



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3006A Coordinate a quality security service to clients

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to provide a quality security service to clients. It requires the ability to identify client needs and resolve client service problems using communication and interpersonal skills. It also requires an ability to review and analyse service provision as the basis for identifying areas for improvement.

This unit may form part of the licensing requirements for those roles involving operational 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 a range of work roles in the security industry. Work is performed under limited supervision and competency requires judgement and decision-making. 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 ***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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify client needs.	<p>1.1 Client preferences, needs and expectations are clarified using appropriate <i>interpersonal techniques</i>.</p> <p>1.2 Clients are provided with information about available <i>security services</i> and <i>systems</i> to meet their needs and assisted in the selection of preferred options.</p> <p>1.3 Rights and responsibilities of clients and organisation are identified and negotiated in accordance with <i>legislative</i> and <i>organisational requirements</i>.</p> <p>1.4 <i>Personal limitations</i> in identifying client needs are recognised and assistance sought as required from <i>relevant persons</i>.</p>
2 Deliver a service to clients.	<p>2.1 Effective <i>client service</i> is provided in accordance with <i>assignment instructions</i>, organisational and legislative requirements.</p> <p>2.2 <i>Special requirements</i> of clients are identified and service adjusted to meet needs.</p> <p>2.3 Information regarding problems or delays is promptly communicated to client and contingency plan implemented.</p> <p>2.4 Client complaints are resolved with professionalism and courtesy and details <i>reported</i> according to organisational procedures.</p>
3 Review client service.	<p>3.1 Client satisfaction is regularly reviewed using <i>verifiable evidence</i> in accordance with legislative requirements.</p> <p>3.2 Client feedback is analysed in consultation with relevant persons to identify improvements to service provision.</p> <p>3.3 Improvements to client service are implemented and security services continually monitored according to legislative requirements.</p> <p>3.4 Client records and confidentiality are maintained in accordance with organisational procedures and legislative requirements.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED SKILLS AND KNOWLEDGE

Required skills

- basic analysis of information to identify problems and areas for improvement
- communication skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- complete workplace documentation and reports
- information technology
- literacy skills to understand and communicate security information (reading, writing, speaking, numeracy and listening)
- numeracy skills to estimate time to complete work tasks and resource requirements
- present a professional image
- problem solving and negotiation
- questioning and paraphrasing to check understanding.

Required knowledge

- difference between negative and positive language
- differences between written and spoken English
- duty of care requirements
- how to read and use body language to gain confidence of clients
- how to safeguard confidential information
- how to use business equipment to present information
- legislation, regulations and contractual obligations applicable to providing security services
- organisational policies and standards relating to the presentation of information for clients
- organisational standards and procedures for client service
- personal grooming and presentation relevant to assignment instructions
- procedures and channels for reporting information
- range and purpose of available security services
- rights and responsibilities of clients
- types of security systems.

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:

- complying with relevant legislation in the provision of security services to clients
- communicating and explaining the range and purpose of available security services to meet identified client needs using techniques which engage minority groups
- using appropriate interpersonal and communication skills to negotiate provision of security services and areas of potential conflict with client
- following agreed procedures for reporting and recording client information and service outcomes
- in consultation with others, using verifiable evidence to review and analyse service provision and level of client satisfaction

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 a registered provider of assessment services
- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- 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 should be assessed using 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.

Interpersonal techniques may include:

- active listening
- being respectful and non-discriminatory to others
- control of tone of voice and body language
- demonstrating flexibility and willingness to negotiate
- interpreting non-verbal and verbal messages
- maintaining professionalism
- providing and receiving constructive feedback
- questioning to clarify and confirm understanding
- two-way communication
- use of communication appropriate to cultural differences
- use of positive, confident and cooperative language.

Security services may include:

- control room monitoring
- controlling exit from and access to premises
- crowd control
- escorting people or property
- guarding
- monitoring of people, premises or property
- screening of people or items
- static or mobile patrol.

Security systems may be:

- alarms
- biometric
- computerised
- electronic
- mechanical
- personal.

Legislative

- applicable commonwealth, state and territory legislation

requirements may relate to:

which affects security work such as:

- workplace safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Australian standards and quality assurance
- award and enterprise agreements
- evidence collection
- freedom of information
- licensing arrangements and certification requirements
- privacy requirements
- relevant industry codes of practice
- telecommunications
- trade practices
- use of force.

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
- Occupational Health and Safety (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.

Personal limitations may relate to:

- being unsure of best method to complete task
- compliance with OHS requirements
- current competence level
- difficulties in meeting timelines
- inability to fulfil own role and responsibilities
- licensing requirements
- technical expertise
- understanding of assignment instructions

- Relevant persons may include:***
- understanding of legal requirements.
 - client
 - colleagues
 - emergency personnel
 - legal representatives
 - security consultant
 - supervisor
 - technical security experts.
- Client service may relate to:***
- dealing with conflict
 - efficient use of resources
 - handling and recording complaints
 - meeting agreed timelines
 - meeting allocated duties and responsibilities
 - meeting budget and agreed costs
 - professionalism and conduct
 - regular communication and reporting.
- Assignment instructions may relate to:***
- assignment objectives and timeframes
 - back-up
 - client identification and information details
 - communication equipment and procedures
 - instructions from client, supervisor or colleagues
 - legislative requirements relating to work tasks
 - OHS including use of personal protective equipment
 - resource and equipment needs
 - site layout including access points
 - use of force
 - use of workplace documentation
 - verbal and non-verbal reporting
 - work schedules including budget
 - work tasks and procedures.
- Special requirements may relate to:***
- control of exit from and access to premises
 - crowd control
 - emergency security services
 - escort of people and property
 - non-routine information or service provision
 - screening of property and people
 - urgent requests.
- Reporting may include:***
- completing documentation such as logs, journals and activity reports
 - completing police reports
 - completing written and computer reports
 - contacting designated personnel

***Verifiable evidence
may include:***

- recording security risk and incident details
- requesting security assistance
- verbal reporting to client or supervisor.
- auditable documentation and reports
- client satisfaction questionnaire
- feedback from lapsed clients
- quality assurance data
- records of complaints and actions taken for resolution.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations