

NZ Security Licence - Certificate of Approval Practice Test Questions and Answers

1. What tone should a security incident report use?

- A) Factual and objective — avoiding personal opinions, assumptions, or emotional language
- B) Persuasive, arguing for the guard's position in any dispute
- C) Formal but including the guard's personal assessment of the other party's character
- D) Narrative and descriptive, including the guard's emotional response to the situation

2. Under the PSPPIA, what is a 'certificate of approval'?

- A) A document issued to an individual security worker confirming they are licensed under the Act
- B) A company licence allowing a business to operate as a security company
- C) A training completion certificate from a security training provider
- D) A temporary permit allowing an unlicensed person to work under supervision for up to 30 days

3. What does 'verbal judo' refer to in security training?

- A) The use of communication skills to redirect a confrontation away from physical conflict
- B) A specific martial arts technique used in close-range security situations
- C) The use of aggressive language to intimidate a potential attacker
- D) A documentation technique for recording verbal confrontations

4. What role does empathy play in security de-escalation?

- A) Acknowledging the person's perspective and emotions without agreeing with their behaviour helps reduce their sense of being misunderstood
- B) Empathy is inappropriate in a security context as it signals weakness
- C) Empathy should only be used with visibly distressed persons, not with aggressive ones
- D) Showing empathy means agreeing with the person's complaints before redirecting their behaviour

Answers: 1-A 2-A 3-A 4-A

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