CSCSAS007 Operate central monitoring station

Release: 1

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Modification History

Release	Comments
1	This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.
	This unit supersedes and is equivalent to CSCSAS207A Operate central monitoring station.

Application

This unit describes the skills required to update monitoring centre information, communicate with team members, screen information and respond to alarms.

This unit applies to those working in detention centres, correctional centres or prisons. The unit may also be demonstrated in a community-based alternative custodial environment, such as home detention. Variables will determine different applications of the standards depending on the nature and complexity of security requirements, security ratings and defined work role and responsibilities. The language used in this unit implies an institutional setting. Adaptation of the language will be necessary to reflect the practices of non-institutional settings and work sites.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to monitoring station operation.

Those undertaking this unit consistently work independently with occasional support required to perform routine tasks in a range of familiar contexts. The role requires communication and simple inferencing skills.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Safety and security

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

	further information is detailed in the range of conditions section.
1. Update monitoring centre information	1.1 Check security information for accuracy and currency. 1.2 Log incidents and their responses according to instructions and procedures. 1.3 Install changes to the database as required.
2. Communicate with team members	2.1 Give clear, accurate and up-to-date security information to team members. 2.2 Confirm authorised technical staff to use the security system according to procedures. 2.3 Verify changes to database for maintenance and response. 2.4 Conduct debriefing sessions with alternative shift according to assignment instructions and procedures. 2.5 Identify issues requiring resolution or attention and allocate priority and appropriate resources.
3. Screen information	3.1 Verify authenticity of incoming callers according to procedures and authorisations. 3.2 Request and verify passwords and codes according to procedures and authorisations. 3.3 Check and verify changes to information and/or requirements according to procedures and instructions. 3.4 Refer disputed verifications of callers and information to authorised personnel.
4. Respond to alarms	4.1 Identify alarm signal accurately and immediately. 4.2 Identify the priority of alarm signals and respond according to procedures and emergency response.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning N/A					Reading					Writing					Oral communication					Numeracy N/A				

Performance variables

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCSAS207A Operate central monitoring station

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde

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