



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3007A Maintain security of environment

Release: 1

CPPSEC3007A Maintain security of environment

Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to maintain the safety and security of premises. It requires the ability to communicate effectively, maintain operational safety and respond appropriately to security risk situations.

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

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 Maintain effective relations.	<p>1.1 Applicable provisions of <i>legislative</i> and <i>organisational requirements</i> relevant to <i>assignment instructions</i> are identified and complied with.</p> <p>1.2 Effective <i>interpersonal techniques</i> are used to develop, support and promote confidence with <i>relevant persons</i>.</p> <p>1.3 Communication is courteous, professional and sensitive to individual <i>social and cultural differences</i>.</p> <p>1.4 Personal presentation is maintained in accordance with organisational requirements.</p>
2 Maintain operational safety.	<p>2.1 <i>Environmental factors</i> are continually monitored, assessed and reviewed to identify distinctive features and any change in characteristics that might indicate unusual or suspicious behaviour.</p> <p>2.2 Personal safety checks are made on a systematic and routine basis in accordance with organisational procedures.</p> <p>2.3 Communication is maintained continually throughout security operations using appropriate <i>communication channels and processes</i>.</p> <p>2.4 <i>Resources and equipment</i> are maintained and used appropriate to the security operation.</p> <p>2.5 <i>Security risk situations</i> are accurately identified and assessed for degree of risk to self, others, property and premises.</p>
3 Respond to security risks.	<p>3.1 <i>Response</i> is formulated and carried out within scope of own role, competence and authority.</p> <p>3.2 Changing circumstances are monitored and responses are adjusted as required to maintain security.</p> <p>3.3 Response initiative maximises the safety and security of self, others, property and premises.</p> <p>3.4 Requirements for specialist assistance or advice is identified and promptly sought in accordance with organisational procedures.</p> <p>3.5 Relevant <i>documentation</i> is completed and securely maintained with due regard to confidentiality in accordance with organisational procedures.</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

- communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- communicate using appropriate channels and communication codes and signals
- determine response appropriate to security risk situation
- facilitate commonsense solutions within operating parameters
- identify and comply with applicable legal and procedural requirements including licensing requirements
- identify and comply with security incident response procedures
- identify security risk factors and conduct risk assessment
- minimise hazards and risks to the health and safety of self and others
- operate security and communications equipment
- present a professional image to members of the public and colleagues
- read, analyse and interpret information
- recognise support and assistance requirements
- record and report information
- select and use equipment appropriate to the security operation.

Required knowledge

- applicable legislative provisions relevant to 'use of force' guidelines and licensing requirements
- bomb threat and counter-terrorism procedures
- communication channels, codes and signals
- documentation procedures and processes
- emergency and evacuation procedures and instructions
- first aid principles and procedures
- limits of own responsibility and authority
- methods of restraint and associated effects (eg, restraint related injury or death)
- observation and monitoring techniques
- operational principles of security, communication and protective equipment
- premises layout and access points
- principles of effective communication including interpersonal techniques
- reporting structure and processes
- structure and responsibilities of the emergency services agencies
- types of security situations which may be encountered during guarding operations and appropriate responses.

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:

- identifying and assessing all factors which might impact on the safety and security of persons and property
- formulating and implementing appropriate responses or contingency measures to maintain security
- systematically monitoring security activities and varying operational plans as required to meet changing circumstances
- maximising the safety and protection of people involved in incidents while carrying out response activities
- communicating effectively on a one-to-one and group basis with people from a range of diverse backgrounds and of varying abilities
- providing accurate and constructive operational observations and completing documentation in an appropriate style and format.

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 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
- 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
- telecommunications
- trespass and the removal of persons
- use of restraints and weapons:
 - batons
 - firearms
 - handcuffs
 - spray.
- 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 purpose and objective
- assignment tasks and procedures
- assignment timeframe
- client identification information
- incident and security risk response procedures
- monitoring objectives
- personal presentation requirements
- personal protection equipment
- premises location and layout
- reporting and documentation requirements
- resource and equipment requirements.
- active listening
- being non-judgemental
- being respectful and non-discriminatory

Organisational requirements may relate to:

Assignment instructions may include:

Interpersonal techniques may involve:

- 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.

Relevant persons may include:

- clients
- colleagues
- emergency services personnel
- members of the public
- supervisor.

Social and cultural differences may relate to:

- dress and personal presentation
- food
- language
- religion
- social conventions
- traditional practices
- values and beliefs.

Environmental factors may relate to:

- access to assistance and resources
- availability of exits and opportunities for escape
- crowds
- different degrees of light including low light and darkness
- presence of several sources of threat
- time of day
- weather.

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.

Resources and equipment may include:

- access to emergency services and specialist personnel
- back-up personnel
- business equipment eg computers and computer

- Security risks** may relate to:
- applications
 - communication equipment eg two-way radio, pager, mobile telephone
 - defensive equipment eg batons, firearm, and the relevant licenses, permits and storage facilities
 - fire fighting equipment
 - first aid kit
 - personal protection equipment
 - security equipment eg electronic screening equipment, video cameras and monitors, alarms and signals.
 - 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 include:**
- activity logs
 - incident reports
 - records of conversation
 - request for assistance forms
 - running sheets
 - vehicle and personnel movements
 - written and electronic reports.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations