



## **Certificate of Approval training (COA)**

To hold a Certificate of Approval (security licence), the Ministry of Justice and the PSPLA require security guards to undertake mandatory training consisting of the following unit standards:

- 27360 – Conflict Management (Theory)
- 27361 – Conflict Management (Practical)
- 27364 – Introduction to the Security Industry

As New Zealand's leading provider of COA training, we run courses nationally from Cape Reinga to the Bluff.

If your location is not listed in our Course Calendar, please email us at [admin@c4group.co.nz](mailto:admin@c4group.co.nz)

All bookings are done online through our Course Calendar <https://c4group.co.nz/events/>

## **The training.**

The training consists of a one day face to face practical class where you will complete Unit Standard 27361. Unit Standards 27360 and 27364 are completed online and you will receive a login to complete these once the practical class has been completed. These take around 8 hours to complete (both) but you may take more or less time and these must be completed within 90 days of receiving your login or a further fee is payable.

## **How we can help you**

C4 does more than just the training. We can help you:

- Apply for a licence (extra fees apply). **Please note:** C4 is only able to apply for your licence. Once the application is submitted, PSPLA will deal only with you regarding the licence

- Get your NZQA Record of Achievement
- Notify PSPLA that you have completed the training (extra fees apply)

If you want to apply for your own licence, you will need to go to the PSPLA website

<https://www.justice.govt.nz/tribunals/licences-certificates/pspla/>

### **Learning support**

We are committed to supporting all learners to achieve the mandatory Certificate of Approval training, and our programme is specifically designed to support those with learning difficulties. Unfortunately though, there may be some situations where this isn't possible, and we may have to refer you on to someone else who can assist.

If you require extra support to complete the assessments, you can contact one of our instructors. This is particularly important if you have had problems with learning in the past. Contact us on one of the following:

Email: [instructor@c4group.co.nz](mailto:instructor@c4group.co.nz)

Email: [admin@c4group.co.nz](mailto:admin@c4group.co.nz)

Phone: 096367339 during office hours.

### **English as a second language**

If English is your second language, you need to be able to speak and write well enough to pass the assessments. If not, we will ask you to complete an English language course and then rebook once this has been completed. There is no further charge for this if you have already paid.

### **Finding us.**

#### **Auckland.**

The C4 Auckland training rooms are located at:

305A Neilson St, Onehunga, Auckland 1061

C4 have 12 onsite parks with roadside parking freely available on both sides of the street.

#### **Out of Auckland.**

If you are attending a class outside of Auckland, instructions regarding your venue will be included in your enrolment confirmation email.

## **Reporting your credits**

C4 guarantees to have your credits reported within 7 days of successfully completed the online assessments.

## **Terms and conditions**

Please go to our website page to view our Terms and Conditions. Booking a course through the online booking system confirms that you have accepted these.

## **Price**

The fee for all 3 Unit Standards is: **\$330 (incl GST)**.

This is for training and sending you your NZQA Record of Achievement only. It does not include the PSPLA licence application fee or any other services associated with the licencing process. Payment must be received before you attend the course as we cannot accept payments on the day.

## **Certificate of Approval Gold Package.**

We offer a special Gold Package which includes the following:

- Application to PSPLA on your behalf for a licence and payment of application fee (included in Gold Package fee)
- Course booking for classroom day
- One day face to face course (US 27361)
- Access to resource material and online assessments (27360 and 27364)
- Reporting of credits to NZQA
- Uploading your NZQA Record of Achievement to PSPLA

The fee for our Gold package is: **\$600 (incl GST)**

**We also offer all the above services separately or in a different package. Please contact us at [admin@c4group.co.nz](mailto:admin@c4group.co.nz) for further information.**

Hopefully this has covered everything you need to know about completing your mandatory Certificate of Approval training with C4 Group. The next step is to go online at <https://c4group.co.nz/events/> and book your course.

If you have any other questions please email us on [admin@c4group.co.nz](mailto:admin@c4group.co.nz) or call us on 096367339.