



Australian Government

Department of Education, Employment and Workplace Relations

CSCSAS207A Operate central monitoring station

Revision Number: 2

CSCSAS207A Operate central monitoring station

Modification History

CSCSAS207A Release 2: Layout adjusted. No changes to content.
CSCSAS207A Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to maintain and update security information, and monitor and respond to routine communication and control centre alarms. It also deals with communicating security information with duty staff.

Application of the Unit

This unit applies to all people 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. Performance at this level will be under direct supervision and subject to clear compliance with procedures.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Update monitoring centre information.	<p>1.1 Check <i>security information</i> for accuracy and currency.</p> <p>1.2 Log incidents and their responses according to instructions and procedures.</p> <p>1.3 Install changes to the database as required.</p>
2 Communicate with team members.	<p>2.1 Give clear, accurate and up-to-date security information to <i>team members</i>.</p> <p>2.2 Confirm authorised technical staff to use the security system according to procedures.</p> <p>2.3 Verify changes to database for maintenance and response.</p> <p>2.4 Conduct debriefing sessions with alternative shift according to assignment instructions and procedures.</p> <p>2.5 Identify issues requiring resolution or attention and allocate priority and appropriate resources.</p>
3 Screen information.	<p>3.1 Verify authenticity of incoming callers according to procedures and authorisations.</p> <p>3.2 Request and verify passwords and codes according to procedures and authorisations.</p> <p>3.3 Check and verify changes to information and/or requirements according to procedures and instructions.</p> <p>3.4 Refer disputed verifications of callers and information to authorised personnel.</p>
4 Respond to alarms.	<p>4.1 Identify alarm signal accurately and immediately.</p> <p>4.2 Identify the priority of alarm signals and respond according to procedures and emergency response.</p> <p>4.3 Log incidents and their responses according to instructions.</p>

Required Skills and Knowledge

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

Required skills:

- observing and interpreting information
- decision-making skills when evaluating alarm signals
- communication skills for responding to alarm signals
- using equipment for the purpose and in the manner intended and authorised
- operating and checking routine activities and equipment for security factors
- identifying problems and faults in central monitoring and communications equipment.

Required knowledge:

- organisation's policies and procedures covering the operation of a central monitoring system
- organisation's records and information system
- location requirements, including procedures, protocols and chain of command
- occupational health and safety policy relevant to the operation of central monitoring and/or communication stations
- organisation's policies and procedures regarding the use of passwords and codes.

Evidence Guide

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

Overview of assessment

Assessment of this unit can be applied using a combination of training outcomes and performance in the workplace, with the principal evidence developed through performance in routine work functions in the workplace.

Where this unit specifies performance in areas with unpredictable and risk implications, assessment in simulations should be used as well as retrospective documentation and observation of performance working with offenders.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit
- ability to operate central monitoring or communication station in a range of (two or more) contexts or occasions, over time.

Context of and specific resources for assessment

Valid assessment of this unit requires:

- a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered when operating central monitoring or communication station, including coping with difficulties, irregularities and breakdowns in routine
- copies of legislation, policies, procedures and guidelines relating to operations of central monitoring or communication station
- access to appropriate learning and assessment support when required.

Method of assessment

Evidence must include observation and information generated in the workplace as well as observation of performance in routine work functions or, where this is not possible, in a simulated exercise to confirm the transferability of the competencies.

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners
- completion of performance feedback from supervisors and colleagues
- scenarios
- simulations or role plays.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

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 in the performance criteria is detailed below. Add any 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.

Security information may include:

- logbooks, journals and activity reports
- printed instructions
- databases
- maintenance schedules
- operator's manuals
- equipment specifications
- incident reports
- shift reference files
- electronic and paper-based reports.

Team members may include:

- custodial officers
- correctional services staff
- supervisors
- management
- specialist advisers and services
- colleagues and allied workers inside and outside the work site
- emergency services or tactical response teams.

Unit Sector(s)

Safety and security.

Competency field

Not applicable.