Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC2012A Monitor and control individual and crowd behaviour

Release: 1

CPPSEC2012A Monitor and control individual and crowd behaviour

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to maintain safety and security of persons, property and premises. It requires the ability to observe and monitor individual and crowd behaviour and identify and respond to potential threats and incidents.
	This unit may form part of the licensing requirements for persons engaged in security operations in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit	This unit of competency has wide application in the security industry in those roles involving operational activities. Competency requires legal and operational knowledge applicable to relevant sectors of the security industry. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

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Employability Skills Information

Employability skills   This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare for monitoring.	1.1 Applicable provisions of *legislative* and *organisational requirements* relevant to *assignment instructions* are identified and complied with.
	1.2 *Work tasks* are verified and clarified as required with *relevant persons*.
	1.3 Personal dress and presentation is maintained to meet assignment requirements.
	1.4 *Resources and equipment* are confirmed and checked for operational effectiveness and serviceability in accordance with manufacturer's instructions.
	1.5 Faulty or damaged equipment is replaced and reported in accordance with organisational procedures.
	1.6 *Site* layout details and *communication channels and processes* are verified and clarified with relevant persons as required.
2 Monitor individual and crowd behaviour.	2.1 Systematic personal safety checks are conducted on a regular basis in accordance with organisational procedures.
	2.2 Crowd and individual behaviour is monitored to ensure the security and safety of persons and property.
	2.3 Security status of the venue and crowd is determined and communicated as required to appropriate persons.
	2.4 Communication is courteous and professional and *interpersonal techniques* reflect an awareness of individual *social and cultural differences*.
	2.5 Persons behaving in a potentially disruptive manner are identified and assessed for degree of risk to self, others, property and premises.
3 Identify and respond to security risk situation.	3.1 Potential *security risks* are identified and assessed for degree of risk.
	3.2 *Response* is formulated and carried out within scope of own role, competence and authority.
	3.3 Assistance requirements are identified and requested in accordance with organisational procedures.
	3.4 Changing circumstances are monitored and responses are adjusted as required to maintain security.
	3.5 Reports are prepared presenting all relevant facts and information in appropriate format, style and structure.
	3.6 Relevant *documentation* is completed and processed in accordance with organisational procedures.

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- communicate using clear and concise language
- comply with procedures to assess and control risks to self and others
- identify and comply with applicable legal and procedural requirements including licensing requirements and 'use of force' guidelines
- identify and comply with security incident response procedures
- identify response appropriate to security risk situation
- identify risk factors and assess degree of risk
- identify support and assistance requirements
- monitor crowd behaviour, size, safety and direction
- operate security and communications equipment
- record, report and document information
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- select and use appropriate personal protection equipment
- use negotiation techniques to defuse and resolve conflict.

Required knowledge

- communication channels, codes and signals
- emergency and evacuation procedures
- first aid procedures and their application
- instructions and procedures for responding to security risk situations
- legal provisions relating to powers of arrest and 'use of force' guidelines
- limits of own responsibility and authority
- methods of restraint
- negotiation and conflict resolution techniques
- observation and monitoring techniques
- operational functions and procedures for the use of communications, security and personal protection equipment
- principles of effective communication including interpersonal techniques
- procedures and requirements for documenting security incidents
- range of potential security incidents and appropriate responses

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REQUIRED SKILLS AND KNOWLEDGE

- reporting structure and processes
- site layout and access points.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of: - assessing site layout and verifying communication and security requirements prior to assignment - completing and processing documentation - complying with applicable legislation and procedural requirements to maximise the safety and protection of persons, property and premises - observing and monitoring persons and identifying and responding appropriately to potential threats and hazards - operating and maintaining security, communications and personal protection equipment - using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and which engages minority groups.
Context of and specific resources for assessment	Context of assessment includes: - a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement. Resource implications for assessment include: - access to plain English version of relevant statutes and procedures - access to a registered provider of assessment services - access to a suitable venue and equipment - assessment instruments including personal planner and assessment record book - work schedules, organisational policies and duty statements. Reasonable adjustments must be made to assessment processes

