



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 provide full national coverage through our Virtual Classrooms, with face to face classes running in the three main centres – Auckland, Wellington, and Christchurch.

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

The training.

The training consists of a four hour practical class (either virtual or face to face) 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.

These must be completed within 90 days of receiving your login or a further fee is payable.

Virtual Classrooms

C4 offers Virtual Classrooms for those living outside the three main centres (Auckland, Wellington, and Christchurch). For more information on these please follow this link

<https://c4group.co.nz/coa-virtual-classroom/>

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 (extra fees apply)
- 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

Email: 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. Included in these is a rebooking fee for non-attendance.

Price

The fee for all 3 Unit Standards is: \$300 (incl GST).

This is for training 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
- Half day face to face or virtual 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)

Uploading your Record of Achievement to PSPLA.

C4 are able to get your NZQA record and upload this to PSPLA for you.

The fee for this is \$40 (incl GST)

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 or call us on 096367339.