Australian Government

Department of Education, Employment and Workplace Relations

CSCSAS304A Monitor control room operations

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

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Modification History

CSCSAS304A Release 2:   Layout adjusted. No changes to content.
CSCSAS304A Release 1:   Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to monitor the safety of and activities in a location from a control room. It also deals with coordinating responses to alarms and providing back-up support to field staff when needed.

Application of the Unit

This unit applies to all people working in detention centres, correctional centres and prisons where operational activities and responses to security situations are monitored from a control room.
Customisation will be required to accommodate the different work sites and defined work role contexts in which this unit will be applied.

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 Conduct take-over security checks.	1.1 Check and clarify occurrences, shift change-over details and other **relevant information**.
	1.2 Carry out computer system and **security equipment checks** according to organisational policies and procedures.
	1.3 Identify and record potential risks, hazards and faults or defects.
	1.4 Conduct radio checks with duty staff according to procedures.
2 Monitor safety of staff.	2.1 Monitor staff movements to ensure regular contact with control room is maintained according to procedures.
	2.2 Identify and respond to failures to communicate with control room according to procedures.
	2.3 Identify **situations requiring back-up support** and allocate resources to assist field officers, according to operating procedures.
3 Coordinate responses to alarm signals.	3.1 Interpret alarms accurately and immediately and **coordinate appropriate response**.
	3.2 Confirm the availability of response staff and dispatch responding officers according to the nature and urgency of alarms.
	3.3 Provide responding officers with full, accurate and timely information to allow maximum effectiveness when attending the scene.
	3.4 Monitor response officers' attendance at scene of alarm, determine the need for specialist response team and back-up resources, and deploy them according to the emergency.
4 Monitor security operations.	4.1 Monitor compliance with standard operating procedures and check and notify relevant people of any variations.
	4.2 Manage faults and inconsistencies according to local procedures.
	4.3 Communicate with equipment operators and staff using approved communication methods.
	4.4 Complete all required **documentation** clearly, concisely and on time.
	4.5 Pass on end of shift information to oncoming staff.

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Required Skills and Knowledge

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

Required skills:

- checking, using and maintaining control room equipment
- monitoring and interpreting information from control room equipment
- monitoring the safety and security of staff
- conducting radio checks with duty staff to confirm communication channels are operating effectively
- coordinating attendance at incidents and deploying back-up and specialist resources in response to incidents and alarms
- using a range of communication equipment and information sources while under pressure
- maintaining accurate records and documentation
- performing take-over and hand-over checks.

Required knowledge:

- organisation's policies, procedures and guidelines determining control room security requirements, security management and emergency response
- organisation's risk management plans, contingency plans and security plans
- organisation's records and information management system related to monitoring security
- emergency codes and alarm signals
- staff roles, responsibility and delegation in emergency situations
- occupational health and safety policies relevant to monitoring the safety and security of staff and responding to alarm signals
- specifications and procedures for use and maintenance of specialist monitoring, communication and security equipment
- criteria and conditions for using specialist support teams
- code of conduct and duty of care.

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.
	Evidence needs to be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and/or apply the principles in a different situation or change of environment. 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 applied in a correctional or justice environment.
	Because of the unpredictable nature of actual incidents, candidates should be prepared to carefully document their performance after each monitoring and response experience as evidence for assessment.
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 monitor control room operations 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 monitoring control room operations, including coping with difficulties, irregularities and breakdowns in routine
	• copies of legislation, policies, procedures and guidelines determining control room security requirements
	• 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.

Relevant information may include:	• daily logbooks, journals or activity reports • staff duties and rosters • task allocation sheets • situation reports • movements, transfers and escorts • changes of duties • institution or centre counts or musters • visitors currently in the institution or centre • programs running • resource and equipment faults and defects • communication and reporting channels • updated policies and procedures • manufacturer specifications • operational manuals.
Security equipment checks may include:	• closed circuit television • infra-red sensors • movement detectors • electronic field detection systems • acoustic sensors • automatic entry and exit devices • fire alarms • communication channels • duress alarms • other intruder alarm systems • other access control systems.
Situations requiring back-up support may include:	• attempted escape • risks to staff • non-response from field staff • irregular verbal messages • fire • violence and physical threat • medical emergencies • security breaches • uncooperative and abusive behaviour

	• destruction of property
	• monitored concealment of prohibited items.
Coordinate appropriate response may include:	• notifying relevant personnel
	• notifying emergency services
	• dispatching dedicated response support staff
	• deploying specialist emergency response team
	• deploying canine unit.
Documentation may include:	• logs, journals and activity reports
	• summaries
	• running sheets
	• situation reports
	• incident reports
	• electronic or paper-based information
	• radio and telephone records.

Unit Sector(s)

Safety and security.

Competency field

Not applicable.