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	where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.
Method of assessment	This unit of competency could be assessed using the following methods of assessment: • observation of processes and procedures • questioning of underpinning knowledge and skills.
Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge. Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical. Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Legislative requirements may relate to:	• apprehension and powers of arrest • Australian standards and quality assurance requirements • counter-terrorism • crowd control and control of persons under the influence of intoxicating substances • force continuum, use of force guidelines • general 'duty of care' responsibilities • inspection of people and property, and search and seizure of goods • licensing or certification requirements (eg security industry, casino security etc)

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- privacy and confidentiality
- relevant commonwealth, state and territory legislation, codes and national standards for:
  - anti-discrimination
  - cultural and ethnic diversity
  - environmental issues
  - equal employment opportunity
  - industrial relations
  - Occupational Health and Safety (OHS)
- relevant industry codes of practice
- trespass and the removal of persons
- use of restraints and weapons:
  - batons
  - firearms
  - handcuffs
  - spray.

Organisational requirements may relate to:

- access and equity policies, principles and practices
- business and performance plans
- client service standards
- code of conduct, code of ethics
- communication and reporting procedures
- complaint and dispute resolution procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- OHS policies, procedures and programs
- own role, responsibility and authority
- personal and professional development
- privacy and confidentiality of information
- quality assurance and continuous improvement processes and standards
- resource parameters and procedures
- roles, functions and responsibilities of security personnel
- storage and disposal of information.

Assignment instructions may include:

- assignment purpose and objective
- assignment tasks and procedures
- assignment timeframe
- client information
- incident and security risk response procedures
- personal presentation requirements
- personal protection equipment
- premises location and layout

	• reporting and documentation requirements
	• resource and equipment requirements
	• travel routes and schedules.
Work tasks may relate to:	• control of exit from and access to premises
	• crowd control
	• escort of people
	• routine security monitoring of site
	• screening of people.
Relevant persons may include:	• clients
	• colleagues
	• emergency services personnel and agencies
	• security personnel
	• supervisor.
Resources and equipment may include:	• communication equipment
	• earpiece
	• pager
	• portable and mounted two-way radio
	• telephone and mobile phone
	• maps
	• pen and security notebook
	• personal protection equipment
	• security equipment
	• electronic screening equipment
	• video cameras and monitors
	• security personnel and specialist services
	• transport.
Sites may include:	• licensed premises
	• outdoor and indoor venues
	• private functions
	• protests
	• public events
	• sporting events.
Communication channels and processes may relate to:	• direct line supervision paths
	• established communication protocols
	• formal communication pathways
	• lateral supervision paths
	• organisational communication networks
	• verbal and non-verbal communication procedures eg pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations, hand signals.
Interpersonal	• active listening

techniques may involve:	• being non-judgemental • being respectful and non-discriminatory • constructive feedback • control of tone of voice and body language • culturally aware and sensitive use of language and concepts • demonstrating flexibility and willingness to negotiate • effective verbal and non-verbal communication • maintaining professionalism • providing sufficient time for questions and responses • reflection and summarising • two-way interaction • use of plain English • use of positive, confident and cooperative language.
Social and cultural differences **may relate to**:	• dress and personal presentation • food • language • religion • social conventions • traditional practices • values and beliefs.
Security risks may relate to:	• breaches of law eg criminal damage, offences against people, public order, misuse of drugs and alcohol • emergencies eg fire, scenes of crime, accidents • hazards eg physical, chemical, electrical, psychological, biological • threats eg bombs, sabotage, assassination.
Response **may involve**:	• checking identification • defusing the situation • evacuating the premises • isolating area of potential risk • isolating risk • issuing verbal warnings • notifying relevant emergency services agencies • offering assistance • provision of first aid • request for support and assistance • restraint of person • tactical withdrawal • use of basic defensive techniques • use of negotiation techniques.
Documentation **may**	• activity logs

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include:
- incident reports
- request for assistance forms
- security risk and incident details
- vehicle and personnel movements
- written and electronic reports.

Unit Sector(s)

Unit sector   Security

Competency field

Competency field   Operations