

5. Unit Standards 1294 and 548 – 4 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|-----------------|--|--------------|---------------|
| 1294 | Be interviewed in a formal situation | 2 | 2 |
| 548 | Plan to manage personal use of alcohol and other drugs | 1 | 2 |

Details: One day; minimum of 10 trainees, \$100 (incl GST) per person

6. Unit Standards 3271 and 505 - 4 credits

| <u>Unit No:</u> | <u>Unit Standard</u> | <u>Level</u> | <u>Credit</u> |
|-----------------|---|--------------|---------------|
| 3271 | Suppress fire with hand extinguishers and fixed hose reels | 2 | 1 |
| 505 | Manage personal physical fitness with guidance Not available under STAR | 1 | 3 |

Details: Unit 3271 includes fire theory then practical – putting out a real fire with fire extinguishers and a fire hose. This unit can be done at CTP in Mt Eden if required. 4 hours, minimum of 10 trainees, \$100 (incl GST) per person

Unit 505 – has to be set up a previous week as homework required and completed today. 3 hours; minimum of 10 trainees, \$50 (incl GST) per person

CHIVALRY TRAINING PROVIDERS

Proposal and Quotation

The prices listed for all sessions assume:

1. All classroom training will take place at a school in Auckland
2. The Gateway programme will register the unit standards and meet that cost
3. CTP will provide training and assessment material
4. CTP will -provide interim certificates after each training module. This will be motivational to the student and very useful when talking to potential employers.
5. CTP is happy to set times and dates with any school and then receive registrations from individual schools to attend these sessions – we can invoice each school separately.

Thank you for giving us the opportunity to put our proposal to you. We sincerely hope that this meets with your approval and that we look forward to working with you in the near future.

All the best

Keith Robinson

General Manager

CHIVALRY TRAINING PROVIDERS and GATEWAY

SECURITY PRACTICAL EXPERIENCE

STUDENT ON-SITE LEARNING LOG

Introduction

This programme has been put together to ensure that students obtain some experience in security which will help them get a position in the industry. This practical experience is to be done conducted in conjunction with obtaining the National Certificate in Security Level Two. It may not be possible for the student to actually perform the tasks, but they will attend a site where these functions are performed and get a feel for how they are done.

Students must accurately complete the questions in Part One and then at least three of Parts Two – Seven.

After the attached worksheets have been completed, the group should convene and discuss their findings and lessons learnt.

Part One – Technology

During your security travels, you will see how technology can be used in the industry. List at least 3 pieces of technology used in security and detail what it is used for, how to use it and its limitations.

| <u>Technology seen – and where?</u> | <u>What it is used for:</u> | <u>Limitations</u> |
|--|------------------------------------|---------------------------|
| | | |
| | | |
| | | |
| | | |

Part Two – School Security

Please note: This session would normally be completed as part of unit 21107

Venue Visited:

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1. What is the primary role of this type of security?

.....
.....

2. How are visitors managed on site?

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.....

3. How should the car park(s) be managed?

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.....

4. How should you deal with unwelcome visitors?

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.....

5. What should be considered around violence/weapons from students?

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.....

Part Three – Retail Security

Venue Visited:

1. What is the primary role of this type of security?

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2. Outside, what needs to be considered?

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3. Inside, what needs to be considered?

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.....

4. How are shop lifters dealt with?

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.....

Part Four – Bank Security

Venue Visited:

1. What is the primary role of this type of security?

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2. Outside, what needs to be considered?

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.....

3. When customers are entering, what must be considered?

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4. Within the bank, what should be considered?

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.....

Part Five – Hospitality Security

Venue Visited:

1. What is the primary role of this type of security?

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2. Outside, what needs to be considered?

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3. Inside, what needs to be considered?

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4. How are intoxicated people dealt with?

.....

.....

Part Six – Hospital Security

Venue Visited:

1. What is the primary role of this type of security?

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2. Outside, what needs to be considered?

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3. Inside, what needs to be considered?

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4. How are mentally-unstable disruptive people dealt with?

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.....

Part Seven – Event Security

Venue Visited:

1. What is the primary role of this type of security?

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2. Before the event, what needs to be considered?

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3. During the event, what needs to be considered?

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4. After the event, what needs to be considered?

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