



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3004A Lead small teams in the security industry

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to plan, organise and monitor a small team to achieve designated outcomes in a security context. It requires the ability to allocate duties and schedule rosters, set and maintain team and individual performance standards, facilitate open communication and resolve individual or team concerns. It also requires the ability to coordinate and facilitate team development and team performance.

This unit may form part of the licensing requirements for persons involved in specific security activities 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 which involve the facilitation of small teams. 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

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 <i>bold italicised</i> 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 Facilitate team planning.

- 1.1 Individual and team purpose, roles and responsibilities are clarified, agreed upon and defined in accordance with *organisational goals and objectives*.
- 1.2 *Assignment instructions* are identified and clearly communicated to team members in accordance with *legislative* and *organisational* requirements.
- 1.3 *Contingencies* are considered when allocating specific work duties and responsibilities to team members.
- 1.4 Open *communication* within the team is encouraged and facilitated to ensure full understanding and accurate exchange of information.
- 1.5 Effective communication and *interpersonal techniques* are used that reflect sensitivity to individual *social and cultural differences*.

2 Monitor team performance.

- 2.1 Duties, rosters and team rotation requirements are assessed and matched to individual capabilities.
- 2.2 Performance of the team and individual members is systematically monitored to ensure the satisfactory completion of assignment instructions.
- 2.3 Problems are identified and appropriate remedial action is implemented in accordance with organisational procedures.
- 2.4 Potential and actual security risk situations are identified and appropriate responses implemented in accordance with organisational procedures.
- 2.5 Performance expectations are clearly communicated and assistance provided to team members as required.
- 2.6 Relevant *documentation* is completed and processed in accordance with workplace procedures.

3 Develop team performance.

- 3.1 Effective working relationships are established and maintained through the provision of appropriate support, communication and feedback.
- 3.2 *Constructive feedback* on quality of performance is regularly provided to team members for integration into work practices.
- 3.3 Positive action to address deficiencies or areas for improvement in team performance is taken and handled sensitively.
- 3.4 Team is supported and encouraged to achieve its goals and changing priorities through active reflection and participation in team activities and communication

ELEMENT**PERFORMANCE CRITERIA**

processes.

3.5 Team concerns are acknowledged and addressed as required and wherever possible discussed and resolved within the team.

3.6 In the event of non-resolution, team concerns are constructively presented and discussed with ***relevant persons*** in a timely and objective manner using established dispute resolution procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- acknowledge and resolve individual or team problems
- apply conflict resolution and negotiation techniques
- apply effective interpersonal techniques
- communicate effectively with others
- complete and maintain records and documentation
- comply with applicable legislative, regulatory and licensing requirements
- comply with organisational policies and standard operating procedures
- modify work activities dependent on differing workplace continues, risk situations and environments
- plan, organise and monitor work activities of team members
- prioritise and schedule work tasks to meet designated schedules
- provide constructive feedback and support to team members
- provide effective informal performance counselling
- provide leadership and work collaboratively with others
- take appropriate initiatives concerning security incidents
- use and maintain appropriate business and security equipment
- use coaching and mentoring skills to provide support and build effective workplace relationships.

Required knowledge

- applicable legislation and regulations including Occupational Health and Safety (OHS) and licensing requirements
- conflict resolution and team building techniques
- emergency and evacuation procedures

REQUIRED SKILLS AND KNOWLEDGE

- operational principles of a range of business and security equipment
- organisational performance standards and assessment techniques
- organisational policies and procedures
- principles of effective communication
- principles of time management
- reporting and documentation requirements and procedures
- rights and responsibilities of employers and employees
- roles, functions and responsibilities of team members
- site layout and standard operating procedures
- teamwork principles and relationship-building techniques
- types of problems and security risk incidents in the workplace and appropriate response procedures
- workplace contingency procedures.

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:

- acknowledging individual or team concerns and facilitating discussion and resolution within the group
- assessing and monitoring team and individual performance against set measurable criteria, and creating opportunities to maintain or improve individual and team performance
- clearly defining and communicating to team members individual and team roles and responsibilities, assignment instructions and organisational goals and objectives
- communicating effectively on a one-to-one and group basis with colleagues, clients and supervisors and developing trust and confidence in workplace relationships
- communicating performance expectations for a range of tasks and duties within the team and providing constructive feedback
- selecting and allocating duties and responsibilities appropriate to individual knowledge, skill, aptitude and assignment requirements.

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 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.

Organisational goals and objectives may include:

- budgetary targets
- reporting deadlines
- team and individual learning goals
- team participation.

Assignment instructions may include:

- assignment objectives and timeframes
- personal protective clothing and equipment requirements
- reporting and documentation requirements
- resource and equipment requirements
- specific client requirements
- work schedules
- work tasks and procedures.

Legislative requirements may relate to:

- Australian standards and quality assurance requirements
- general 'duty of care' responsibilities
- licensing or certification requirements
- privacy and confidentiality
- relevant commonwealth, state, territory legislation, codes and national standards for:
 - anti-discrimination
 - cultural and ethnic diversity
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - OHS
- relevant industry codes of practice.

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.
- Contingencies may involve:***
- domestic considerations
 - impending leave
 - individual strengths and weaknesses
 - preferences
 - security risk situations
 - team dynamics and combinations.
- Communication may be:***
- face-to-face
 - group interaction
 - in Indigenous languages
 - in languages other than English
 - oral reporting
 - participation in routine meetings
 - reading independently
 - recording of discussions
 - speaking clearly and directly
 - through the use of assistive technology
 - via an interpreter
 - visual or written
 - writing to audience needs.
- Interpersonal techniques may involve:***
- active listening
 - 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.
- Documentation may include:**
- equipment and resource used
 - incident reports
 - operational reports
 - performance assessments
 - professional development recommendations
 - team roles and responsibilities
 - work schedules including team rotation details
 - written and electronic reports.
- Constructive feedback may include:**
- comments from supervisors, colleagues or clients
 - formal and informal performance appraisals
 - personal, reflective behaviour strategies
 - workplace assessment.
- Relevant persons may include:**
- clients
 - colleagues
 - emergency services personnel and agencies
 - manager
 - security personnel.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations