



**Australian Government**  
**Department of Education,  
Science and Training**



# **PRS03 Asset Security Training Package**

**Volume 1 of 1**

**Version Number: 2**  
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# **PRS03 Asset Security Training Package**

## **Volume 1 of 1 Asset Security**

This document contains the endorsed components of the Asset Security Training Package

## PRS03 - Asset Security Training Package

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## Preliminary Information

### Important Note to Users

Training Packages are not static documents; they are amended periodically to reflect the latest industry practices and are version controlled. It is essential that the latest version is always used.

#### Check the version number before commencing training or assessment

This Training Package is Version 2 - check whether this is the latest version by going to the National Training Information Service ( [www.ntis.gov.au](http://www.ntis.gov.au)) and locating information about the Training Package. Alternatively, contact Construction and Property Services Industry Skills Council at <http://www.cpsisc.com.au> to confirm the latest version number.

#### Explanation of version number conventions

The primary release Training Package is Version 1. When changes are made to a Training Package, sometimes the version number is changed and sometimes it is not, depending on the extent of the change. When a Training Package is reviewed it is considered to be a new Training Package for the purposes of version control, and is Version 1. Do not confuse the version number with the Training Packages national code (which remains the same during its period of endorsement).

#### Version modification history

The version details of this endorsed Training Package are in the table below. The latest information is at the top of the table.

Version	Release Date	Comments
2	12 / 01 / 07	Addition of 9 new units for biometrics: PRSBIO201A Monitor biometrics equipment/systems PRSBIO301A Maintain biometrics database PRSBIO302A Install biometrics equipment/systems PRSBIO303A Coordinate biometrics equipment/systems PRSBIO304A Identify and diagnose biometric system fault PRSBIO401A Advise on the application of biometrics PRSBIO402A Prepare standard operating procedures for the use of biometrics technology PRSBIO501A Determine strategy for the implementation of biometrics technology PRSBIO502A Assess biometrics system
1	17 / 05 / 03	Primary release of revised version replacing PRS98 full details of changes available in mapping document.

**Forms control:** All endorsed training packages will have a version number displayed on the imprint page of every volume constituting that training package. Every training package will

display an up-to-date copy of this modification history form, to be placed immediately after the contents page of the first volume of the training package. Comments on changes will only show sufficient detail to enable a user to identify the nature and location of the change. Changes to training packages will generally be batched at quarterly intervals. This modification history form will be included within any displayed sample of that training package and will constitute all detail available to identify changes.

## Summary of AQF qualifications in this Training Package

Code	Title
PRS10103	Certificate I in Security Operations
PRS20103	Certificate II in Security Operations
PRS20203	Certificate II in Technical Security
PRS30103	Certificate III in Security Operations
PRS30203	Certificate III in Technical Security
PRS30303	Certificate III in Investigative Services
PRS40103	Certificate IV in Security and Risk Management
PRS50103	Diploma of Security and Risk Management

## Units of competency in this Training Package and their prerequisites

Note – the prerequisite column is only displayed if prerequisites exist.

Code	Title
PRSBIO201A	Monitor biometrics equipment/systems
PRSBIO301A	Maintain biometrics database
PRSBIO302A	Install biometrics equipment/systems
PRSBIO303A	Coordinate biometrics equipment/systems
PRSBIO304A	Identify and diagnose biometrics system fault
PRSBIO401A	Advise on the application of biometrics
PRSBIO402A	Prepare standard operating procedures for the use of biometrics technology
PRSBIO501A	Determine strategy for the implementation of biometrics technology
PRSBIO502A	Assess biometrics system
PRSIS301A	Determine method of investigation
PRSIS302A	Compile investigative report
PRSIS303A	Provide quality investigative services to clients
PRSIS304A	Conduct surveillance
PRSIS305A	Organise and operate a surveillance vehicle
PRSIS306A	Gather information by factual investigation
PRSIS307A	Conduct interviews and take statements
PRSIS308A	Operate information gathering equipment
PRSIS309A	Perform administrative functions
PRSIS310A	Use and maintain operational equipment
PRSIS311A	Work effectively in the investigative services industry
PRSSM401A	Manage a safe workplace
PRSSM402A	Implement effective communication techniques
PRSSM404A	Advise on security needs
PRSSM406A	Monitor and review security operations
PRSSM407A	Facilitate workplace briefing and debriefing processes

Code	Title
PRSSM408A	Lead work teams
PRSSM409A	Assess risks
PRSSM410A	Interpret information from advanced security equipment
PRSSM411A	Manage monitor centres
PRSSM412A	Co-ordinate field staff activity from control room
PRSSM413A	Assess threat
PRSSM414A	Identify and assess assets
PRSSM415A	Undertake case management of investigations
PRSSM416A	Prepare a detailed tender
PRSSM417A	Commission/decommission networked security system
PRSSM418A	Maintain networked security system
PRSSM419A	Install networked security system
PRSSM420A	Determine security system configurations
PRSSM421A	Configure security devices on it networks
PRSSM422A	Identify and diagnose security systems/network fault
PRSSM501A	Establish and maintain an occupational health and safety system
PRSSM502A	Co-ordinate security operations
PRSSM503A	Assess security risk management options
PRSSM504A	Prepare security risk management plan
PRSSM505A	Implement security risk management plan
PRSSM506A	Establish and implement a marketing strategy
PRSSM507A	Develop and implement a business plan
PRSSO101A	Follow workplace safety procedures
PRSSO102A	Apply basic communication skills
PRSSO103A	Prepare for work in the security industry
PRSSO201A	Communicate effectively in the security industry
PRSSO202A	Maintain workplace safety

<b>Code</b>	<b>Title</b>
PRSSO203A	Work effectively in the security industry
PRSSO204A	Work as part of a team
PRSSO205A	Provide security services to customer
PRSSO206A	Provide first aid
PRSSO207A	Respond to security risk situation
PRSSO208A	Give evidence in court
PRSSO209A	Protect persons
PRSSO210A	Control access to and exit from premises
PRSSO211A	Monitor and control individual and crowd behaviour
PRSSO212A	Screen baggage and people
PRSSO213A	Protect valuables in transit
PRSSO214A	Control and direct traffic
PRSSO215A	Operate basic security equipment
PRSSO216A	Patrol premises
PRSSO217A	Provide lost and found facility
PRSSO221A	Contribute to investigative activities
PRSSO222A	Protect self and others using basic defensive techniques
PRSSO223A	Monitor electronic reporting facility
PRSSO301A	Prepare and present security documentation and reports
PRSSO302A	Maintain a safe workplace and environment
PRSSO303A	Determine response to security risk situation
PRSSO305A	Manage conflict through negotiation
PRSSO306A	Maintain effective workplace relationships
PRSSO307A	Maintain own work performance and development
PRSSO308A	Coordinate a quality security service to customers
PRSSO309A	Maintain security of environment
PRSSO310A	Control security risk situations using firearms

Code	Title
PRSSO311A	Prepare and present evidence in court
PRSSO313A	Manage dogs for security functions
PRSSO314A	Handle dogs for security patrol
PRSSO315A	Store and protect information
PRSSO316A	Control persons using empty hand techniques
PRSSO317A	Control persons using baton
PRSSO318A	Restrain persons using handcuffs
PRSSO319A	Defend persons using spray
PRSSO320A	Plan and conduct evacuation of premises
PRSSO321A	Provide for the safety of persons at risk
PRSSO322A	Operate specialised security equipment
PRSSO323A	Lead small teams
PRSSO325A	Monitor security from control room
PRSSO326A	Maintain and use security database
PRSSO327A	Provide advanced first aid
PRSTS201A	Provide a service to customers
PRSTS202A	Install security equipment/system
PRSTS203A	Install mechanical lock/locking system
PRSTS204A	Install CCTV equipment/system
PRSTS205A	Implement electronic monitoring procedures
PRSTS206A	Sell products and services
PRSTS207A	Perform routine maintenance
PRSTS301A	Identify technical security requirements
PRSTS302A	Program security equipment/system
PRSTS303A	Test installed security equipment/system
PRSTS304A	Commission/decommission security equipment/system
PRSTS305A	Identify and diagnose electronic security equipment/ system fault

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<b>Code</b>	<b>Title</b>
PRSTS306A	Plan and co-ordinate installation
PRSTS307A	Maintain and service security equipment/system
PRSTS308A	Identify and diagnose CCTV equipment/system fault
PRSTS309A	Establish and set up electronic monitoring parameters
PRSTS311A	Maintain and repair mechanical lock/locking system
PRSTS315A	Determine security equipment/system modifications
PRSTS316A	Configure a security system
PRSTS317A	Provide estimate and quote
PRSTS318A	Maintain effective relationships with customers
PRSTS319A	Modify and repair security equipment/system



### Imported units of competency in this Training Package

Code	Title	Origin
BSBCM402A	Develop work priorities	BSB01
BSBCM406A	Maintain business technology	BSB01
BSBCM407A	Coordinate business resources	BSB01
BSBCM408A	Report on financial activity	BSB01
BSBCM410A	Coordinate implementation of customer service strategies	BSB01
BSBCM412A	Promote innovation and change	BSB01
BSBFLM302A	Support leadership in the workplace	TBA
BSBFLM306A	Provide workplace information and resourcing plans	TBA
BSBFLM402A	Show leadership in the workplace	TBA
BSBFLM403A	Manage effective workplace relationships	TBA
BSBFLM409A	Implement continuous improvement	TBA
BSBFLM501A	Manage personal work priorities and professional development	TBA
BSBFLM502A	Provide leadership in the workplace	TBA
BSBFLM503A	Establish effective workplace relationships	TBA
BSBFLM504A	Facilitate work teams	TBA
BSBFLM507A	Manage quality customer service	TBA
BSBFLM510A	Facilitate and capitalise on change and innovation	TBA
BSBMGT502A	Manage people performance	BSB01
BSBMGT503A	Prepare budgets and financial plans	BSB01
BSBMGT504A	Manage budgets and financial plans	BSB01
BSBMGT506A	Recruit, select and induct staff	BSB01
BSBSBM301A	Research business opportunities	BSB01
BSBSBM401A	Establish business and legal requirements	BSB01
ICTTC136B	Install, maintain and modify customer premises communications cabling: ACA Restricted Rule	ICT02
ICTTC137B	Install, maintain and modify customer premises communications cabling: ACA Open Rule	ICT02

<b>Code</b>	<b>Title</b>	<b>Origin</b>
TDTB497B	Carry out vehicle inspection	TDT02
TDTD4198B	Undertake cash-in-transit loading and unloading in an unsecured environment	TDT02
TDTE701A	Use communication systems	TDT02
TDTO398B	Undertake loading and unloading in a designated secured environment	TDT02
TDTO898B	Implement cash-in-transit security procedures	TDT02
TDTO998B	Test and inspect cash-in-transit security equipment	TDT02

## Mapping from old PRS98 Qualifications to New PRS03 Qualifications

Please Note: This mapping is not an equivalence table. It is simply designed to highlight how the main functions covered in the PRS98 qualifications fit within the functions covered in the new PRS03 qualifications.

OLD PRS98 QUALIFICATIONS	NEW PRS03 QUALIFICATIONS
PRS60198 Adv Dip Risk Management	
PRS50298 Diploma Risk Management	PRS50103 Diploma of Security and Risk Management
PRS50198 Diploma Access Management	PRS50103 Diploma of Security and Risk Management
PRS40598 Cert IV Risk Management	PRS40103 Certificate IV in Security and Risk Management
PRS40498 Cert IV Investigative Services	PRS40103 Certificate IV in Security and Risk Management
PRS40398 Cert IV Access Management	PRS40103 Certificate IV in Security and Risk Management
PRS40298 Cert IV Technical Access	PRS30203 Certificate III in Technical Security PRS40103 Certificate IV in Security and Risk Management
PRS40198 Cert IV Control Room Operations	PRS40103 Certificate IV in Security and Risk Management
PRS30598 Cert III Investigative Services	PRS30303 Certificate III in Investigative Services
PRS30498 Cert III Access Management	
PRS30398 Cert III Technical Access	PRS30203 Certificate III in Technical Security
PRS30298 Cert III Control Room Operations	PRS30103 Certificate III in Security Operations
PRS30198 Cert III Guarding	PRS30103 Certificate III in Security Operations
PRS20498 Cert II Investigative Services	PRS30303 Certificate III in Investigative Services
PRS20398 Cert II Access Management	

PRS20298 Cert II Technical Access	PRS20203 Certificate II in Technical Security
PRS20198 Cert II Guarding	PRS20103 Certificate II in Security Operations
PRS10198 Cert I Sales Support	PRS20203 Certificate II in Technical Security
N/A	PRS10103 Certificate I in Security Operations

## SUMMARY OF MAJOR CHANGES

From PRS98 to PRS03

## MAPPING REPORT

Legend: Qualifications - Unit Coding	
PRSSO1 Certificate I in Security Operations	PRSSM5 Diploma in Security and Risk Management
PRSSO2 Certificate II in Security Operations	PR SIS3 Certificate III in Investigative Services
PRSSO3 Certificate III in Security Operations	PRSTS2 Certificate II in Technical Security
PRSSM4 Certificate IV in Security and Risk Management	PRSTS3 Certificate III in Technical Security

<b>PRS10103</b>	<b>CERTIFICATE I IN SECURITY OPERATIONS (3 CORE UNITS)</b>
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<b>ORIGINAL PACKAGE (PRS98)</b>	<b>REVIEW RECOMMENDATIONS (PHASE I)</b>	<b>QUALS</b>	<b>REVIEW ACTUAL CHANGES (PHASE II)</b>
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<b>UNIT CODE</b>	<b>UNIT TITLE</b>	<b>RECOMMEN -DATIONS</b>	<b>RECOMMENDED TITLE</b>		<b>UNIT TITLE</b>	<b>SUMMARY OF CHANGES</b>
PRSSG06A	Maintain occupational health and safety	Modify PRSSG06A Maintain occupational health and safety	Follow workplace safety procedures	PRSSO101 Core	Follow workplace safety procedures	Now reflects NOHSC Generic competency "A". Title changed to

						reflect basic functions of unit. An additional element provides an emphasis on the application of safe work practices. Unit as a whole has been significantly expanded.
		Modify PRSSG04A Communicate in the workplace	Communicate in the security industry	PRSSO102 Core	Apply basic communication skills	New title more accurately reflects unit functions at AQF 1 level. Some modification to Structure and Performance Criteria without significant change to outcomes. References to the use of workplace information technology and demonstrating regard for individual social and cultural differences have been included throughout the unit.

		NEW UNIT	Carry out work in the security industry	PRSSO103 Core	Prepare for work in the security industry	Title reflects basic procedural functions of this unit. Structure and Performance Criteria share a focus on general legislative and organisational information and procedures, such as licensing requirements etc.
PRS20103		CERTIFICATE II IN SECURITY OPERATIONS (7 CORE UNITS AND 4 ELECTIVE UNITS)				
ORIGINAL PACKAGE (PRS98)		REVIEW RECOMMENDATIONS (PHASE I)		QUALS	REVIEW ACTUAL CHANGES (PHASE II)	
UNIT CODE	UNIT TITLE	RECOMMEN-DATIONS	RECOMMENDED TITLE		UNIT TITLE	SUMMARY OF CHANGES
PRSSG04A	Communicate in the workplace	Modify PRSSG04A Communicate in the workplace	Communicate in the security industry	PRSSO201 Core	Communicate effectively in the security industry	New title reflects unit's functions at AQF 2 level. Structure, Performance Criteria and Range Statement have been modified and expanded with a focus on

						procedural requirements
PRSSG06A	Maintain occupational health and safety	Modify PRSSG06A Maintain occupational health and safety	Follow workplace safety procedures	PRSSO202 Core	Maintain workplace safety	Changes made to better reflect NOHSC Generic competency "B". Includes a focus on identifying hazards and assessing and controlling risks in the workplace
PRSSG28A	Interpret and comply with legal and procedural requirements	Modify PRSSG07A Manage own performance /	Carry out work in the security industry	PRSSO203 Core	Work effectively in the security industry	Units merged to provide an effective coverage of functions. New Structure and Performance Criteria have been rewritten to expand on existing functions to achieve a more effective and comprehensive unit.
PRSSG18A	Work as part of a team	Modify PRSSG18A Work as part of a team	Work as part of a team	PRSSO204 Core	Work as part of a team	This unit has been rewritten and includes new Performance Criteria, Range

						Statement and Evidence Guide
PRSSG17A	Maintain an effective relationship with clients / customers	Modify PRSSG17A Maintain an effective relationship with clients / customers	Provide security services to customer	PRSSO205 Core	Provide security services to customers	The rewriting of this unit involved changes to the Elements and Performance Criteria and included a significantly expanded Range Statement and Evidence Guide.
PRSSG25A	Provide emergency first aid	Modify PRSSG25A Provide emergency first aid	Provide emergency first aid	PRSSO206 Core	Provide first aid	Unit extensively changed to map to generic unit from Community Services and Health
		NEW UNIT	Respond to security risk situation	PRSSO207 Core	Respond to security risk situation	Rewriting of this unit involved merging the existing structures and excluding the emphasis on 'assessment' functions, which is not seen as appropriate at AQF2. Merging involved some



						modification and expansion to the unit as a whole.
PRSIR23A	Give evidence in court	Modify PRSIR23A in court	Give evidence in court	PRSSO208 Elective	Give evidence in court	This unit has been rewritten with minor modifications resulting in minimal change to the outcomes. Structure and Performance Criteria have been changed slightly and additions to the Range Statement and Evidence Guide.
PRSSG12A	Provide for safety of persons	Modify PRSSG12A Provide for safety of persons	Escort persons	PRSSO209 Elective	Protect persons	The rewriting of this unit retains the existing sequence of elements with the addition of a new element dealing with assignment preparation procedures. Range Statement and Evidence Guide has been expanded.

PRSSG02A	Control access to and exit from premises	Modify PRSSG02A Control access to and exit from premises	Control access to and exit from premises	PRSSO210 Elective	Control access to and exit from premises	The rewriting of this unit involved retaining the existing functions in a summarised structure with a focus on legislative knowledge and procedures. No significant changes to the unit's outcomes.
PRSSG13A	Control crowds	Modify PRSSG13A Control crowds and PRSSG26A Observe and monitor people	Monitor individual and crowd behaviour	PRSSO211 Elective	Monitor and control individual and crowd behaviour	The rewriting of this unit involved the merging of units to organise and include a logical sequence and process of existing functions in a summarised form. Minor modifications to Elements and Performance Criteria.
PRSSG10A	Screen baggage and people to minimise security risk	Modify PRSSG10A Screen baggage and people to minimise security risk	Screen baggage and people	PRSSO212 Elective	Screen baggage and people	This unit has been rewritten to include an expanded and improved logical

						sequence and process of functions. Additional Range Statement and changes to the Evidence Guide achieves a more effective and comprehensive unit.
PRSSG11A	Escort and carry valuables	Modify PRSSG11A Escort and carry valuables	Escort and carry valuables	PRSSO213 Elective	Protect valuables in transit	This unit has been rewritten to include an expanded and improved logical sequence and process of functions. Additional Range Statement and changes to the evidence guide covers personal safety aspects
		NEW UNIT	Direct traffic	PRSSO214 Elective	Control and direct traffic	New unit to cover identified gap from Phase 1 report.
PRSSG08A	Operate basic security equipment	Modify PRSSG08A Operate basic security equipment	Operate basic security equipment	PRSSO215 Elective	Operate basic security equipment	This unit has been rewritten to include an

						expanded and improved logical sequence and process of functions. Range Statement and Evidence Guide has been expanded.
PRSG01A	Maintain the security of premises and property	Modify PRSSG01A Maintain the security of premises and property	Patrol premises	PRSSO216 Elective	Patrol premises	New unit to reflect security function. Modifications to Elements and Performance Criteria to focus on monitoring and identifying security events. Elements focusing on response to security hazards have been removed and incorporated into Unit "Respond to security risk situation"
		Modify THHBTHS16A Provide lost and found facility	Provide lost and found facility	PRSSO217 Elective	Provide lost and found facility	Major changes have been made to all sections of the unit with considerable

						expansion in the Range Statement and Evidence Guide. Unit includes a comprehensive coverage with an emphasis on administrative functions.
		Modify TDT 03 98A Undertake cash in transit loading and unloading in a designated secured environment	Undertake cash in transit loading and unloading in a designated secured environment	TDT0398B Elective	Undertake cash in transit loading and unloading in a designated secured environment	Original Transport and Distribution unit has been modified. Performance Criteria, Range Statement and Evidence Guide has been expanded to focus on security functions and legal and organisational requirements.
		Modify TDTB497 Carry out vehicle inspection	Carry out vehicle inspection	TDTB497B Elective	Carry out vehicle inspection	Imported unit modified to cover security functions without significant change to outcomes. Performance

						Criteria reworded to expand on existing functions to better achieve security focussed outcomes
		Modify TDTE797 Use vehicle communication systems	Use vehicle communication systems	TDTE701A Elective	Use communication systems	Imported unit modified to cover security functions without significant change to outcomes. Performance Criteria reworded to expand on existing functions to better achieve security focussed outcomes
		NEW UNIT		PRSSO221 Elective	Contribute to investigative activities	New unit to provide overall introduction to investigative functions.
		NEW UNIT		PRSSO222 Elective	Protect self and others using basic defensive tactics	New unit to provide coverage of basic negotiation and self defence skills
		NEW UNIT		PRSSO223 Elective	Monitor electronic reporting facility	New unit to cover electronic monitoring and reporting functions
<b>PRS30103</b>		<b>CERTIFICATE III IN SECURITY OPERATIONS (9 CORE UNITS AND 4 ELECTIVE UNITS)</b>				

ORIGINAL PACKAGE (PRS98)		REVIEW RECOMMENDATIONS (PHASE I)		QUALS	REVIEW ACTUAL CHANGES (PHASE II)	
UNIT CODE	UNIT TITLE	RECOMMEN-DATIONS	RECOMMENDED TITLE		UNIT TITLE	SUMMARY OF CHANGES
PRSSG04A	Communicate in the workplace	Modify PRSSG04A Communicate in the workplace	Facilitate effective communication in the workplace	PRSSO301 Core	Prepare and present security documentation and reports	New unit includes major changes involving new Elements, Performance Criteria and Range Statement which is reflected in the unit's title.
PRSSG06A	Maintain occupational health and safety	Modify PRSSG06A Maintain occupational health and safety	Maintain a safe workplace and environment	PRSSO302 Core	Maintain a safe workplace and environment	Changes made to reflect NOHSC Generic competency "B".
		Modify PRSFA01A Determine response to security risk situation and TDT 07 98A Undertake emergency response action	Determine response to security risk situation	PRSSO303 Core	Determine response to security risk situation	Performance Criteria, Range Statement and Evidence Guide have been re-written to provide a link between AQF 2
		NEW UNIT recommended BSBFLM302A	Support leadership in the workplace	BSBFLM302A Core	Support leadership in the workplace	Direct import of cross-industry unit BSBFLM302A Support leadership

						in the workplace
		Using PRSFA03A Manage conflict through negotiation	Manage conflict through negotiation	PRSSO305 Core	Manage conflict through negotiation	This unit has been modified slightly with new Performance Criteria and Evidence Guide.
PRSSG17A	Maintain an effective relationship with clients / customers	Modify PRSSG17A Maintain an effective relationship with clients / customers	Contribute to effective workplace relationships	PRSSO306 Core	Maintain effective workplace relationships	Rewriting of this unit involved new elements to focus on maintaining workplace relationships and networks. Communication styles and contribution to team work activities are also included
PRSSG07A	Manage own performance	Modify PRSSG07A Manage own performance	Establish personal work priorities	PRSSO307 Core	Manage own work performance and development	This unit has been rewritten to include an expanded and improved logical sequence and process of functions. Additional element involves an emphasis on the development of professional competence.
PRSSG17A	Maintain an	Modify PRSSG17A	Provide quality security	PRSSO308	Coordinate a	The rewriting of this



	effective relationship with clients / customers	Maintain effective relationship with client / customers	services to customers	Core	quality security services to customers	unit involved changes to the Elements and Performance Criteria and included a significantly expanded Range Statement and Evidence Guide.
		Modify PRSFA02A and PRSSG01A Maintain the security of premises and property	Maintain security of environment	PRSSO309 Core	Maintain security of environment	The rewriting of these merged units retains most of the existing sequence of functions but has been slightly modified and expanded throughout to provide comprehensive coverage.
		Using PRSFA07A Defend persons using firearms	Defend persons using firearms	PRSSO310 Elective	Control security risk using firearms	This unit has been re-written to include additional Elements and Performance Criteria, including discharging a firearm and maintaining firearm safety. Additional Critical Aspects of Assessment have

						also been included.
PRSIR22A	Prepare evidence for use in court	Modify PRSIR22A Prepare evidence for use in court and PRSIR23A Give evidence in court	Prepare and give evidence in court	PRSSO311 Elective	Prepare and present evidence in court	The rewriting of these merged units retains most of the existing sequence of functions but has been slightly modified and expanded throughout to provide comprehensive coverage. No significant changes to unit outcomes.
		NEW UNIT	Train dogs for security functions	PRSSO313 Elective	Manage dogs for security functions	This new unit covers the process of developing and implementing training for dogs suitable to work in the security industry.
PRSSG24A	Manage dogs for security patrols	Modify PRSSG24A Manage dogs for security patrols	Manage dogs for security patrol	PRSSO314 Elective	Handle dogs for security patrol	This unit has been written with some changes to the Structure and Element sequence. Main changes involved merging the two elements dealing with 'dog

						suitability' and 'health and hygiene' into Performance Criteria. Range Statement has been expanded.
PRSIR21A	Store and protect information	Modify PRSIR21A Store and protect information	Store and protect information	PRSSO315 Elective	Store and protect information	Major additions to Performance Criteria, Range Statement and Evidence Guide to focus on the protection of information and increased IT functions. Maps to Security Operations Unit
		Using PRSFA04A Control persons using empty hand techniques	Control persons using empty hand techniques	PRSSO316 Elective	Control persons using empty hand techniques	The rewriting of this unit includes additional Performance Criteria and Elements to provide a more comprehensive unit that fits with formal assessment instruments
		Using PRSFA05A Control persons using batons	Control persons using batons	PRSSO317 Elective	Control persons using baton	Unit has been re-written with additional elements

						and extensive Performance Criteria to focus on presenting baton, using baton and carrying a baton. Additional Critical Aspects of Assessment have also been included
		Using PRSFA06A Restrain persons using handcuffs	Restrain persons using handcuffs	PRSSO318 Elective	Restrain persons using handcuffs	The rewriting of this unit includes additional Performance Criteria and Elements to provide a more comprehensive unit that fits with formal assessment instruments
		Using PRSFA08A Control persons using spray	Control persons using spray	PRSSO319 Elective	Control persons using spray	The rewriting of this unit includes additional Performance Criteria and Elements to provide a more comprehensive unit that fits with formal assessment instruments
THHBTHS01A	Plan and	Modify	Plan and conduct	PRSSO320	Plan and	The rewriting of this

	conduct evacuation of premises	THHBTHS01A Plan and conduct evacuation of premises	evacuation of premises	Elective	conduct evacuation of premises	unit involved retaining the Elements in their existing sequence. The Performance Criteria has been modified and added to. No changes to unit outcomes.
THHBTHS16A	Provide lost and found facility	Modify THHBTHS16A Provide lost and found facility	Provide lost and found facility			This unit was determined to be unnecessary for inclusion in Certificate III in Security Operations . Covered in Certificate II
THHBTHS02A	Provide for safety of VIPs	Modify THHBTHS02A Provide for the safety of VIPs	Provide for the safety of VIPs	PRSSO321 Elective	Provide for the safety of persons at risk	Major modifications made in rewritten unit. Information contained in THHADTHSO2A has been summarised and included in new format without making significant changes to unit outcomes.
		Modify THHBTHS11A	Operate specialised security equip	PRSSO322 Elective	Operate specialised	Unit deals with the licensing and

		Operate specialised security equip			security equipment	knowledge requirements to operate specialised equipment. Note: need clarification of range of 'specialised security equipment' as different to 'basic security equipment'
PRSSG19A	Lead small teams	Modify PRSSG19A Lead small teams	Lead small teams	PRSSO323 Elective	Lead small teams	Unit rewritten in a modified form. Changes to Elements and Performance Criteria are consistent with the unit's purpose. Additional detail has been included in Range Statement
PRSSG20A	Interpret information from advanced security equipment	Modify PRSSG20A Interpret information from advanced security equip. and PRSSG22A Monitor field staff activity from control room	Monitor security from control room	PRSSO325 Elective	Monitor security from control room	Changes to the Element structure of this unit involve an additional element dealing with the maintenance of security systems and documentation. Additional Performance Criteria have been added and Range Statement

						expanded.
		New unit to cover the data maintenance of the control room function.	Maintain technical security database	PRSSO326 Elective	Maintain and use security database	New unit covers the procedures required to maintain and use database software.
				PRSSO327 Elective	Provide advanced first aid	New unit written to cover advanced first aid principles and practice
		Modify TDT D41 98A Undertake cash in transit loading and unloading in an unsecured environment	Undertake cash in transit loading & unloading in unsecured environ.	TDTD4198B Elective	Undertake cash in transit loading and unloading in an unsecured environment	Direct import of cross-industry unit
		Modify TDT0898A Implement cash in transit security procedures	Implement cash in transit security procedures	TDTO98B Elective	Implement cash in transit security procedures	Direct import of cross-industry unit
		Modify TDT0998A Test and inspect cash in transit security equipment	Test and inspect cash in transit security equipment	TDT0998A Elective	Test and inspect cash in transit security equipment	Direct import of cross-industry unit
<b>PRS40103</b>		<b>CERTIFICATE IV IN SECURITY AND RISK MANAGEMENT (11 CORE UNITS AND 4 ELECTIVE UNITS)</b>				
<b>ORIGINAL PACKAGE</b>	<b>REVIEW RECOMMENDATIONS (PHASE I)</b>			<b>QUALS</b>	<b>REVIEW ACTUAL CHANGES</b>	

(PRS98)					(PHASE II)	
UNIT CODE	UNIT TITLE	RECOMMEN-DATIONS	RECOMMENDED TITLE		UNIT TITLE	SUMMARY OF CHANGES
PRSSG27A	Manage occupational health and safety in the workplace	Modify PRSSG27A Manage occupational health and safety and BSBFLM408A	Ensure a safe workplace and environment	PRSSM401 Core	Manage a safe workplace	Unit has been slightly modified to expand on existing functions without significant change to outcomes. Focus is on OHS and procedural requirements.
		NEW UNIT based on BSBFLM406A	Implement workplace information system	PRSSM402 Core	Implement effective communication techniques	This new unit was written to build on existing workplace communication units appropriate to the AQF level. It includes a focus on the application of conflict resolution / negotiation skills.
		NEW UNIT based on BSBFLM402A	Show leadership in the workplace	BSBFLM402A Core	Show leadership in the workplace	Direct import of cross-industry unit BSBFLM402A with slight change to title.
		Modify PRSSG17A Maintain an	Manage effective workplace relationships	BSBFLM403A	Manage effective workplace	Direct import of cross-industry unit



		effective relationship with clients and customers		Core	relationships	BSBFLM403A
PRSAS01A	Undertake security assessment	Modify PRSAS01A Undertake security assessment	Advise on security needs	PRSSM404 Core	Advise on security needs	New title reflects unit's functions at AQF 4 level. Structure, Performance Criteria and Range Statement have been modified and expanded with a focus on assessing client needs following risk analysis and providing advice
		NEW UNIT based on BSBFLM401A	Develop work priorities	BSBCM402A Core	Develop work priorities	Direct import of cross-industry unit BSBCM402A
		NEW UNIT	Monitor and review security operations	PRSSM406 Core	Monitor and review security operations	This new unit has been included with broad coverage and logical sequencing of the operational functions of a security manager / supervisor.
		NEW UNIT	Conduct briefings / debriefings	PRSSM407	Facilitate workplace	New unit which deals with all facets

				Core	briefing and debriefing processes	of workplace briefings including planning, organising and reviewing..
PRSIR02A	Identify assets	Modify PRSIR02A Identify assets and PRSIR05A Assess vulnerability of assets	Identify and assess assets	PRSSM414 Core	Identify and assess assets	Units merged to provide an effective coverage of functions Performance Criteria have been modified to expand on existing functions to achieve a more effective and comprehensive unit.
PRSIR03A	Assess threat	Modify PRSIR03A Assess threat and PRSIR04A Undertake consequence analysis	Assess threat and undertake analysis	PRSSM413 Core	Assess threat	Units merged to provide an effective coverage of functions. New Structure and Performance Criteria have been rewritten to expand on existing functions to achieve a more effective and comprehensive unit.
PRSIR06A	Assess risks	Modify PRSIR06A	Assess risks	PRSSM409	Assess Risks	Major modifications

		Assess risks		Core		to Performance Criteria and additions made to Range Statement and Evidence Guide to provide a link to other risk assessment units
		Modify PRSAS46A Supervise staff, PRSSG19A Lead small teams and PRSAS45A Review and manage staff performance / map to BSBFLM404A	Lead work teams	PRSSM408 Elective	Lead work teams	Aspects of these units were incorporated in a new unit to include a more concise and logical sequence of elements and performance criteria with additions to the Range Statement and Evidence Guide.
PRSSG20A	PRSSG20A Interpret information from advanced security equipment	Modify PRSSG20A Interpret information from advanced security equipment	Interpret information from advanced security equipment	PRSSM410 Elective	Interpret information from advance security equipment	The rewriting of this unit retains the existing sequence of functions but has been slightly modified and expanded. No significant changes to outcomes.
PRSSG21A	Operate central monitoring /	Modify PRSSG21A Operate central	Manage central monitoring / communications station	PRSSM411 Elective	Manage monitor centres	Major changes to the Elements and

	communicat - ion station	monitoring / communications station				Performance Criteria. Expanded Range Statement and Evidence Guide. Emphasis is on 'management' requirements and procedures.
PRSSG22A	Monitor field staff activity from control room	PRSSG22A Monitor field staff activity from control room	Monitor field staff activity from control room	PRSSM412 Elective	Coordinate field staff activity from control room	This new title reflects the coordinating and managing functions of the unit. Additions to Range Statement and Evidence Guide
		NEW UNIT	Undertake case management of investigations	PRSSM415 Elective	Undertake case management of investigations	New unit comprehensively written to cover identified gaps from Phase 1
PRSAS05A	Prepare detailed tender	Modify PRSAS05A Prepare detailed tender	Prepare detailed tender	PRSSM416 Elective	Prepare detailed tender	Unit has been re-written and Performance Criteria, Range Statement and Evidence Guide expanded.
				PRSSM417 Elective	Commission or decommission networked	New unit to cover technical Certificate IV stream

					security system	
				PRSSM418 Elective	Maintain networked security system	New unit to cover technical Certificate IV stream
				PRSSM419 Elective	Install networked security system	New unit to cover technical Certificate IV stream
				PRSSM420 Elective	Determine security system configurations	New unit to cover technical Certificate IV stream
				PRSSM421 Elective	Configure security devices on IT networks	New unit to cover technical Certificate IV stream
				PRSSM422 Elective	Identify and diagnose security systems or network fault	New unit to cover technical Certificate IV stream
		Customise BSBFLM407A	Supervise quality customer service	BSBCM410A Elective	Co-ordinate implementation of customer service strategies	Direct import of cross-industry unit BSBCM410A.
		Customise BSBFLM409A	Implement continuous improvement	BSBFLM409A Elective	Implement continuous improvement	Direct import of cross-industry unit BSBFLM409A.
		Customise BSBFLM410A	Implement change and innovation	BSBCM412A Elective	Promote innovation and change	Direct import of cross-industry unit BSBCM412A.

		NEW UNIT Map to BSBSBM401A	Establish business and legal requirements	BSBSBM401A Elective	Establish business and legal requirements	Direct import of cross-industry unit BSBSBM401A.
		Customise BSBCM405A (PRSIR15A)	Maintain business technology	BSBCM406A Elective	Maintain business technology	Direct import of cross-industry unit BSBCM406A.
PRSIR37A	Develop and implement a human resource plan	Customise BSBCM407A (PRSIR37A)	Coordinate business resources	BSBCM407A Elective	Coordinate business resources	Direct import of cross-industry unit BSBCM407A.
PRSIR24A	Implement and monitor financial administrative systems	Customise BSBCM408A (PRSIR24A / 26A / 27A / )	Report on financial activity	BSBCM408A Elective	Report on financial activity	Direct import of cross-industry unit BSBCM408A.

<b>PRS50103</b>	<b>DIPLOMA OF SECURITY AND RISK MANAGEMENT (8 CORE UNITS AND 4 ELECTIVE UNITS)</b>
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<b>ORIGINAL PACKAGE (PRS98)</b>	<b>REVIEW RECOMMENDATIONS (PHASE I)</b>	<b>QUALS</b>	<b>REVIEW ACTUAL CHANGES (PHASE II)</b>
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<b>UNIT CODE</b>	<b>UNIT TITLE</b>	<b>RECOMMEN-DATIONS</b>	<b>RECOMMENDED TITLE</b>		<b>UNIT TITLE</b>	<b>SUMMARY OF CHANGES</b>
PRSAS47A	Control and monitor finance	Customise BSBMGT504A	Manage budgets and financial plans	BSBMGT504A Elective	Manage budgets and financial plans	Direct import of cross-industry unit BSBMGT504A.
PRSAS47A	Control and monitor finance	Customise BSBMGT503A	Prepare budgets and financial plans	BSBMGT503A Elective	Prepare budgets and financial plans	Direct import of cross-industry unit BSBMGT503A.

PRSIR39A	Manage OH&S in the workplace	Modify PRSSG27A Manage occupational health and safety and PRSIR39A Manage OH&S in the workplace	Establish and maintain an occupational health and safety system	PRSSM501 Core	Establish and maintain an occupational health and safety system	New unit to reflect NOHSC Generic competency "C".
		NEW UNIT - map to BSBFLM505A	Coordinate security operations	PRSSM502 Core	Coordinate security operations	New unit has been comprehensively written to cover identified gaps from Phase 1. Structure provides a logical sequence of processes covering the broad range of functional operations in a managing context.
PRSIR33A	Lead small teams	Modify PRSIR33A / PRSIR34A Lead small teams / supervise staff	Manage people performance	BSBMGT502A Core	Manage people performance	Direct import of cross-industry unit BSBMGT502A.
PRSIR31A	Undertake process improvement to reduce costs and improve quality service	Modify Coordinate change and innovation	Coordinate change and innovation	BSBFLM510A Elective	Facilitate and capitalise on change	Direct import of cross-industry unit BSBFLM510A.
		NEW UNIT BSTP	Recruit, select and induct	BSBMGT506A	Recruit, select	Direct import of

			staff	Elective	and induct staff	cross-industry unit BSBMGT506A.
PRSIR07A	Assess security risk management options	Modify PRSIR07A Assess security risk management options	Assess security risk management options	PRSSM503 Core	Assess security risk management options	Unit structure has been rewritten to include an expanded and improved sequence and process of functions. New element covers functions involved in identifying potential security risks.
		Customise BSBFLM501A	Manage personal work priorities and profess. Development	BSBFLM501A Core	Manage personal work priorities and professional development	Direct import of cross-industry unit BSBFLM501A.
		Customise BSBFLM502A	Provide leadership in the workplace	BSBFLM502A Core	Provide leadership in the workplace	Direct import of cross-industry unit BSBFLM502A.
		Customise BSBFLM503A	Establish effective workplace relationships	BSBFLM503A Core	Establish effective workplace relationships	Direct import of cross-industry unit BSBFLM503A.
		Customise BSBFLM504A	Facilitate work teams	BSBFLM504A Core	Facilitate work teams	Direct import of cross-industry unit BSBFLM504A.
		Customise	Manage quality customer	BSBFLM507A	Manage quality	Direct import of



		BSBFLM507A	service	Core	customer service	cross-industry unit BSBFLM507A.
PRSIR08A	Prepare security risk management plan	Modify PRSIR08A Prepare security risk mgt plan PRSIR11A Monitor security risk mgt plan PRSIR12A Review security risk mgt plan	Plan and prepare security risk management plan	PRSSM504 Elective	Plan and prepare security risk management plan	Aspects of these units were merged and incorporated into a more comprehensive new unit with a broad coverage of planning and preparing functions.
PRSIR09A	Prepare and coordinate the implementation of the security risk management plan	Modify PRSIR09A Prepare and co-ordinate the implementation of the security risk management plan	Implement security risk management plan	PRSSM505 Elective	Implement security risk management plan	Rewriting of this unit involves a revised structure with additional elements of competency dealing with preparation and monitoring functions. Some modifications to Range Statement and Evidence Guide.
PRSIR29A	Establish and implement a marketing strategy	Modify PRSIR29A Establish and implement a marketing strategy	Establish and implement a marketing strategy	PRSSM506 Elective	Establish and implement a marketing strategy	Structure has been modified and expanded with no significant changes to outcomes.
PRSIR25A	Develop and implement a	Modify PRSIR25A Develop and	Develop and implement a business plan	PRSSM507	Develop and implement a	Unit structure has been modified and

	business plan	implement a business plan		Elective	business plan	expanded with an additional element of competency covering 'reviewing' functions.
<b>PRS20203</b>		<b>CERTIFICATE II IN TECHNICAL SECURITY (7 CORE UNITS AND 1 ELECTIVE UNIT)</b>				
<b>ORIGINAL PACKAGE (PRS98)</b>		<b>REVIEW RECOMMENDATIONS (PHASE I)</b>		<b>QUALS</b>	<b>REVIEW ACTUAL CHANGES (PHASE II)</b>	
<b>UNIT CODE</b>	<b>UNIT TITLE</b>	<b>RECOMMEN-DATIONS</b>	<b>RECOMMENDED TITLE</b>		<b>UNIT TITLE</b>	<b>SUMMARY OF CHANGES</b>
			Follow workplace safety procedures	PRSSO202 Core	Maintain workplace safety	Security Operations Certificate II Unit SO202
PRSSG04A	Communicate in the workplace	Modify PRSSG04A Communicate in the workplace	Facilitate effective communication in the workplace	PRSSO201 Core	Communicate effectively in the security industry	Security Operations Certificate II Unit SO201
PRSAS34A	Respond to customer inquiry	Modify PRSAS34A Respond to customer enquiry and PRSAS04A Provide estimate and quote	Provide a service to customers	PRSTS201 Core	Provide a service to customers	The rewriting of these merged units retains most of the existing functions but has been slightly modified and expanded throughout to provide comprehensive coverage.

				PRSSO203 Core	Work effectively in the security industry	Security Operations Certificate II Unit SO203
ICTTC005A	Install cable and cable support systems	Use ICTT136A	Install cable and cable support	ICTT136B Core	Install cable and cable support	Unit structure and Range Statement reflects ICTTC136A with some additional detail included in the Evidence Guide.
PRSAS09A	Install security equipment / system	Modify PRSAS09A Install security equipment / system	Install security equipment / systems	PRSTS202 Core	Install security equipment / systems	This unit has been rewritten to systemise and expand on the existing structure and functions without change to outcomes. Modifications and additional detail to Range Statement and Evidence Guide.
		NEW UNIT	Perform routine maintenance	PRSTS207 Core	Perform routine maintenance	New unit comprehensively written to cover identified gaps from Phase 1.
PRSAS11A	Install mechanical lock / locking system	Modify PRSAS11A Install mechanical lock / locking system	Install mechanical lock / locking system	PRSTS203 Elective	Install mechanical lock / locking system	This unit has been rewritten to systemise and expand on the existing structure

						and functions without change to outcomes. Modifications and additional detail to Range Statement and Evidence Guide.
PRSAS10A	Install CCTV system	Modify PRSAS10A Install CCTV system	Install CCTV	PRSTS204 Elective	Install CCTV equipment / systems	This unit has been rewritten to systemise and expand on the existing structure and functions without change to outcomes. Modifications and additional detail to Range Statement and Evidence Guide.
PRSAS27A	Implement monitoring procedures	Modify PRSAS27A Implement monitoring procedures	Implement monitoring procedures	PRSTS205 Elective	Implement electronic monitoring procedures	Modifications to this unit involved minor changes to Elements and additional Performance Criteria to systemise functions. Rewriting addresses ergonomic issues and includes an expanded Range Statement and Evidence Guide.

		NEW UNIT to be based on National Retail WRRS.1A	Sell products and services	PRSTS206 Elective	Sell products and services	This new unit deals with the functions involved in identifying customer needs and maximising sale opportunities
PRS30203		CERTIFICATE III IN TECHNICAL SECURITY (10 CORE UNITS AND 4 ELECTIVE UNITS)				
ORIGINAL PACKAGE (PRS98)		REVIEW RECOMMENDATIONS (PHASE I)		QUALS	REVIEW ACTUAL CHANGES (PHASE II)	
UNIT CODE	UNIT TITLE	RECOMMEN-DATIONS	RECOMMENDED TITLE		UNIT TITLE	SUMMARY OF CHANGES
				PRSSO308 Core	Coordinate a quality security services to customers	Security Operations Cert III unit SO308
				PRSSO302 Core	Maintain a safe workplace and environment	Security Operations Cert III unit SO302
PRSAS01A	Undertake security assessment	Modify PRSAS01A Undertake security assessment	Assess technical security requirements	PRSTS301 Core	Identify technical security requirements	Unit structure modified to include a logical sequence of functions with an additional element of competency covering 'preparation' functions. Range

						Statement and Evidence Guide expanded with additional detail.
PRSAS12A	Program security equipment / system	Modify PRSAS12A program security equipment / system	Program security equipment / system	PRSTS302 Core	Program security equipment / system	Minor changes to unit structure with additional Performance Criteria. No change to outcomes. Some additional detail included in Range Statement and Evidence Guide.
PRSAS13A	Test installed security equipment / system	Modify PRSAS13A Test installed security equipment / system	Test installed security equipment / system	PRSTS303 Core	Test installed security equipment / system	Unit is largely retained with some modification to Elements and Performance Criteria groupings. Performance Criteria, Range Statement and Evidence Guide include additional detail.
PRSAS14A PRSAS25A	Commission security equipment / system  Remove security	Modify PRSAS14A Commission Security Equipment /  System And PRSAS25A	Commission / decommission security equipment / system	PRSTS304 Core	Commission / decommission security equipment / system	Significant overlaps in these units allowed for a quite straightforward merge to enable a comprehensive and

	equipment / system					logical sequence of 'commissioning' and 'decommissioning' functions.
		Use ICTTC137A	Install, maintain and modify customer premises communications	ICTTC137B Core	Install, maintain and modify customer premises communications	Unit structure and Range Statement reflects ICTTC137A with some additional detail included in the Evidence Guide.
PRSAS16A	Identify and diagnose electronic security equipment system / fault	Modify PRSAS16A Identify and diagnose electronic security equipment / system fault	Identify and diagnose electronic security equipment system fault	PRSTS305 Core	Identify and diagnose electronic security equipment system fault	Major modifications to Elements and Performance Criteria - a summarised structure and more detailed Performance Criteria contribute to a comprehensive and logical sequence of functions. Some additional detail in Range Statement and Evidence Guide.
PRSAS06A	Plan and schedule installation	Modify PRSAS06A Plan and schedule installation, PRSAS07A Coordinate installation	Plan and coordinate installation	PRSTS306 Core	Plan and coordinate installation	These units were merged and rewritten to incorporate Elements covering the 'planning', 'co-ordinating' and 'finalising' functions in a clear and

						systemised manner. Range Statement and Evidence Guide have been expanded.
PRSAS20A	Maintain security equipment / system	Modify PRSAS20A Maintain security equip / system, PRSAS42A Maintain and service equipment	Maintain and service security equipment / system	PRSTS307 Core	Maintain and service security equipment / system	These units have been merged in a new unit which covers the maintenance of both 'security equipment / systems' and also 'equipment used in the provision of security systems or services'. Additional detail has been provided in Performance Criteria, Range Statement and Evidence Guide.
PRSAS17A	Identify and diagnose CCTV equipment / system fault	Modify PRSAS17A Identify and diagnose CCTV equipment / system fault, PRSAS16A Identify and diagnose electronic security equipment / system fault	Identify and diagnose CCTV / electronic security equipment system fault	PRSTS308 Elective	Identify and diagnose CCTV equipment / system fault	Significant overlaps in these units allowed for a quite straightforward merge to enable a summarised and logical sequence of functions, with a focus on CCTV equipment / systems. Expanded detail in Range Statement and Evidence Guide.



PRSAS26A	Establish and set up monitoring parameters	Modify PRSAS26A Establish and set up monitoring parameters	Establish and set up monitoring parameters	PRSTS309 Elective	Establish and set up electronic monitoring parameters	Modifications to this unit involved minor changes to Elements and additional Performance Criteria to systemise functions. Rewriting addresses ergonomic issues and includes an expanded Range Statement and Evidence Guide.
		Modify PRSAS19A Repair security equipment / system, PRSAS23A Modify security equipment / system	Repair and modify security equipment	PRSTS319 Elective	Modify and repair security equipment	Security Operations Cert III unit SO312
PRSAS21A PRSAS18A	Maintain mechanical lock / locking system  Identify and diagnose mechanical lock / locking system fault	Modify PRSAS21A Maintain mechanical lock / locking system and PRSAS18A	Maintain mechanical lock / locking system	PRSTS311 Elective	Maintain and repair mechanical lock / locking system	Existing structure has largely been retained with additional Performance Criteria included. Major change is the merging of the two elements dealing with carrying out the maintenance of 'mechanical locks' and 'mechanical locking systems'. Additional detail in Range Statement and

						Evidence Guide.
PRSAS22A	Determine security equipment / system modifications	Modify PRSAS22A Determine security equipment / system modifications	Determine security equipment / system modifications	PRSTS315 Elective	Determine security equipment / system modifications	Major changes to this unit include the addition of a new element dealing with 'assessing' the status of equipment / system prior to 'determining' modification requirements. Expanded Range Statement and Evidence Guide.
PRSAS03A	Specify and configure security system	Modify PRSAS03A Specify & configure security system	Specify & configure security system	PRSTS316 Elective	Configure a security system	Unit has been rewritten to systemise and expand the existing structure. Major modifications to Elements including additional Performance Criteria. Some changes also to Range Statement and Evidence Guide.
PRSAS04A	Provide estimate and quote	Modify PRSAS04A Provide estimate and quote	Provide estimate and quote	PRSTS317 Elective	Provide estimate and quote	Unit has been rewritten to systemise and expand the existing

						structure. Major modifications to Elements including additional Performance Criteria. Some changes also to Range Statement and Evidence Guide.
PRSAS35A	Resolve client problems	Modify PRSAS35A Resolve client problems	Maintain effective relationships with customers	PRSTS318 Elective	Maintain effective relationships with customers	This unit has been rewritten with minor modifications to Elements. Additional Performance Criteria and expanded Range Statement and Evidence Guide.
				PRSSO323 Elective	Lead small teams	Security Operations Cert III unit SO323
		Modify BSBFLM306A	Provide workplace information and resourcing plans	BSBFLM306A Elective	Provide workplace information and resourcing plans	Direct import of cross-industry unit BSBFLM306A

<b>PRS30303</b>	<b>CERTIFICATE III IN INVESTIGATIVE SERVICES (12 CORE UNITS AND 3 ELECTIVE UNITS)</b>
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<b>ORIGINAL PACKAGE (PRS98)</b>	<b>REVIEW RECOMMENDATIONS (PHASE I)</b>	<b>QUALS</b>	<b>REVIEW ACTUAL CHANGES (PHASE II)</b>
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<b>UNIT CODE</b>	<b>UNIT TITLE</b>	<b>RECOMMEN -DATIONS</b>	<b>RECOMMENDED TITLE</b>	<b>UNIT TITLE</b>	<b>SUMMARY OF CHANGES</b>
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		NEW UNIT		PR SIS311 Core	Work effectively in the investigative services industry	New unit to cover understanding and compliance with legislation and professional development
PR SIR13A	Select method of gathering information	Update PR SIR13A Select method of gathering information	Determine method of investigation	PR SIS301 Core	Determine method of investigation	New Element included to identify scope of investigation and resource requirements. Modifications to Performance Criteria without significant change to outcomes. Range Statement and Evidence guide expanded.
PR SIR38A	Maintain OH&S	Modify PR SIR38A Maintain OH&S	Maintain a safe workplace and environment	PR SSO302 Core	Maintain a safe workplace and environment	Repeat of Certificate III in Security Operations Unit - PR SSO302
PR SIR22A	Prepare evidence for use in court	Modify PR SIR22A Prepare evidence for use in court and PR SIR23A Give evidence in court	Prepare and give evidence in court	PR SSO311 Core	Prepare and present evidence in court	Repeat of Certificate III in Security Operations Unit - PR SSO311
		Modify PR SSG04A Communicate in the workplace and	Facilitate effective communication in the workplace	PR SSO306 Core	Maintain effective workplace relationships	Repeat of Certificate III in Security Operations Unit -

		BSBFLM306A				PRSSO306
PRSIR20A	Compile written report	Modify PRSIR20A Compile written report	Compile investigative report	PR SIS302 Core	Compile investigative report	Unit rewritten to better reflect the organisation of information prior to compiling report. New Performance Criteria and additions to Range Statement and Evidence Guide.
PRSIR28A	Maintain customer relations	Modify PRSIR28A Maintain customer relations	Provide quality investigative services to customers	PR SIS303 Core	Provide quality investigative services to customers	Unit re-written to focus on service provision and client satisfaction. Unit closely follows new security operations unit - Provide quality security services to customers
		NEW UNIT based on BSTFLM301A	Establish personal work priorities	PRSSO307 Core	Manage own performance and development	Repeat of Certificate III in Security Operations Unit - PRSSO307
PRSIR14A	Gather information by surveillance	Modify PRSIR14A Gather information by surveillance	Conduct surveillance	PR SIS304 Core	Conduct surveillance	Changes to Element structure and Performance Criteria to better reflect unit functions at AQF 3. Additions made to Evidence Guide and

						Range Statement
PRSIR19A	Select, equip and operate a surveillance vehicle	Modify PRSIR19A Select, equip and operate a surveillance vehicle	Organise and operate a surveillance vehicle	PR SIS305 Core	Organise and operate a surveillance vehicle	Modifications made to Element structure and Performance Criteria reworded to better reflect use of vehicle to carry out investigative functions
PRSIR15A	Gather information by factual investigation	Modify PRSIR15A Gather information by factual investigation	Gather information by factual investigation	PR SIS306 Core	Gather information by factual investigation	Major modifications including new Element structure and Performance Criteria. Range Statement and Evidence Guide additions expand on existing functions to achieve a more effective and comprehensive unit.
PRSIR17A	Conduct interview and take statements	Modify PRSIR17A Conduct interview and take statements	Conduct interviews and take statements	PR SIS307 Core	Conduct interviews and take statements	Slight modifications to Element structure with Performance criteria rewritten without significant change to outcomes. Evidence Guide and Rang of Variables expanded.
PRSIR16A	Select, obtain	Modify PRSIR16A	Operate information	PR SIS308	Operate	New title reflects

	and store specialist information gathering equipment	Select, obtain and store specialist information gathering equipment	gathering equipment	Elective	information gathering equipment	unit's functions of operating equipment. Structure, Performance Criteria and Range Statement have been modified and expanded with a focus on operating information gathering equipment relating to investigative functions
PRSIR30A	Provide office activities	Modify PRSIR30A Provide office activities	Perform administrative functions	PRSSIS309 Elective	Perform administrative functions	New title reflects unit's functions at AQF 3 level. Elements, Performance Criteria and Range Statement have been modified and expanded with a focus on administrative functions and basic finance functions.
PRSIR21A	Store and protect information	Modify PRSIR21A Store and protect information	Store and protect information	PRSSO315 Elective	Store and protect information	Repeat of Certificate III in Security Operations Unit - PRSSO315
PRSIR18A	Repair and	Update	Use and maintain	PRSSIS310	Use and maintain	New unit title more

	maintain equipment	PRSIR18A Repair and maintain equipment	operational equipment	Elective	operational equipment	accurately reflects unit functions. Modifications to Elements and Performance Criteria to include the correct operation of equipment. Range Statement and Evidence guide have been expanded.
		NEW UNIT	Research business opportunities	BSBSBM301A Elective	Research business opportunities	Direct import of cross-industry unit BSBSBM301A.
<b>ORIGINAL PACKAGE (PRS98)</b>		<b>REVIEW RECOMMENDATIONS (PHASE I)</b>		<b>QUALS</b>	<b>REVIEW ACTUAL CHANGES (PHASE II)</b>	
<b>Unit Code</b>	<b>Unit Title</b>	<b>Recomme - ndations</b>	<b>Recommended Unit Title</b>		<b>Unit Title</b>	
PRSAS02A	Assess security requirements in complex or high risk environments				Functions covered in unit - PRSSM504 Plan and prepare a security risk management plan and PRSSM409 Assess Risks	
PRSAS15A	Plan and schedule routine maintenance, repairs and modifications				Functions covered in units PRSSO312 Modify and repair security equipment and PRSTS217 Perform routine maintenance	
PRSAS28A	Prepare a business plan				Functions covered in PRSSM507 Develop and implement a business plan	
PRSAS29A	Develop and implement				Functions covered in Certificate IV	



	policy and procedures				BSBSBM401A Establish business and legal requirements
PRSAS30A	Develop and implement a human resource plan				Functions covered in Diploma units BSBMGT502A Manage people performance and BSBMGT506A Recruit, select and induct staff
PRSAS31A	Develop and implement financial recording systems				Functions covered in Diploma units BSBMGT503A Prepare budgets and financial plans and BSBMGT504A Manage budgets and financial plans
PRSAS32A	Prepare budgets				Functions covered in Diploma units BSBMGT503A Prepare budgets and financial plans and BSBMGT504A Manage budgets and financial plans
PRSAS33A	Develop and implement a marketing strategy				Functions covered in PRSSM506 Establish and implement a marketing strategy
PRSAS36A	Maintain financial records				Functions covered in BSBCM408A Report on financial activity
PRSAS37A	Maintain a cash receipting system				Functions covered in BSBCM408A Report on financial activity
PRSAS38A	Process accounts payable and receivable				Functions covered in BSBCM408A Report on financial activity

PRSAS39A	Maintain credit control				Functions covered in BSBCM408A Report on financial activity
PRSAS40A	Maintain asset records and control				Functions covered in BSBCM408A Report on financial activity
PRSAS41A	Process payroll				
PRSAS42A	Maintain and service equipment				Functions covered in units PRSTS310 Maintain and service security equipment / system and PRSSO312 Modify and repair security equipment
PRSAS43A	Organise and manage projects and other services				Functions covered in PRSSM502 Coordinate security operations and PRSSM405 Management own work and development and BSBCM407A coordinate business resources
PRSAS44A	Prepare and implement employment arrangements				
PRSIR01A	Define scope of task				Functions covered in PRSIS301 Determine method of investigation
PRSIR05A	Assess vulnerability of assets				Functions covered in PRSSM414 Identify and assess assets
PRSIR10A	Communicate security requirements				Functions covered in PRSSM404 Advise on security needs

PRSIR11A	Monitor security risk management plan				Functions covered in PRSSM505 Implement security risk management plan
PRSIR12A	Review security risk management plan				Functions covered in PRSSM503, PRSSM505 and PRSSM505
PRSIR26A	Maintain financial records				Functions covered in BSBCM408A Report on financial activity
PRSIR27A	Prepare budgets				Functions covered in BSBMGT503A Prepare budgets and financial plans
PRSIR32A	Provide quotation				Functions covered in PRSSM416 Prepare detailed tender
PRSIR35A	Monitor and review staff performance				Functions covered in BSBMGT502A Manage people performance
PRSIR36A	Organise and monitor field operations				Functions covered in PRSSM406 Monitor and review security operations
PRSSG03A	Maintain safety of premises and personnel				Functions covered in unit PRSSO309 Maintain security of environment
PRSSG05A	Manage conflict				Functions covered in unit PRSSO305 Manage conflict through negotiation
PRSSG14A	Maintain prisoner security during escort				Functions covered in PRSSO209 Escort persons

PRSSG15A	Handle firearms				Functions covered in unit PRSSO310 Control security risk using firearms"
PRSSG16A	Employ batons and handcuffs				Functions covered in units PRSSO308 Restrain persons using handcuffs and PRSSO317 Control persons using baton
PRSSG23A	Operate security vehicle				Functions covered in unit PRSIS309 Organise and operate a surveillance vehicle
PRSSG26A	Observe and monitor people				Functions covered in PRSSO309 Maintain security of environment and PRSSO211 Monitor individual and crowd behaviour
PRSSG29A	Use cultural awareness and understanding with colleagues and customers to improve working relationships				Cultural awareness is listed as an underpinning skills in units of competency
THHBTHS04A	Manage intoxicated persons				Functions covered in unit PRSSO211 Monitor individual and crowd behaviour and Respond to security risk situation

### Explanation of the review date

The review date (shown on the title page and in the header of each page) indicates when the Training Package is expected to be reviewed in the light of changes such as changing technologies and circumstances. The review date is not an expiry date. Endorsed Training Packages and their components remain current until they are reviewed or replaced.

## Overview

### What is a Training Package?

A Training Package is an integrated set of nationally endorsed competency standards, assessment guidelines and Australian Qualifications Framework (AQF) qualifications for a specific industry, industry sector or enterprise.

Each Training Package:

- provides a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enables nationally recognised qualifications to be awarded through direct assessment of workplace competencies
- encourages the development and delivery of flexible training which suits individual and industry requirements
- encourages learning and assessment in a work-related environment which leads to verifiable workplace outcomes.

### How do Training Packages fit within the National Training Framework?

The National Training Framework is made up of the nationally agreed quality arrangements for the vocational education and training sector, the Australian Quality Training Framework (AQTF), and Training Packages endorsed by the National Quality Council (NQC).

### How are Training Packages developed?

Training Packages are developed by Industry Skills Councils or enterprises to meet the identified training needs of specific industries or industry sectors. To gain national endorsement of Training Packages, developers must provide evidence of extensive research, consultation and support within the industry area or enterprise.

### How do Training Packages encourage flexibility?

Training Packages describe the skills and knowledge needed to perform effectively in the workplace without prescribing how people should be trained.

Training Packages acknowledge that people can achieve vocational competency in many ways by emphasising what the learner can do, not how or where they learned to do it. For example, some experienced workers might be able to demonstrate competency against the units of competency, and even gain a qualification, without completing a formal training program.

With Training Packages, assessment and training may be conducted at the workplace, off-the-job, at a training organisation, during regular work, or through work experience, work placement, work simulation or any combination of these.

### Who can deliver and assess using Training Packages?

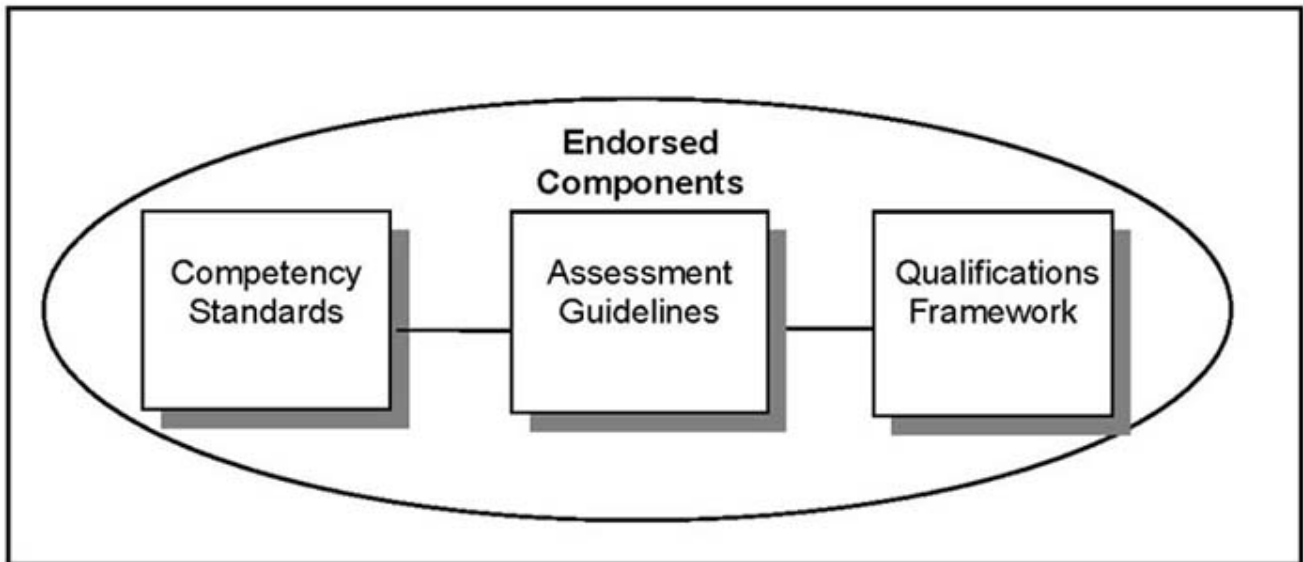
Training and assessment using Training Packages must be conducted by a Registered Training Organisation (RTO) that has the qualifications or specific units of competency on its scope of registration, or that works in partnership with another RTO as specified in the AQTF *Standards for Registered Training Organisations*.

### Training Package Components

Training Packages are made up of mandatory components endorsed by the NQC, and optional support materials.

## Training Package Endorsed Components

The nationally endorsed components include the Competency Standards, Assessment Guidelines and Qualifications Framework. These form the basis of training and assessment in the Training Package and, as such, they must be used.



### Competency Standards

Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy; and occupational health and safety requirements. The units of competency must be adhered to in training and assessment to ensure consistency of outcomes.

### Assessment Guidelines

The Assessment Guidelines provide an industry framework to ensure all assessments meet industry needs and nationally agreed standards as expressed in the Training Package and the *Standards for Registered Training Organisations*. The Assessment Guidelines must be followed to ensure the integrity of assessment leading to nationally recognised qualifications.

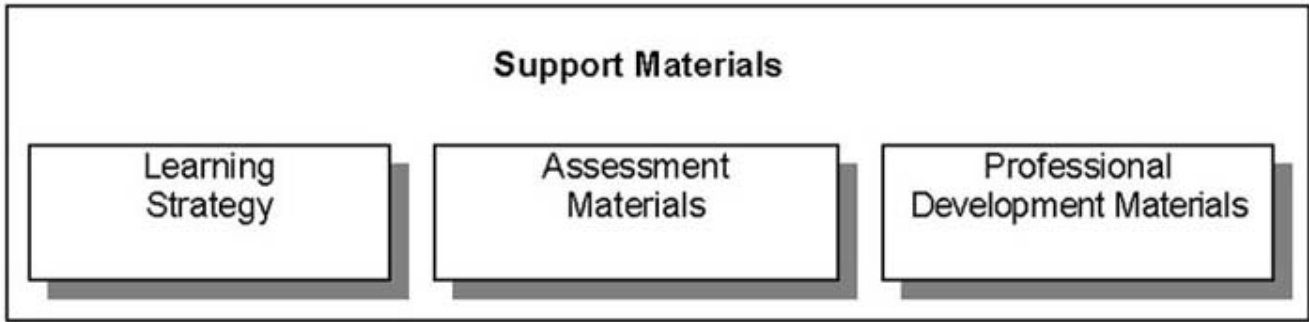
### Qualifications Framework

Each Training Package provides details of those units of competency that must be achieved to award AQF qualifications. The rules around which units of competency can be combined to make up a valid AQF qualification in the Training Package are referred to as the "packaging rules". The packaging rules must be followed to ensure the integrity of nationally recognised qualifications issued.

### Training Package Support Materials

The endorsed components of Training Packages are complemented and supported by optional support materials that provide for choice in the design of training and assessment to meet the needs of industry and learners.

Training Package support materials can relate to single or multiple units of competency, an industry sector, a qualification or the whole Training Package. They tend to fall into one or more of the categories illustrated below.



Training Package support materials are produced by a range of stakeholders such as RTOs, individual trainers and assessors, private and commercial developers and Government agencies.

Where such materials have been quality assured through a process of 'noting' by the NQC, they display the following official logo. Noted support materials are listed on the National Training Information Service (NTIS), together with a detailed description and information on the type of product and its availability ( [www.ntis.gov.au](http://www.ntis.gov.au)).



It is not compulsory to submit support materials for noting; any resources that meet the requirements of the Training Package can be used.

## Training Package, Qualification and Unit of Competency Codes

There are agreed conventions for the national codes used for Training Packages and their components. Always use the correct codes, exactly as they appear in the Training Package, and with the title always following the code.

### Training Package Codes

Each Training Package has a unique five-character national code assigned when the Training Package is endorsed, for example PRS03. The first three characters are letters identifying the Training Package industry coverage and the last two characters are numbers identifying the year of endorsement.

### Qualification Codes

Within each Training Package, each qualification has a unique eight-character code, for example PRS10103. The first three letters identify the Training Package; the first number identifies the qualification level (noting that arabic numbers are not used in qualification titles themselves); the next two numbers identify the position in the sequence of the qualification at that level; and the last two numbers identify the year in which the qualification was endorsed. (Where qualifications are added after the initial Training Package endorsement, the last two numbers may differ from other Training Package qualifications as they identify the year in which those particular qualifications were endorsed).

### Unit of Competency Codes

Within each Training Package, each unit of competency has a unique code. The unit of

competency codes are assigned when the Training Package is endorsed, or when new units of competency are added to an existing endorsed Training Package.

A typical code is made up of 12 characters, normally a mixture of uppercase letters and numbers, as in PRSBIO201A. The first three characters signify the Training Package ( PRS03 - Asset Security Training Package in the above example) and up to eight characters, relating to an industry sector, function or skill area, follow. The last character is always a letter and identifies the unit of competency version. The A in the example above indicates that this is the original unit of competency. An incremented version identifier usually means that minor changes have been made. Typically this would mean that wording has changed in the range statement or evidence guide, providing clearer intent. Where changes are made that alter the outcome, a new code is assigned and the title is changed.

## **Training Package, Qualification and Unit of Competency Titles**

There are agreed conventions for titling Training Packages and their components. Always use the correct titles, exactly as they appear in the Training Package, and with the code always placed before the title.

### **Training Package Titles**

The title of each endorsed Training Package is unique and relates the Training Packages broad industry coverage.

### **Qualification Titles**

The title of each endorsed Training Package qualification is unique. Qualification titles use the following sequence:

- firstly, the qualification is identified as either Certificate I, Certificate II, Certificate III, Certificate IV, Diploma or Advanced Diploma
- this is followed by the words "in" for Certificates I to IV and "of" for Diploma and Advanced Diploma
- then the industry descriptor follows, for example Telecommunications, and
- if applicable, the occupational or functional stream follows in brackets, for example (Computer Systems).

For example:

- PRS10103 Certificate I in Security Operations
- PRS20103 Certificate II in Security Operations

### **Unit of Competency Titles**

Each unit of competency title is unique. Unit of competency titles describe the competency outcome concisely, and are written in sentence case.

For example:

- PRSBIO201A Monitor biometrics equipment/systems
- PRSBIO301A Maintain biometrics database



Training Packages are a key feature of Vocational Education and Training in Australia. They are part of the National Training Framework that aims to make training and regulatory arrangements simple, flexible and relevant to the needs of industry.

The Asset Security Training Package was first developed and endorsed in 1998. All endorsed Training Packages are reviewed as part of a process of continuous improvement. Property Services Training Australia (PSTA) conducted widespread national consultation with industry, training providers, State Training Authorities (STAs) and other stakeholders to identify a number of recommendations to ensure the Training Package would more effectively meet the future needs of the industry.

There have been significant changes made to the original Training Package resulting from this consultation which include:

- New competency standards developed to cover functions where gaps were identified.
- Removal of duplicated units across different AQF levels and units re-written to reflect the outcomes at each level, in accordance with the AQF descriptors.
- A qualification structure based on eight major qualifications was divided into three streams:
  - Security Operations (includes qualifications from Certificate II to the Diploma level covering the movement of a basic security operative into management areas)
  - Technical Security (includes two qualifications at the Certificate II and Certificate III levels that focus on the sales and installation of security equipment)
  - Investigative Services (consists of a Certificate III qualification that covers both factual investigation and surveillance).

The revision and incorporation of the eight "Use of Firearms and Defensive Tactics" competency standards into Certificate III in Security Operations.

In 2006 the Construction and Property Services Industry Skills Council (CPSISC) undertook a project to develop units of competency to cover the highly technical and rapidly growing field of biometrics. An increased focus on global security has given impetus to the demand for biometric approaches to security. The use of biometrics has also increased significantly primarily due to the decreasing costs associated with biometric solutions, the speed with which a biometric transaction can be completed, and the non-obtrusive nature of many of the new biometric readers. Biometric devices will continue to improve, becoming even more accurate and reliable as technology evolves. As biometric technologies are more widely accepted, the proliferation of applications should multiply into many phases of daily activities.

The availability of biometrics units of competency will contribute to skills acquisition and recognition and allow the development of structured employment and training arrangements for people working in the area of biometrics within a security operations context.

The new biometrics units of competency are incorporated as electives within existing PRS03 qualifications.

# Qualifications Framework

## The Australian Qualifications Framework

### What is the Australian Qualifications Framework?

A brief overview of the Australian Qualifications Framework (AQF) follows. For a full explanation of the AQF see the *AQF Implementation Handbook, 3rd Edition 2002*. You can download it from the Australian Qualifications Advisory Board (AQFAB) website ([www.aqf.edu.au](http://www.aqf.edu.au)) or obtain a hard copy by contacting AQFAB on phone 03 9639 1606 or by emailing AQFAB on [aqfab@curriculum.edu.au](mailto:aqfab@curriculum.edu.au)

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the vocational education and training (VET) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately.

### Qualifications

Training Packages can incorporate the following eight AQF qualifications.

- Certificate I in ...
- Certificate II in ...
- Certificate III in ...
- Certificate IV in ...
- Diploma of ...
- Advanced Diploma of ...
- Vocational Graduate Certificate of ...
- Vocational Graduate Diploma of ...

On completion of the requirements defined in the Training Package, a Registered Training Organisation (RTO) may issue a nationally recognised AQF qualification. Issuance of AQF qualifications must comply with the advice provided in the *AQF Implementation Handbook* and the Australian Quality Training Framework *Standards for Registered Training Organisations*, particularly Standard 10.

### Statement of Attainment

Where an AQF qualification is partially achieved through the achievement of one or more endorsed units of competency, an RTO may issue a Statement of Attainment. Issuance of Statements of Attainment must comply with the advice provided in the *AQF Implementation Handbook* and the Australian Quality Training Framework *Standards for Registered Training Organisations*, particularly Standard 10.

Under the *Standards for Registered Training Organisations*, RTOs must recognise the achievement of competencies as recorded on a qualification or Statement of Attainment issued by other RTOs. Given this, recognised competencies can progressively build towards a full AQF qualification.

### AQF Guidelines and Learning Outcomes

The *AQF Implementation Handbook* provides a comprehensive guideline for each AQF qualification. A summary of the learning outcome characteristics and their distinguishing features for each VET related AQF qualification is provided below.

## Certificate I

### *Characteristics of Learning Outcomes*

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable.

Applications may include a variety of employment related skills including preparatory access and participation skills, broad-based induction skills and/or specific workplace skills. They may also include participation in a team or work group.

### *Distinguishing Features of Learning Outcomes*

Do the competencies enable an individual with this qualification to:

- demonstrate knowledge by recall in a narrow range of areas;
- demonstrate basic practical skills, such as the use of relevant tools;
- perform a sequence of routine tasks given clear direction
- receive and pass on messages/information.

## Certificate II

### *Characteristics of Learning Outcomes*

Breadth, depth and complexity of knowledge and skills would prepare a person to perform in a range of varied activities or knowledge application where there is a clearly defined range of contexts in which the choice of actions required is usually clear and there is limited complexity in the range of operations to be applied.

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Applications may include some complex or non-routine activities involving individual responsibility or autonomy and/or collaboration with others as part of a group or team.

### *Distinguishing Features of Learning Outcomes*

Do the competencies enable an individual with this qualification to:

- demonstrate basic operational knowledge in a moderate range of areas;
- apply a defined range of skills;
- apply known solutions to a limited range of predictable problems;
- perform a range of tasks where choice between a limited range of options is required;
- assess and record information from varied sources;
- take limited responsibility for own outputs in work and learning.

## Certificate III

### *Characteristics of Learning Outcomes*

Breadth, depth and complexity of knowledge and competencies would cover selecting, adapting and transferring skills and knowledge to new environments and providing technical advice and some leadership in resolution of specified problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgement is required in the selection of equipment, services or contingency measures

and within known time constraints.

Applications may involve some responsibility for others. Participation in teams including group or team co-ordination may be involved.

#### *Distinguishing Features of Learning Outcomes*

Do the competencies enable an individual with this qualification to:

- demonstrate some relevant theoretical knowledge
- apply a range of well-developed skills
- apply known solutions to a variety of predictable problems
- perform processes that require a range of well-developed skills where some discretion and judgement is required
- interpret available information, using discretion and judgement
- take responsibility for own outputs in work and learning
- take limited responsibility for the output of others.

## **Certificate IV**

#### *Characteristics of Learning Outcomes*

Breadth, depth and complexity of knowledge and competencies would cover a broad range of varied activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance are involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature.

Performance of a broad range of skilled applications including the requirement to evaluate and analyse current practices, develop new criteria and procedures for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills. Applications involve responsibility for, and limited organisation of, others.

#### *Distinguishing Features of Learning Outcomes*

Do the competencies enable an individual with this qualification to:

- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts
- apply solutions to a defined range of unpredictable problems
- identify and apply skill and knowledge areas to a wide variety of contexts, with depth in some areas
- identify, analyse and evaluate information from a variety of sources
- take responsibility for own outputs in relation to specified quality standards
- take limited responsibility for the quantity and quality of the output of others.

## **Diploma**

#### *Characteristics of Learning Outcomes*

Breadth, depth and complexity covering planning and initiation of alternative approaches to skills or knowledge applications across a broad range of technical and/or management requirements, evaluation and co-ordination.

The self directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.

Applications involve participation in development of strategic initiatives as well as personal

responsibility and autonomy in performing complex technical operations or organising others. It may include participation in teams including teams concerned with planning and evaluation functions. Group or team co-ordination may be involved.

The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.

#### *Distinguishing Features of Learning Outcomes*

Do the competencies or learning outcomes enable an individual with this qualification to:

- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas
- analyse and plan approaches to technical problems or management requirements
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations
- evaluate information, using it to forecast for planning or research purposes
- take responsibility for own outputs in relation to broad quantity and quality parameters
- take some responsibility for the achievement of group outcomes.

## **Advanced Diploma**

#### *Characteristics of Learning Outcomes*

Breadth, depth and complexity involving analysis, design, planning, execution and evaluation across a range of technical and/or management functions including development of new criteria or applications or knowledge or procedures.

The application of a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts in relation to either varied or highly specific functions. Contribution to the development of a broad plan, budget or strategy is involved and accountability and responsibility for self and others in achieving the outcomes is involved.

Applications involve significant judgement in planning, design, technical or leadership/guidance functions related to products, services, operations or procedures.

The degree of emphasis on breadth as against depth of knowledge and skills may vary between qualifications granted at this level.

#### *Distinguishing Features of Learning Outcomes*

Do the competencies or learning outcomes enable an individual with this qualification to:

- demonstrate understanding of specialised knowledge with depth in some areas
- analyse, diagnose, design and execute judgements across a broad range of technical or management functions
- generate ideas through the analysis of information and concepts at an abstract level
- demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills
- demonstrate accountability for personal outputs within broad parameters
- demonstrate accountability for personal and group outcomes within broad parameters.

## **Vocational Graduate Certificate**

#### *Characteristics of competencies or learning outcomes*

- The self-directed development and achievement of broad and specialised areas of knowledge and skills, building on prior knowledge and skills.

- Substantial breadth and complexity involving the initiation, analysis, design, planning, execution and evaluation of technical and management functions in highly varied and highly specialised contexts.
- Applications involve making significant, high-level, independent judgements in major broad or planning, design, operational, technical and management functions in highly varied and specialised contexts. They may include responsibility and broad ranging accountability for the structure, management and output of the work or functions of others.
- The degree of emphasis on breadth, as opposed to depth, of knowledge and skills may vary between qualifications granted at this level.

#### *Distinguishing features of learning outcomes*

- Demonstrate the self-directed development and achievement of broad and specialised areas of knowledge and skills, building on prior knowledge and skills.
- Initiate, analyse, design, plan, execute and evaluate major broad or technical and management functions in highly varied and highly specialised contexts.
- Generate and evaluate ideas through the analysis of information and concepts at an abstract level.
- Demonstrate a command of wide-ranging, highly specialised technical, creative or conceptual skills in complex contexts.
- Demonstrate responsibility and broad-ranging accountability for the structure, management and output of the work or functions of others.

## **Vocational Graduate Diploma**

#### *Characteristics of competencies or learning outcomes*

- The self-directed development and achievement of broad and specialised areas of knowledge and skills, building on prior knowledge and skills.
- Substantial breadth, depth and complexity involving the initiation, analysis, design, planning, execution and evaluation of major functions, both broad and highly specialised, in highly varied and highly specialised contexts.
- Further specialisation within a systematic and coherent body of knowledge.
- Applications involve making high-level, fully independent, complex judgements in broad planning, design, operational, technical and management functions in highly varied and highly specialised contexts. They may include full responsibility and accountability for all aspects of work and functions of others, including planning, budgeting and strategy development.
- The degree of emphasis on breadth, as opposed to depth, of knowledge and skills may vary between qualifications granted at this level.

#### *Distinguishing features of learning outcomes*

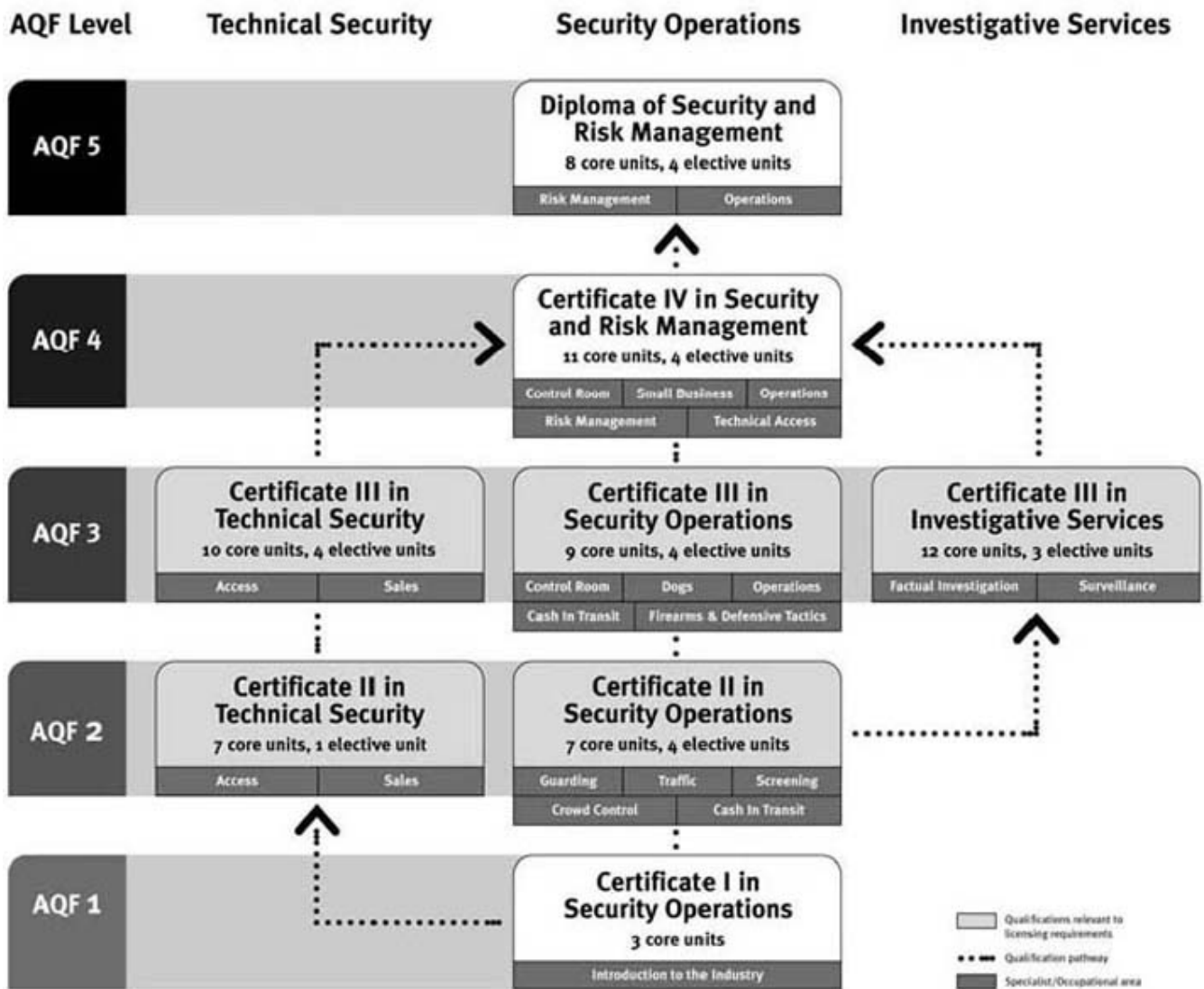
- Demonstrate the self-directed development and achievement of broad and highly specialised areas of knowledge and skills, building on prior knowledge and skills.
- Initiate, analyse, design, plan, execute and evaluate major functions, both broad and within highly varied and highly specialised contexts.
- Generate and evaluate complex ideas through the analysis of information and concepts at an abstract level.
- Demonstrate an expert command of wide-ranging, highly specialised, technical, creative or conceptual skills in complex and highly specialised or varied contexts.
- Demonstrate full responsibility and accountability for personal outputs.
- Demonstrate full responsibility and accountability for all aspects of the work or functions of others, including planning, budgeting and strategy.

## Pathways to National Asset Security Qualifications

The chart below displays the qualification structure of the Asset Security Training Package (PRS03). The qualifications are divided into three streams that represent major sectors in the security industry:

- Security Operations - includes Certificates I to III covering the security operations functions and Certificate IV and Diploma levels covering both management and higher level specialist functions
- Technical Security - includes two qualifications at the Certificate II and III levels that focus on the sale and installation of security equipment
- Investigative Services - consists of a Certificate III qualification that includes competencies in both factual investigation and surveillance areas

Some qualification packaging rules allow for up to two elective units of competence to be imported from other relevant endorsed Training Packages. However, it must be ensured that imported electives lead to credible work outcomes.



### ADVICE REGARDING QUALIFICATIONS FOR VET IN SCHOOLS

Property Services Training notes the establishment of the Enterprise and Career Education

Foundation for the purpose of promoting linkages between schools, businesses and the community, by helping students to get vocational, enterprise and career education, knowledge and experience before they leave school.

The qualification PRS10103 Certificate I in Security Operations is highly suitable for use in VET in Schools programs, or for New Apprenticeships in Schools

## **ADVICE REGARDING PREREQUISITE, PRIOR AND CO-ASSESSMENT FOR SELECTED UNITS OF COMPETENCY**

The requirement to achieve some competency standards prior to, or in conjunction with other units is identified in the evidence guides for individual units of competency. However, this requirement has been kept to a minimum to give Registered Training Organisations flexibility in packaging the qualifications and to ensure that the requirements for each qualification can be understood easily.

The units of competency having a requirement to be achieved prior to, or in conjunction with other units are listed below.

### **UNIT OF COMPETENCY**

PRSSO310A Control security risk situations using firearms

PRSSO313A Manage dogs for security functions

PRSSO314A Handle dogs for security patrol

PRSSO316A Control persons using empty hand techniques

PRSSO317A Control persons using baton

PRSSO318A Restrain persons using handcuffs

PRSSO319A Control persons using spray

PRSSM503A Assess security risk management options

PRSSM504A Plan and prepare security risk management plan

PRSSM505A Implement security risk management plan

Refer to the evidence guide in each unit for specific details.

### **IMPORTED UNIT OF COMPETENCY**

The unit of competency ICTTC137B Install cable and cable support systems imported into the Asset Security Training Package has a prerequisite requirement. Refer to the unit for specific details.

## **Skill Sets**

### **Definition**

Skill sets are defined as single units of competency, or combinations of units of competency from an endorsed Training Package, which link to a licence or regulatory requirement, or defined industry need.

### **Wording on Statements of Attainment**

Skill sets are a way of publicly identifying logical groupings of units of competency which meet an identified need or industry outcome. Skill sets are not qualifications.

Where skill sets are identified in a Training Package, the Statement of Attainment can set out



the competencies a person has achieved in a way that is consistent and clear for employers and others. This is done by including the wording 'these competencies meet [the relevant skill set title or industry need is included]' on the Statement of Attainment. This wording applies only to skill sets that are formally identified as such in the endorsed Training Package.

All Statements of Attainment must include the wording 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from a nationally recognised qualification'. The following may also be used 'these competencies form part of the [the relevant qualification(s) code and title are inserted]'.

This section below provides information on skill sets within this Training Package, with the following important disclaimer: **Readers should ensure that they have also read the part of the Training Package that outlines licensing and regulatory requirements.**

## **Skill Sets in this Training Package**

### **Skill sets in this Training Package**

Where this section is blank, nationally recognised skill sets have yet to be identified in this industry.

## Employability Skills

### Employability Skills replacing Key Competency information from 2006

In May 2005, the approach to incorporate Employability Skills within Training Package qualifications and units of competency was endorsed. As a result, from 2006 Employability Skills will progressively replace Key Competency information in Training Packages.

### Background to Employability Skills

Employability Skills are also sometimes referred to as generic skills, capabilities or Key Competencies. The Employability Skills discussed here build on the Mayer Committee's Key Competencies, which were developed in 1992 and attempted to describe generic competencies for effective participation in work.

The Business Council of Australia (BCA) and the Australian Chamber of Commerce and Industry (ACCI), produced the *Employability Skills for the Future* report in 2002 in consultation with other peak employer bodies and with funding provided by the Department of Education, Science and Training (DEST) and the Australian National Training Authority (ANTA). Officially released by Dr Nelson (Minister for Education, Science and Training) on 23 May 2002, copies of the report are available from the DEST website at:

[http://www.dest.gov.au/archive/ty/publications/employability\\_skills/index.htm](http://www.dest.gov.au/archive/ty/publications/employability_skills/index.htm).

The report indicated that business and industry now require a broader range of skills than the Mayer Key Competencies Framework and featured an Employability Skills Framework identifying eight Employability Skills\*:

- communication
- teamwork
- problem solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- technology.

The report demonstrated how Employability Skills can be further described for particular occupational and industry contexts by sets of facets. The facets listed in the report are the aspects of the Employability Skills that the sample of employers surveyed identified as being important work skills. These facets were seen by employers as being dependent both in their nature and priority on an enterprise's business activity.

\*Personal attributes that contribute to employability were also identified in the report but are not part of the Employability Skills Framework.

### Employability Skills Framework

The following table contains the Employability Skills facets identified in the report *Employability Skills for the Future*.

Skill	Facets
Communication that contributes to productive	Aspects of the skill that employers identify as important. The nature and application of these facets will vary depending on industry and job type. <ul style="list-style-type: none"> <li>• listening and understanding</li> <li>• speaking clearly and directly</li> </ul>

<p>and harmonious relations across employees and customers</p>	<ul style="list-style-type: none"> <li>• writing to the needs of the audience</li> <li>• negotiating responsively</li> <li>• reading independently</li> <li>• empathising</li> <li>• using numeracy effectively</li> <li>• understanding the needs of internal and external customers</li> <li>• persuading effectively</li> <li>• establishing and using networks</li> <li>• being assertive</li> <li>• sharing information</li> <li>• speaking and writing in languages other than English</li> </ul>
<p><b>Teamwork</b> that contributes to productive working relationships and outcomes</p>	<ul style="list-style-type: none"> <li>• working across different ages irrespective of gender, race, religion or political persuasion</li> <li>• working as an individual and as a member of a team</li> <li>• knowing how to define a role as part of the team</li> <li>• applying teamwork to a range of situations e.g. futures planning and crisis problem solving</li> <li>• identifying the strengths of team members</li> <li>• coaching and mentoring skills, including giving feedback</li> </ul>
<p><b>Problem solving</b> that contributes to productive outcomes</p>	<ul style="list-style-type: none"> <li>• developing creative, innovative and practical solutions</li> <li>• showing independence and initiative in identifying and solving problems</li> <li>• solving problems in teams</li> <li>• applying a range of strategies to problem solving</li> <li>• using mathematics, including budgeting and financial management to solve problems</li> <li>• applying problem-solving strategies across a range of areas</li> <li>• testing assumptions, taking into account the context of data and circumstances</li> <li>• resolving customer concerns in relation to complex project issues</li> </ul>
<p><b>Initiative and enterprise</b> that contribute to innovative outcomes</p>	<ul style="list-style-type: none"> <li>• adapting to new situations</li> <li>• developing a strategic, creative and long-term vision</li> <li>• being creative</li> <li>• identifying opportunities not obvious to others</li> <li>• translating ideas into action</li> <li>• generating a range of options</li> <li>• initiating innovative solutions</li> </ul>
<p><b>Planning and organising</b> that contribute to long and short-term strategic planning</p>	<ul style="list-style-type: none"> <li>• managing time and priorities - setting time lines, coordinating tasks for self and with others</li> <li>• being resourceful</li> <li>• taking initiative and making decisions</li> <li>• adapting resource allocations to cope with contingencies</li> <li>• establishing clear project goals and deliverables</li> <li>• allocating people and other resources to tasks</li> <li>• planning the use of resources, including time management</li> <li>• participating in continuous improvement and planning processes</li> <li>• developing a vision and a proactive plan to accompany it</li> </ul>

	<ul style="list-style-type: none"> <li>• predicting - weighing up risk, evaluating alternatives and applying evaluation criteria</li> <li>• collecting, analysing and organising information</li> <li>• understanding basic business systems and their relationships</li> </ul>
<b>Self-management</b> that contributes to employee satisfaction and growth	<ul style="list-style-type: none"> <li>• having a personal vision and goals</li> <li>• evaluating and monitoring own performance</li> <li>• having knowledge and confidence in own ideas and visions</li> <li>• articulating own ideas and visions</li> <li>• taking responsibility</li> </ul>
<b>Learning</b> that contributes to ongoing improvement and expansion in employee and company operations and outcomes	<ul style="list-style-type: none"> <li>• managing own learning</li> <li>• contributing to the learning community at the workplace</li> <li>• using a range of mediums to learn - mentoring, peer support and networking, IT and courses</li> <li>• applying learning to technical issues (e.g. learning about products) and people issues (e.g. interpersonal and cultural aspects of work)</li> <li>• having enthusiasm for ongoing learning</li> <li>• being willing to learn in any setting - on and off the job</li> <li>• being open to new ideas and techniques</li> <li>• being prepared to invest time and effort in learning new skills</li> <li>• acknowledging the need to learn in order to accommodate change</li> </ul>
<b>Technology</b> that contributes to the effective carrying out of tasks	<ul style="list-style-type: none"> <li>• having a range of basic IT skills</li> <li>• applying IT as a management tool</li> <li>• using IT to organise data</li> <li>• being willing to learn new IT skills</li> <li>• having the OHS knowledge to apply technology</li> <li>• having the appropriate physical capacity</li> </ul>

### Employability Skills Summary

An Employability Skills Summary exists for each qualification. Summaries provide a lens through which to view Employability Skills at the qualification level and capture the key aspects or facets of the Employability Skills that are important to the job roles covered by the qualification. Summaries are designed to assist trainers and assessors to identify and include important industry application of Employability Skills in learning and assessment strategies.

The following is important information for trainers and assessors about Employability Skills Summaries.

- Employability Skills Summaries provide examples of how each skill is applicable to the job roles covered by the qualification.
- Employability Skills Summaries contain general information about industry context which is further explained as measurable outcomes of performance in the units of competency in each qualification.
- The detail in each Employability Skills Summary will vary depending on the range of job roles covered by the qualification in question.
- Employability Skills Summaries are not exhaustive lists of qualification requirements or checklists of performance (which are separate assessment tools that should be

designed by trainers and assessors after analysis at the unit level).

- Employability Skills Summaries contain information that may also assist in building learners' understanding of industry and workplace expectations.

## Qualifications

### Some indicative career pathway examples

Workers within the security industry are employed across a range of service types, across all geographic locations. The qualifications within the Asset Security Training Package allow for flexibility across a variety of occupations. Examples of career pathways can be found on the following pages.

#### Example No. 1 - GUARDING

A security guard would normally carry out basic guarding duties such as undertaking foot or vehicle patrols, protecting property and guarding of cash in transit. After completing a Certificate II a guard working at this level would be required to operate basic security equipment and maybe perform crowd controller or body guard duties. The example below details how elective units of competency can be combined to provide a guard with the essential skill and knowledge requirements to perform this job effectively.

Specialisation	Other Examples of Elective units that may be relevant
Guard	Certificate II in Security Operations 7 Core Units, plus: PRSSO210A Control access to and exit from premises PRSSO216A Patrol premises PRSSO209A Protect persons PRSSO215A Operate basic security equipment

#### Example No. 2 - CROWD CONTROL

Still using the core units at the Certificate II level a person working in the security industry may be working mostly in the operations field of monitoring crowds, employed primarily as a crowd controller. This person could choose the following electives to better suit their role or occupation.

Specialisation	Other Examples of Elective units that may be relevant
Crowd Control	Certificate II in Security Operations 7 Core Units, plus: PRSSO210A Control access to and exit from premises PRSSO211A Monitor and control individual and crowd behaviour PRSSO212A Screen baggage and people PRSSO215A Operate basic security equipment

#### Example No. 3 - SUPERVISOR - GENERAL OPERATIONS

At the Certificate III level a person is equipped with skills and knowledge to perform supervision duties. This would include leadership skills to develop work teams. A person working in the operational area of the security industry may undertake the following electives.

Specialisation	Other Examples of Elective units that may be relevant
Supervisor -	Certificate III in Security Operations 9 Core Units, plus:

<b>General Operations</b>	PRSSO311A Prepare and give evidence in court PRSSO322A Operate specialised security equipment PRSSO323A Lead small teams PRSSO327A Provide advanced First Aid
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#### Example No. 4 - CONTROL ROOM

A supervisor may also have the responsibility of managing a work team via a control room. This person would require basic technical skills to modify equipment and manage databases. The following elective units may be relevant.

Specialisation	Other Examples of Elective units that may be relevant
<b>Control Room</b>	Certificate III in Security Operations 9 Core Units, plus: PRSSO325A Monitor security from control room PRSSO322A Operate specialised security equipment PRSSO323A Lead small teams PRSSO326A Maintain and use security database

**Other Examples of Specialist Occupations are outlined below:**

#### Operations

Specialisation	Other Examples of Elective units that may be relevant
<b>Firearms and Defensive Tactics</b>	Certificate III in Security Operations 9 Core Units, plus: PRSSO316A Control persons using empty hand techniques PRSSO317A Control persons using baton PRSSO318A Restrain persons using handcuffs PRSSO310A Control security risk situation using firearms
<b>Cash-in-Transit</b>	Certificate III in Security Operations 9 Core Units, plus: TDTD4198B Undertake cash in transit loading and unloading in unsecured environment TDTO898B Implement cash in transit security TDT0898B Test and inspect cash in transit security equipment PRSSO310A Control security risk situation using firearms
<b>Dog handler</b>	Certificate III in Security Operations 9 Core Units, plus: PRSSO311A Prepare and give evidence in court PRSSO313A Manage dogs for security functions PRSSO314A Handle dogs for security patrol PRSSO316A Control persons using empty hand techniques

#### Technical

Specialisation	Examples of Elective units that may be relevant
<b>Technician</b>	Certificate III Technical Security 10 Core Units, plus: PRSTS315A Determine security equipment/system modifications PRSTS316A Specify and configure security system PRSTS317A Provide estimate and quote PRSTS318A Modify and repair security equipment

### Investigations

Specialisation	Examples of Elective units that may be relevant
<b>Investigator</b>	Certificate III Investigative Services 12 Core Units, plus: PR SIS308A Operate information gathering equipment PR SIS309A Perform administrative functions PR SIS310A Use and maintain operational equipment

### Security and Risk Management (Certificate IV)

Specialisation	Examples of Elective units that may be relevant
<b>Manager</b>	Certificate IV in Security and Risk Management 11 Core Units, plus: BSBCM410A Coordinate implementation of customer service strategies BSBFLM409A Implement continuous improvement BSBCM412A Promote innovation and change BSBCM07A Coordinate business resources
<b>Small Business Operator</b> <b>Eg. Investigative Business</b>	Certificate IV in Security and Risk Management 11 Core Units, plus: BSBSBM401A Establish business and legal requirements BSBCM406A Maintain business technology BSBCM407A Coordinate business resources BSBCM408A Report on financial activity
<b>Technician</b>	Certificate IV in Security and Risk Management 11 Core Units, plus: PRSSM417A Commission or decommission networked security system PRSSM418A Maintain networked security system PRSSM419A Install networked security system PRSSM420A Determine security system configurations

### Security and Risk Management (Diploma)

Specialisation	Examples of Elective units that may be relevant
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Manager of Security Operations	Diploma of Security and Risk Management 8 Core Units, plus: BSBFLM510A Facilitate and capitalise on change BSBMGT502A Manage people performance BSBMGT506A Recruit, select and induct staff BSBMGT504A Manage budgets and financial plans
Risk Consultant	Diploma of Security and Risk Management 8 Core Units, plus: PRSSM504A Plan and prepare security risk management plan PRSSM505A Implement security risk management plan BSBMGT503A Prepare budgets and financial plans BSBMGT504A Manage budgets and financial plans

# PRS10103 Certificate I in Security Operations

## Qualification Requirements

Note - The following qualification details may be a duplicate of the information above due to the current method of coding packaging rules for the latest release of NTIS (National Training Information Service).

### To achieve a Certificate I in Security Operations:

**- 3 Core unit**

*Core (refer to the unit list at the end of this section)*

## CORE UNITS

### Core

Code	Title
PRSSO101A	Follow workplace safety procedures
PRSSO102A	Apply basic communication skills
PRSSO103A	Prepare for work in the security industry

## PRS20103 Certificate II in Security Operations

### Qualification Requirements

Note - The following qualification details may be a duplicate of the information above due to the current method of coding packaging rules for the latest release of NTIS (National Training Information Service).

### To achieve a Certificate II in Security Operations:

- **11 Units:**

- **7 Core units**

*Core (refer to the unit list at the end of this section)*

- **and 4 Elective Units where:**

- **between 2 and 4 Elective units**

*Electives (refer to the unit list at the end of this section)*

- **and Maximum of 2 Units are from any other endorsed Training Package at Certificate II**

## CORE UNITS

### Core

Code	Title
PRSSO201A	Communicate effectively in the security industry
PRSSO202A	Maintain workplace safety
PRSSO203A	Work effectively in the security industry
PRSSO204A	Work as part of a team
PRSSO205A	Provide security services to customer
PRSSO206A	Provide first aid
PRSSO207A	Respond to security risk situation

## ELECTIVE UNITS

### Electives

Code	Title
PRSBIO201A	Monitor biometrics equipment/systems
PRSSO208A	Give evidence in court
PRSSO209A	Protect persons
PRSSO210A	Control access to and exit from premises
PRSSO211A	Monitor and control individual and crowd behaviour
PRSSO212A	Screen baggage and people
PRSSO213A	Protect valuables in transit
PRSSO214A	Control and direct traffic
PRSSO215A	Operate basic security equipment
PRSSO216A	Patrol premises
PRSSO217A	Provide lost and found facility
PRSSO221A	Contribute to investigative activities
PRSSO222A	Protect self and others using basic defensive techniques
PRSSO223A	Monitor electronic reporting facility
TDT0398B	Undertake cash in transit loading and unloading in a designated secured environment
TDTB497B	Carry out vehicle inspection
TDTE701A	Use communication systems

## PRS20203 Certificate II in Technical Security

### Qualification Requirements

Note - The following qualification details may be a duplicate of the information above due to the current method of coding packaging rules for the latest release of NTIS (National Training Information Service).

### To achieve a Certificate II in Technical Security:

- **8 Units:**
  - **7 Core units**  
*Core (refer to the unit list at the end of this section)*
  - **and 1 Unit from:**
    - **Electives**  
*Electives (refer to the unit list at the end of this section)*
    - **or any other endorsed Training Package Certificate II**
  - **and the Elective Unit leads to credible work outcomes.**

## CORE UNITS

### Core

Code	Title
ICTT136B	Install cable and cable support
PRSSO201A	Communicate effectively in the security industry
PRSSO202A	Maintain workplace safety
PRSSO203A	Work effectively in the security industry
PRSTS201A	Provide a service to customers
PRSTS202A	Install security equipment/system
PRSTS207A	Perform routine maintenance

## ELECTIVE UNITS

### Electives

Code	Title
PRSTS203A	Install mechanical lock/locking system
PRSTS204A	Install CCTV equipment/system
PRSTS205A	Implement electronic monitoring procedures
PRSTS206A	Sell products and services

## PRS30103 Certificate III in Security Operations

### Qualification Requirements

Note - The following qualification details may be a duplicate of the information above due to the current method of coding packaging rules for the latest release of NTIS (National Training Information Service).

### To achieve a Certificate III in Security Operations:

- **13 units :**

- **9 Core units**

*Core (refer to the unit list at the end of this section)*

- **and 4 Elective Units where:**

- **between 2 and 4 Elective units**

*Electives (refer to the unit list at the end of this section)*

- **and Maximum of 2 Units are from any other endorsed Training Package at Certificate III**



## CORE UNITS

### Core

Code	Title
BSBFLM302A	Support leadership in the workplace
PRSSO301A	Prepare and present security documentation and reports
PRSSO302A	Maintain a safe workplace and environment
PRSSO303A	Determine response to security risk situation
PRSSO305A	Manage conflict through negotiation
PRSSO306A	Maintain effective workplace relationships
PRSSO307A	Maintain own work performance and development
PRSSO308A	Coordinate a quality security service to customers
PRSSO309A	Maintain security of environment

## ELECTIVE UNITS

### Electives

Code	Title
PRSBIO301A	Maintain biometrics database
PRSBIO303A	Coordinate biometrics equipment/systems
PRSSO310A	Control security risk situations using firearms
PRSSO311A	Prepare and present evidence in court
PRSSO313A	Manage dogs for security functions
PRSSO314A	Handle dogs for security patrol
PRSSO315A	Store and protect information
PRSSO316A	Control persons using empty hand techniques
PRSSO317A	Control persons using baton
PRSSO318A	Restrain persons using handcuffs
PRSSO319A	Defend persons using spray
PRSSO320A	Plan and conduct evacuation of premises
PRSSO321A	Provide for the safety of persons at risk
PRSSO322A	Operate specialised security equipment
PRSSO323A	Lead small teams
PRSSO325A	Monitor security from control room
PRSSO326A	Maintain and use security database
PRSSO327A	Provide advanced first aid
TDT0898B	Implement cash in transit security procedures
TDT0998B	Test and inspect cash in transit security equipment
TDTD4198B	Undertake cash-in-transit loading and unloading in an unsecured environment

## PRS30203 Certificate III in Technical Security

### Qualification Requirements

Note - The following qualification details may be a duplicate of the information above due to the current method of coding packaging rules for the latest release of NTIS (National Training Information Service).

### To achieve a Certificate III in Technical Security:

- **14 units :**

- **10 Core units**

*Core (refer to the unit list at the end of this section)*

- **and 4 Elective Units where:**

- **between 2 and 4 Elective units**

*Electives (refer to the unit list at the end of this section)*

- **and Maximum of 2 Units are from any other relevant endorsed Training Package at Certificate III**

## CORE UNITS

### Core

Code	Title
ICTTC137B	Install, maintain and modify customer premises communications cabling: ACA Open Rule
PRSSO302A	Maintain a safe workplace and environment
PRSSO308A	Coordinate a quality security service to customers
PRSTS301A	Identify technical security requirements
PRSTS302A	Program security equipment/system
PRSTS303A	Test installed security equipment/system
PRSTS304A	Commission/decommission security equipment/system
PRSTS305A	Identify and diagnose electronic security equipment/ system fault
PRSTS306A	Plan and co-ordinate installation
PRSTS307A	Maintain and service security equipment/system

## ELECTIVE UNITS

### Electives

Code	Title
BSBFLM306A	Provide workplace information and resourcing plans
PRSBIO302A	Install biometrics equipment/systems
PRSBIO304A	Identify and diagnose biometrics system fault
PRSSO312A	Modify and repair security equipment/system
PRSSO323A	Lead small teams
PRSTS308A	Identify and diagnose CCTV equipment/system fault
PRSTS309A	Establish and set up electronic monitoring parameters
PRSTS311A	Maintain and repair mechanical lock/locking system
PRSTS315A	Determine security equipment/system modifications
PRSTS316A	Configure a security system
PRSTS317A	Provide estimate and quote
PRSTS318A	Maintain effective relationships with customers

## PRS30303 Certificate III in Investigative Services

### Qualification Requirements

Note - The following qualification details may be a duplicate of the information above due to the current method of coding packaging rules for the latest release of NTIS (National Training Information Service).

### To achieve a Certificate III in Investigative Services:

- **15 units :**
  - **12 Core units:**
    - Core (refer to the unit list at the end of this section)*
  - **and 3 Elective Units where:**
    - **between 1 and 3 Elective units**
      - Electives (refer to the unit list at the end of this section)*
    - **and Maximum of 2 Units are from any other relevant Training Package at Certificate III**

## CORE UNITS

### Core

Code	Title
PRIS301A	Determine method of investigation
PRIS302A	Compile investigative report
PRIS303A	Provide quality investigative services to clients
PRIS304A	Conduct surveillance
PRIS305A	Organise and operate a surveillance vehicle
PRIS306A	Gather information by factual investigation
PRIS307A	Conduct interviews and take statements
PRIS311A	Work effectively in the investigative services industry
PRSSO302A	Maintain a safe workplace and environment
PRSSO306A	Maintain effective workplace relationships
PRSSO307A	Maintain own work performance and development
PRSSO311A	Prepare and present evidence in court

## ELECTIVE UNITS

### Electives

Code	Title
BSBSBM301A	Research business opportunities
PRIS308A	Operate information gathering equipment
PRIS309A	Perform administrative functions
PRIS310A	Use and maintain operational equipment
PRSSO315A	Store and protect information

# PRS40103 Certificate IV in Security and Risk Management

## Qualification Requirements

Note - The following qualification details may be a duplicate of the information above due to the current method of coding packaging rules for the latest release of NTIS (National Training Information Service).

### To achieve a Certificate IV in Security and Risk Management:

- **15 units :**

- **11 Core units:**

*Core (refer to the unit list at the end of this section)*

- **and 4 Elective Units where:**

- **between 2 and 4 Elective units**

*Electives (refer to the unit list at the end of this section)*

- **and Maximum of 2 Units are from any other relevant endorsed Training Package at Certificate IV**

## CORE UNITS

### Core

Code	Title
BSBCMN402A	Develop work priorities
BSBFLM402A	Show leadership in the workplace
BSBFLM403A	Manage effective workplace relationships
PRSSM401A	Manage a safe workplace
PRSSM402A	Implement effective communication techniques
PRSSM404A	Advise on security needs
PRSSM406A	Monitor and review security operations
PRSSM407A	Facilitate workplace briefing and debriefing processes
PRSSM409A	Assess risks
PRSSM413A	Assess threat
PRSSM414A	Identify and assess assets

## ELECTIVE UNITS

### Electives

Code	Title
BSBCM406A	Maintain business technology
BSBCM407A	Coordinate business resources
BSBCM408A	Report on financial activity
BSBCM410A	Coordinate implementation of customer service strategies
BSBCM412A	Promote innovation and change
BSBFLM409A	Implement continuous improvement
BSBSBM401A	Establish business and legal requirements
PRSBIO401A	Advise on the application of biometrics
PRSBIO402A	Prepare standard operating procedures for the use of biometrics technology
PRSSM408A	Lead work teams
PRSSM410A	Interpret information from advanced security equipment
PRSSM411A	Manage monitor centres
PRSSM412A	Co-ordinate field staff activity from control room
PRSSM415A	Undertake case management of investigations
PRSSM416A	Prepare a detailed tender
PRSSM417A	Commission/decommission networked security system
PRSSM418A	Maintain networked security system
PRSSM419A	Install networked security system
PRSSM420A	Determine security system configurations
PRSSM421A	Configure security devices on it networks
PRSSM422A	Identify and diagnose security systems/network fault



# PRS50103 Diploma of Security and Risk Management

## Qualification Requirements

Note - The following qualification details may be a duplicate of the information above due to the current method of coding packaging rules for the latest release of NTIS (National Training Information Service).

### To achieve a Diploma of Security and Risk Management:

- **12 units :**
  - **8 Core units:**
    - Core (refer to the unit list at the end of this section)*
  - **and 4 Elective Units where:**
    - **between 2 and 4 Elective units**
      - Electives (refer to the unit list at the end of this section)*
    - **and Maximum of 2 Units are from any other relevant endorsed Training Package at Diploma**

## CORE UNITS

### Core

Code	Title
BSBFLM501A	Manage personal work priorities and professional development
BSBFLM502A	Provide leadership in the workplace
BSBFLM503A	Establish effective workplace relationships
BSBFLM504A	Facilitate work teams
BSBFLM507A	Manage quality customer service
PRSSM501A	Establish and maintain an occupational health and safety system
PRSSM502A	Co-ordinate security operations
PRSSM503A	Assess security risk management options

## ELECTIVE UNITS

### Electives

Code	Title
BSBFLM510A	Facilitate and capitalise on change and innovation
BSBMGT502A	Manage people performance
BSBMGT503A	Prepare budgets and financial plans
BSBMGT504A	Manage budgets and financial plans
BSBMGT506A	Recruit, select and induct staff
PRSBIO501A	Determine strategy for the implementation of biometrics technology
PRSBIO502A	Assess biometrics system
PRSSM504A	Prepare security risk management plan
PRSSM505A	Implement security risk management plan
PRSSM506A	Establish and implement a marketing strategy
PRSSM507A	Develop and implement a business plan

# Assessment Guidelines

## Introduction

These Assessment Guidelines provide the endorsed framework for assessment of units of competency in this Training Package. They are designed to ensure that assessment is consistent with the Australian Quality Training Framework (AQTF) *Standards for Registered Training Organisations*. Assessments against the units of competency in this Training Package must be carried out in accordance with these Assessment Guidelines.

## Assessment System Overview

This section provides an overview of the requirements for assessment when using this Training Package, including a summary of the AQTF requirements; licensing/registration requirements; and assessment pathways.

## Benchmarks for Assessment

Assessment within the National Training Framework is the process of collecting evidence and making judgements about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

In the areas of work covered by this Training Package, the endorsed units of competency are the benchmarks for assessment. As such, they provide the basis for nationally recognised Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by Registered Training Organisations (RTOs).

## Australian Quality Training Framework Assessment Requirements

Assessment leading to nationally recognised AQF qualifications and Statements of Attainment in the vocational education and training sector must meet the requirements of the AQTF as expressed in the *Standards for Registered Training Organisations*.

The *Standards for Registered Training Organisations* can be downloaded from the DEST website at [www.dest.gov.au](http://www.dest.gov.au) or can be obtained in hard copy from DEST. The following points summarise the assessment requirements under the AQTF.

## Registration of Training Organisations

Assessment must be conducted by, or on behalf of, an RTO formally registered by a State or Territory Registering/Course Accrediting Body in accordance with the *Standards for Registered Training Organisations*. The RTO must have the specific units of competency and/or AQF qualifications on its scope of registration. See Section 1 of the *Standards for Registered Training Organisations*.

## Quality Training and Assessment

Each RTO must have systems in place to plan for and provide quality training and assessment across all its operations. See Standard 1 of the *Standards for Registered Training Organisations*.

## Assessor Competency Requirements

Each person involved in training, assessment or client service must be competent for the functions they perform. See Standard 7 of the *Standards for Registered Training Organisations* for assessor competency requirements. Standard 7 also specifies the competencies that must be held by trainers.

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## Assessment Requirements

The RTOs assessments must meet the requirements of the endorsed components of Training Packages within its scope of registration. See Standard 8 of the *Standards for Registered Training Organisations*.

## Assessment Strategies

Each RTO must identify, negotiate, plan and implement appropriate learning and assessment strategies to meet the needs of each of its clients. See Standard 9 of the *Standards for Registered Training Organisations*.

## Mutual Recognition

Each RTO must recognise the AQF qualifications and Statements of Attainment issued by any other RTO. See Standard 5 of the *Standards for Registered Training Organisations*.

## Access and Equity and Client Services

Each RTO must apply access and equity principles, provide timely and appropriate information, advice and support services that assist clients to identify and achieve desired outcomes. This may include reasonable adjustment in assessment. See Standard 6 of the *Standards for Registered Training Organisations*.

## Partnership Arrangements

RTOs must have, and comply with, written agreements with each organisation providing training and/or assessment on its behalf. See Standard 1.6 of *Standards for Registered Training Organisations*.

## Recording Assessment Outcomes

Each RTO must have effective administration and records management procedures in place, and must record AQF qualifications and Statements of Attainment issued. See Standards 4 and 10.2 of the *Standards for Registered Training*.

## Issuing AQF Qualifications and Statement of Attainment

Each RTO must issue AQF qualifications and Statements of Attainment that meet the requirements of the *AQF Implementation Handbook* and the endorsed Training Packages within the scope of its registration. An AQF qualification is issued once the full requirements for a qualification, as specified in the nationally endorsed Training Package are met. A Statement of Attainment is issued where the individual is assessed as competent against fewer units of competency than required for an AQF qualification. See Standard 10 and Section 2 of the *Standards for Registered Training Organisations*.

Selected units of competency and qualifications in this Training Package have been identified as the basis for a range of statutory licensing and industry registration systems. To satisfy these licensing and registration arrangements, RTOs must meet the regulatory requirements of their State / Territory. Please contact your local regulatory agency to confirm jurisdictional requirements and ensure that training delivers a national outcome consistent with:

- regulatory arrangements which currently apply in the State / Territory in which the training is delivered
- licensing requirements in other States / Territories
- age restriction in relation to the performance of prescribed functions.

Individuals conducting assessments under statutory licensing and industry registration systems must comply with the training and experience requirements additional to the minimum requirements identified in this Training Package. Please check with the following licensing and regulatory authorities in your State / Territory for any additional requirements.

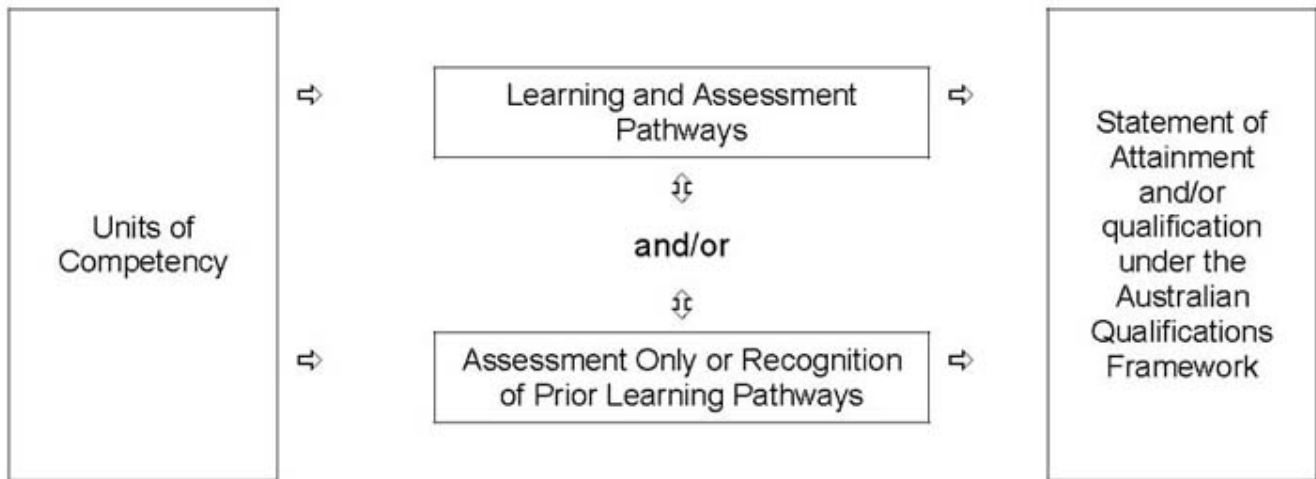
	ISC / ITAB	LICENSING	STA
National	<a href="http://www.cpsisc.com.au">www.cpsisc.com.au</a>		
	02 6230 2907		
ACT	<a href="mailto:btab@ozemail.com.au">btab@ozemail.com.au</a>		<a href="http://www.decs.act.gov.au">www.decs.act.gov.au</a>
	02 6295 2353		02 6205 8555
NSW	<a href="mailto:psitabgm@ozemail.com.au">psitabgm@ozemail.com.au</a>	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>	<a href="http://www.vetab.nsw.gov.au">www.vetab.nsw.gov.au</a>
	024654 5000	1300 362 001	02 9244 5335
VIC	<a href="http://www.bsv.org.au">www.bsv.org.au</a>	<a href="http://www.police.vic.gov.au">www.police.vic.gov.au</a>	<a href="http://www.ette.vic.gov.au">www.ette.vic.gov.au</a>
	03 9429 0004	03 9247 3718	03 9637 2762
TAS	<a href="mailto:tasitab@bigpond.com.au">tasitab@bigpond.com.au</a>	<a href="http://www.justice.tas.gov.au">www.justice.tas.gov.au</a>	<a href="http://www.opcet.tas.gov.au">www.opcet.tas.gov.au</a>
	03 6224 44 60	03 6233 2199	03 6233 7886
QLD	<a href="http://www.bsitc.com.au">www.bsitc.com.au</a>	<a href="http://www.fairtrading.qld.gov.au">www.fairtrading.qld.gov.au</a>	<a href="http://www.training.qld.gov.au">www.training.qld.gov.au</a>
	07 3357 7288	07 3246 1500	07 3237 1506
NT	<a href="http://www.rbsitab.com">www.rbsitab.com</a>	<a href="http://www.treasury.nt.gov.au/ntt/licensing">www.treasury.nt.gov.au /ntt/licensing</a>	<a href="http://www.nt.gov.au / nteta">www.nt.gov.au / nteta</a>
	08 8942 1651	08 8999 1323	08 8999 4257
SA	<a href="http://www.pstrain.com.au">www.pstrain.com.au</a>	<a href="http://www.ocba.sa.gov.au">www.ocba.sa.gov.au</a>	<a href="http://www.training.sa.gov.aup">www.training.sa.gov.aup</a>
	1800 304 050	08 8204 9642	08 8226 3065
WA	<a href="http://www.fpbsitc.com.au">www.fpbsitc.com.au</a>	<a href="http://www.police.wv.gov.au">www.police.wv.gov.au</a>	<a href="http://www.training.wa.gov.au">www.training.wa.gov.au</a>
	08 9226 4717	08 9231 7199	08 9256 6138

## Pathways

The competencies in this Training Package may be attained in a number of ways including through:

- formal or informal education and training
- experiences in the workplace
- general life experience, and/or
- any combination of the above.

Assessment under this Training Package leading to an AQF qualification or Statement of Attainment may follow a learning and assessment pathway, an assessment-only or recognition pathway, or a combination of the two as illustrated in the following diagram.



Each of these assessment pathways leads to full recognition of competencies held - the critical issue is that the candidate is competent, not how the competency was acquired.

Assessment, by any pathway, must comply with the assessment requirements set out in the *Standards for Registered Training Organisations*.

### Learning and Assessment Pathways

Usually, learning and assessment are integrated, with assessment evidence being collected and feedback provided to the candidate at anytime throughout the learning and assessment process.

Learning and assessment pathways may include structured programs in a variety of contexts using a range of strategies to meet different learner needs. Structured learning and assessment programs could be: group-based, work-based, project-based, self-paced, action learning-based; conducted by distance or e-learning; and/or involve practice and experience in the workplace.

Learning and assessment pathways to suit New Apprenticeships have a mix of formal structured training and structured workplace experience with formative assessment activities through which candidates can acquire and demonstrate skills and knowledge from the relevant units of competency.

### Assessment-Only or Recognition of Prior Learning Pathway

Competencies already held by individuals can be formally assessed against the units of competency in this Training Package, and should be recognised regardless of how, when or where they were achieved.

In an assessment-only or Recognition of Prior Learning (RPL) pathway, the candidate provides current, quality evidence of their competency against the relevant unit of competency. This process may be directed by the candidate and verified by the assessor, such as in the compilation of portfolios; or directed by the assessor, such as through observation of workplace performance and skills application, and oral and/or written assessment. Where the outcomes of this process indicate that the candidate is competent, structured training is not required. The RPL requirements of Standard 8.2 of the *Standards for Registered Training Organisations* must be met.

As with all assessment, the assessor must be confident that the evidence indicates that the candidate is currently competent against the endorsed unit of competency. This evidence may take a variety of forms and might include certification, references from past employers, testimonials from clients, and work samples. The onus is on candidates to provide sufficient evidence to satisfy assessors that they currently hold the relevant competencies. In judging evidence, the assessor must ensure that the evidence of prior learning is:

- authentic (the candidate's own work)
- valid (directly related to the current version of the relevant endorsed unit of competency)
- reliable (shows that the candidate consistently meets the endorsed unit of competency)
- current (reflects the candidate's current capacity to perform the aspect of the work covered by the endorsed unit of competency), and
- sufficient (covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, namely task skills, task management skills, contingency management skills, and job/role environment skills).

The assessment only or recognition of prior learning pathway is likely to be most appropriate in the following scenarios:

- candidates enrolling in qualifications who want recognition for prior learning or current competencies
- existing workers
- individuals with overseas qualifications
- recent migrants with established work histories
- people returning to the workplace, and
- people with disabilities or injuries requiring a change in career.

### Combination of Pathways

Where candidates for assessment have gained competencies through work and life experience and gaps in their competence are identified, or where they require training in new areas, a combination of pathways may be appropriate.

In such situations, the candidate may undertake an initial assessment to determine their current competency. Once current competency is identified, a structured learning and assessment program ensures that the candidate acquires the required additional competencies identified as gaps.

### Assessor Requirements

This section identifies the mandatory competencies for assessors, and clarifies how others may contribute to the assessment process where one person alone does not hold all the required competencies.

### Assessor Competencies

The *Standards for Registered Training Organisations* specify mandatory competency requirements for assessors. For information, Standard 7.3 from the *Standards for Registered Training Organisations* follows:

7.3	<b>a</b>	The RTO must ensure that assessments are conducted by a person who has:
		<ul style="list-style-type: none"> <li>• the following competencies* from the Training Package for Assessment and Workplace Training, or demonstrated equivalent competencies:                             <ul style="list-style-type: none"> <li>• TAAASS401A Plan and organise assessment;</li> <li>• TAAASS402A Assess competence;</li> <li>• TAAASS404A Participate in assessment validation;</li> </ul> </li> <li>• relevant vocational competencies, at least to the level being assessed.</li> </ul>
	<b>b</b>	However, if a person does not have all of the competencies in Standards 7.3 a (i) and the vocational competencies as defined in 7.3 a(ii), one person with the competencies listed in Standard 7.3 a(i), and one or more persons who have the competencies listed in Standard 7.3 a (ii) may work together to conduct assessments.

	<p>* A person who holds the competencies BSZ401A Plan assessment, BSZ402A Conduct assessment, and BSZ403A Review assessment from the Training Package for Assessment and Workplace Training will be accepted for the purposes of this standard. A person who has demonstrated equivalent competencies to BSZ401A and BSZ402A and BSZ403A in the period up to 12 months following publication of the Training and Assessment Training Package will also be accepted for the purposes of this standard.</p>
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## Designing Assessment Tools

This section provides an overview on the use and development of assessment tools.

### Use of Assessment Tools

Assessment tools provide a means of collecting the evidence that assessors use in making judgements about whether candidates have achieved competency.

There is no set format or process for the design, production or development of assessment tools. Assessors may use prepared assessment tools, such as those specifically developed to support this Training Package, or they may develop their own.

### Using Prepared Assessment Tools

If using prepared assessment tools, assessors should ensure these are benchmarked, or mapped, against the current version of the relevant unit of competency. This can be done by checking that the materials are listed on the National Training Information Service (<http://www.ntis.gov.au>). Materials on the list have been noted by the National Quality Council as meeting their quality criteria for Training Package support materials.

### Developing Assessment Tools

When developing assessment tools, assessors must ensure that they:

- are benchmarked against the relevant unit or units of competency
- are reviewed as part of the validation of assessment strategies as required under 9.2 (i) of the *Standards for Registered Training Organisations*
- meet the assessment requirements expressed in the *Standards for Registered Training Organisations*, particularly Standards 8 and 9.

A key reference for assessors developing assessment tools is TAA04 Training and Assessment Training Package and the unit of competency TAAASS403A *Develop assessment tools*. There is no set format or process for the design, production or development of assessment materials.

## Conducting Assessment

This section details the mandatory assessment requirements and provides information on equity in assessment including reasonable adjustment.

### Mandatory Assessment Requirements

Assessments must meet the criteria set out in Standard 8 from the *Standards for Registered Training Organisations*. For information, Standard 8 from the *Standards for Registered Training Organisations* is reproduced below.

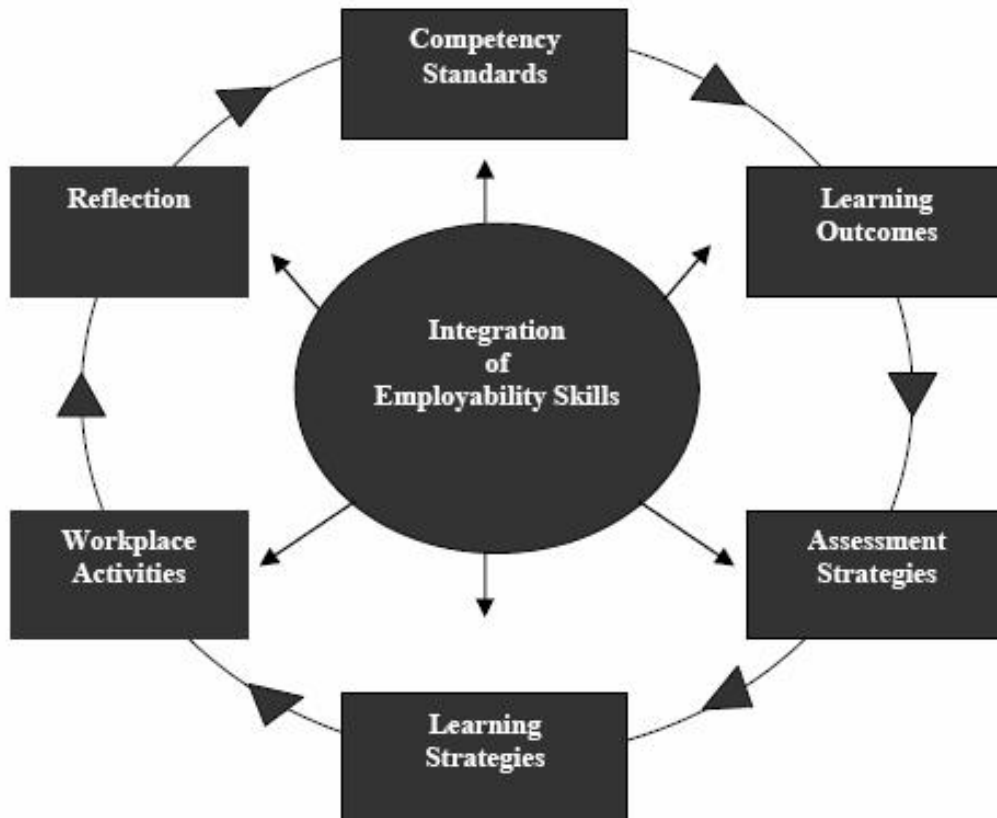
<b>8</b>	<b>RTO Assessments</b>
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		The RTOs assessments meet the requirements of the endorsed components of Training Packages and the outcomes specified in accredited courses within the scope of its registration.
8.1		The RTO must ensure that assessments (including RPL):
	i.	comply with the assessment guidelines included in the applicable nationally endorsed Training Packages or the assessment requirements specified in accredited courses;
	ii.	lead to the issuing of a statement of attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or modules specified in the applicable accredited course;
	iii.	are valid, reliable, fair and flexible;
	iv.	provide for applicants to be informed of the context and purpose of the assessment and the assessment process;
	v.	where relevant, focus on the application of knowledge and skill to standard of performance required in the workplace and cover all aspects workplace performance, including task skills, task management skills, contingency management skills and job role environment skills;
	vi.	involve the evaluation of sufficient evidence to enable judgements to be made about whether competency has been attained;
	vii.	provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options in relation to those outcomes;
	viii.	are equitable for all persons, taking account of individual needs relevant to the assessment; and
	ix.	provide for reassessment on appeal.
8.2	a	The RTO must ensure that RPL is offered to all applicants on enrolment
	b	The RTO must have an RPL process that:
		i. is structured to minimise the time and cost to applicants; and ii. provides adequate information, support and opportunities for participants to engage in the RPL process.

### Delivery and assessment of Employability Skills

Employability Skills are integral to workplace competency and, as such, must be considered in the design, customisation, delivery and assessment of vocational education and training programs in an integrated and holistic way, as represented diagrammatically below.



Training providers must analyse the Employability Skills information contained in units of competency in order to design valid and reliable learning and assessment strategies. This analysis includes:

- reviewing unit(s) of competency to determine how each relevant Employability Skill is found and applied within the unit
- analysing the Employability Skills Summary for the qualification in which the unit(s) is/are packaged to help clarify relevant industry/workplace contexts with regard to the application of Employability Skills at that qualification level
- designing learning and assessment activities that address the Employability Skills requirements.

For more information on Employability Skills in Construction and Property Services Industry Skills Council Training Packages go to the Construction and Property Services Industry Skills Council website at <http://www.cpsisc.com.au>.

## Access and Equity

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in this Training Package.

Reasonable adjustments can be made to ensure equity in assessment for people with disabilities. Adjustments include any changes to the assessment process or context that meet the individual needs of the person with a disability, but do not change competency outcomes. Such adjustments are considered reasonable if they do not impose an unjustifiable hardship on a training provider or employer. When assessing people with disabilities, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.

## Further Sources of Information

The section provides a listing of useful contacts and resources to assist assessors in planning, designing, conducting and reviewing of assessments against this Training Package.

## Contacts

TVET Australia Ltd  
Level 21, 390 St Kilda Road  
MELBOURNE VIC 3004  
PO Box 12211  
A'Beckett Street Post Office  
MELBOURNE VIC 8006  
Telephone: (03) 9832 8100  
Fax: (03) 9832 8199  
Web: [www.atpl.net.au](http://www.atpl.net.au)  
Email: [sales@atpl.net.au](mailto:sales@atpl.net.au)

Innovation and Business Industry Skills Council  
Building B, Level 2  
192 Burwood Road  
HAWTHORN VIC 3122  
Telephone: (03) 9815 7000  
Fax: (03) 9815 7001  
Email: [virtual@ibsa.org.au](mailto:virtual@ibsa.org.au)

## General Resources

Refer to <http://antapubs.dest.gov.au/publications/search.asp> to locate the following ANTA publications.

*AQF Implementation Handbook, third Edition*. Australian Qualifications Framework Advisory Board, 2002, [aqf.edu.au](http://aqf.edu.au)

Australian Quality Training Framework (AQTF) - for general information go to:  
[www.dest.gov.au/sectors](http://www.dest.gov.au/sectors)

Australian Quality Training Framework (AQTF) - for resources and information go to:  
[www.dest.gov.au](http://www.dest.gov.au)

Australian Quality Training Framework *Standards for Registered Training Organisations*, Australian National Training Authority, Melbourne, 2005. Available in hard copy from State and Territory Training Authorities or can be downloaded from [www.dest.gov.au](http://www.dest.gov.au)

*TAA04 Training and Assessment Training Package*. This is available from the Innovation and Business Skills Australia (IBSA) Industry Skills Council and can be viewed, and components downloaded, from the National Training Information Service (NTIS). National Training Information Service, an electronic database providing comprehensive information about RTOs, Training Packages and accredited courses - [www.ntis.gov.au](http://www.ntis.gov.au) *Style Guide for Training Package Support Materials*, Australian National Training Authority, Melbourne, 2003. Can be downloaded from the ANTA page at [www.dest.gov.au](http://www.dest.gov.au)

## Assessment Resources

*Training Package Assessment Guides* - a range of resources to assist RTOs in developing Training Package assessment materials developed by DEST with funding from the Department of Education, Training and Youth Affairs. It is made up of 10 separate titles, as described at the ANTA publications page of [www.dest.gov.au](http://www.dest.gov.au). Go to [www.resourcegenerator.gov.au/loadpage.asp?TPAG.htm](http://www.resourcegenerator.gov.au/loadpage.asp?TPAG.htm)

Printed and/or CD ROM versions of the Guides can be purchased from Australian Training Products (ATP). The resource includes the following guides:

- 1 Training Package Assessment Materials Kit
- 2 Assessing Competencies in Higher Qualifications
- 3 Recognition Resource
- 4 Kit to Support Assessor Training
- 5 Candidates Kit: Guide to Assessment in New Apprenticeships
- 6 Assessment Approaches for Small Workplaces
- 7 Assessment Using Partnership Arrangements
- 8 Strategies for ensuring Consistency in Assessment
- 9 Networking for Assessors
- 10 Quality Assurance Guide for Assessment

An additional guide "Delivery and Assessment Strategies" has been developed to complement these resources.

## Assessment Tool Design and Conducting Assessment

VETASSESS & Western Australian Department of Training and Employment 2000, *Designing Tests - Guidelines for designing knowledge based tests for Training Packages*. Vocational Education and Assessment Centre 1997, *Designing Workplace Assessment Tools, A self-directed learning program*, NSW TAFE.

Manufacturing Learning Australia 2000, *Assessment Solutions*, Australian Training Products, Melbourne.

Rumsey, David 1994, *Assessment practical guide*, Australian Government Publishing Service, Canberra.

## Assessor Training

Australian Committee on Training Curriculum (ACTRAC) 1994, *Assessor training program - learning materials*, Australian Training Products, Melbourne.

Australian National Training Authority, *A Guide for Professional Development*, ANTA, Brisbane.

Australian Training Products Ltd *Assessment and Workplace Training, Training Package - Toolbox*, ATPL Melbourne.

Green, M, et al. 1997, *Key competencies professional development Package*, Department for Education and Children's Services, South Australia.

Victorian TAFE Association 2000, *The professional development CD: A learning tool*, VTA, Melbourne.

## Assessment System Design and Management

Office of Training and Further Education 1998, *Demonstrating best practice in VET project - assessment systems and processes*, OTFE Victoria.

Toop, L., Gibb, J. & Worsnop, P. *Assessment system designs*, Australian Government Publishing Service, Canberra.

Western Australia Department of Training and VETASSESS 1998, *Kit for Skills Recognition Organisations*, WADOT, Perth.

# Competency Standards

## What is competency?

The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attitudes relevant to effective participation in an industry, industry sector or enterprise.

Competency covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and, dealing with the responsibilities of the workplace, including working with others. Workplace competency requires the ability to apply relevant skills, knowledge and attitudes consistently over time and in the required workplace situations and environments. In line with this concept of competency Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focussing on the learning process itself.

Competency standards in Training Packages are determined by industry to meet identified industry skill needs. Competency standards are made up of a number of units of competency each of which describes a key function or role in a particular job function or occupation. Each unit of competency within a Training Package is linked to one or more AQF qualifications.

## Contextualisation of Units of Competency by RTOs

Registered Training Organisation (RTOs) may contextualise units of competency to reflect local outcomes required. Contextualisation could involve additions or amendments to the unit of competency to suit particular delivery methods, learner profiles, specific enterprise equipment requirements, or to otherwise meet local needs. However, the integrity of the overall intended outcome of the unit of competency must be maintained.

Any contextualisation of units of competency in this endorsed Training Package must be within the bounds of the following advice. In contextualising units of competency, RTOs:

- must not remove or add to the number and content of elements and performance criteria
- may add specific industry terminology to performance criteria where this does not distort or narrow the competency outcomes
- may make amendments and additions to the range statement as long as such changes do not diminish the breadth of application of the competency and reduce its portability, and/or
- may add detail to the evidence guide in areas such as the critical aspects of evidence or resources and infrastructure required where these expand the breadth of the competency but do not limit its use.

## Components of Units of Competency

The components of units of competency are summarised below, in the order in which they appear in each unit of competency.

### Unit Title

The unit title is a succinct statement of the outcome of the unit of competency. Each unit of competency title is unique, both within and across Training Packages.

### Unit Descriptor

The unit descriptor broadly communicates the content of the unit of competency and the skill area it addresses. Where units of competency have been contextualised from units of

competency from other endorsed Training Packages, summary information is provided. There may also be a brief second paragraph that describes its relationship with other units of competency, and any licensing requirements.

### **Employability Skills statement**

A standard Employability Skills statement appears in each unit of competency. This statement directs trainers and assessors to consider the information contained in the Employability Skills Summary in which the unit of competency is packaged.

### **Prerequisite Units (optional)**

If there are any units of competency that must be completed before the unit, these will be listed.

### **Application of the Unit**

This sub-section fleshes out the unit of competency's scope, purpose and operation in different contexts, for example, by showing how it applies in the workplace.

### **Competency Field (Optional)**

The competency field either reflects the way the units of competency are categorised in the Training Package or denotes the industry sector, specialisation or function. It is an optional component of the unit of competency.

### **Sector (optional)**

The industry sector is a further categorisation of the competency field and identifies the next classification, for example an elective or supervision field.

### **Elements of Competency**

The elements of competency are the basic building blocks of the unit of competency. They describe in terms of outcomes the significant functions and tasks that make up the competency.

### **Performance Criteria**

The performance criteria specify the required performance in relevant tasks, roles, skills and in the applied knowledge that enables competent performance. They are usually written in passive voice. Critical terms or phrases may be written in bold italics and then defined in range statement, in the order of their appearance in the performance criteria.

### **Required Skills and Knowledge**

The essential skills and knowledge are either identified separately or combined. Knowledge identifies what a person needs to know to perform the work in an informed and effective manner. Skills describe the application of knowledge to situations where understanding is converted into a workplace outcome.

### **Range Statement**

The range statement provides a context for the unit of competency, describing 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. As applicable, the meanings of key terms used in the performance criteria will also be explained in the range statement.

### **Evidence Guide**

The evidence guide is critical in assessment as it provides information to the Registered Training Organisation (RTO) and assessor about how the described competency may be demonstrated. The evidence guide does this by providing a range of evidence for the

assessor to make determinations, and by providing the assessment context. The evidence guide describes:

- conditions under which competency must be assessed including variables such as the assessment environment or necessary equipment
- relationships with the assessment of any other units of competency
- suitable methodologies for conducting assessment including the potential for workplace simulation
- resource implications, for example access to particular equipment, infrastructure or situations
- how consistency in performance can be assessed over time, various contexts and with a range of evidence, and expectations at the AQF qualification level involved

### Employability Skills in units of competency

The detail and application of Employability Skills facets will vary according to the job-role requirements of each industry. In developing Training Packages, industry stakeholders are consulted to identify appropriate facets of Employability Skills which are incorporated into the relevant units of competency and qualifications.

Employability Skills are not a discrete requirement contained in units of competency (as was the case with Key Competencies). Employability Skills are specifically expressed in the context of the work outcomes described in units of competency and will appear in elements, performance criteria, range statements and evidence guides. As a result, users of Training Packages are required to review the entire unit of competency in order to accurately determine Employability Skills requirements.

### How Employability Skills relate to the Key Competencies

The eight nationally agreed Employability Skills now replace the seven Key Competencies in Training Packages. Trainers and assessors who have used Training Packages prior to the introduction of Employability Skills may find the following comparison useful.

Employability Skills	Mayer Key Competencies
Communication	Communicating ideas and information
Teamwork	Working with others and in teams
Problem solving	Solving problems Using mathematical ideas and techniques
Initiative and enterprise	
Planning and organising	Collecting, analysing and organising information Planning and organising activities
Self-management	
Learning	
Technology	Using technology

When analysing the above table it is important to consider the relationship and natural overlap of Employability Skills. For example, using technology may involve communication skills and combine the understanding of mathematical concepts.

### Explicitly embedding Employability Skills in units of competency



This Training Package seeks to ensure that industry-endorsed Employability Skills are explicitly embedded in units of competency. The application of each skill and the level of detail included in each part of the unit will vary according to industry requirements and the nature of the unit of competency.

Employability Skills must be both explicit and embedded within units of competency. This means that Employability Skills will be:

- embedded in units of competency as part of the other performance requirements that make up the competency as a whole
- explicitly described within units of competency to enable Training Packages users to identify accurately the performance requirements of each unit with regards to Employability Skills.

This Training Package also seeks to ensure that Employability Skills are well-defined and written into units of competency so that they are apparent, clear and can be delivered and assessed as an essential component of unit work outcomes.

The following table contains examples of embedded Employability Skills for each component of a unit of competency. Please note that in the examples below the bracketed skills are provided only for clarification and will not be present in units of competency within this Training Package.

#### Example Employability Skills unit

Unit component	Example of embedded Employability Skill
<b>Unit Title</b>	Give formal presentations and take part in meetings (communication)
<b>Unit Descriptor</b>	This unit covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change. (initiative and enterprise)
<b>Element</b>	Proactively resolve issues. (problem solving)
<b>Performance Criteria</b>	Information is organised in a format suitable for analysis and dissemination in accordance with organisational requirements. (planning and organising)
<b>Range Statement</b>	Software applications may include email, internet, word processing, spreadsheet, database or accounting packages. (technology)
<b>Required Skills and Knowledge</b>	<p>Modify activities depending on differing workplace contexts, risk situations and environments. (learning)</p> <p>Work collaboratively with others during a fire emergency. (teamwork)</p> <p>Instructions, procedures and other information relevant the maintenance of vessel and port security. (communication)</p>

**Evidence Guide**

Evidence of having worked constructively with a wide range of community groups and stakeholders to solve problems and adapt or design new solutions to meet identified needs in crime prevention. In particular, evidence must be obtained on the ability to:

- assess response options to identified crime-prevention needs and determine the optimal action to be implemented
- in consultation with relevant others, design an initiative to address identified issues. (initiative and enterprise).

## PRIS301A

### Unit Descriptor

## Determine method of investigation

This competency standard covers the skills and knowledge required to select a preferred investigative method for gathering information and evidence by factual inquiries and / or surveillance. It requires the ability to assess the scope of the investigation and recommend a preferred investigative method based on an assessment of the full range of investigative methods and gathered information. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Investigative Services

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Identify scope of investigation          | <ul style="list-style-type: none"> <li>1.1 <i>Assignment instructions and relevant information</i> is obtained to review <i>client</i> and <i>organisational requirements</i></li> <li>1.2 Clarification of instructions or further information is sought as required from <i>appropriate person(s)</i> in accordance with organisational policy and procedures</li> <li>1.3 Range of <i>resources and equipment</i> are assessed for availability and suitability against assignment timeframes and budgetary constraints</li> <li>1.4 Scope, aims and objectives of the investigation are understood in accordance with client and organisational expectations</li> </ul>   |
| 2. Gather and review background information | <ul style="list-style-type: none"> <li>2.1 Research and preliminary inquiries are carried out to gather relevant <i>background information</i> in accordance with assignment instructions and organisational procedures</li> <li>2.2 <i>Methods</i> used for collecting information are valid and reliable and make efficient use of resources in accordance with organisational and <i>legislative requirements</i></li> <li>2.3 Information technology is used to access, record and organise information on investigation recommendations</li> <li>2.4 Gathered information is collated and prepared for use in determining options and viable investigative methods in accordance with legislative and organisational requirements</li> </ul> |
| 3. Determine method of investigation        | <ul style="list-style-type: none"> <li>3.1 A systematic decision-making process which considers the full range of investigative techniques and all gathered information is used to determine the most effective investigative method</li> <li>3.2 Determined investigative method is appropriate to the requirements of the investigation in accordance with legislative, client and organisational requirements</li> <li>3.3 Recommended investigative method and alternative options are prepared and appropriately presented to highlight the benefits of selected method(s)</li> <li>3.4 Recommendations are clear, justified and consistent with assignment and organisational requirements</li> </ul>                                       |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Scope of the investigation may be discussed and clarified with relevant persons to ensure a full understanding of client terms of reference.	2
Collecting analysing and organising information	Available facts, evidence and information may be collected and reviewed to determine viable investigative methods.	2
Planning and organising activities	Research and preliminary inquiries may be planned and conducted to gather further background information as required.	2
Working with others and in teams	Feedback on recommended method of investigation and viable options may be sought from relevant persons and acted on as appropriate.	2
Using mathematical ideas and techniques	Mathematics may be used to measure and schedule tasks for completion within specified timeframes.	2
Solving problems	Factors affecting the completion of the assignment in a timely manner may be identified promptly and negotiated with relevant persons.	2
Using technology	Technology may be used to communicate, source and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from supervisor / management
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements

Relevant information may include:

- summary of case history
- terms of reference
- timeframes
- cost schedule
- investigative limitations and exclusions
- acceptable modes of enquiry
- deliverables
- sources of information and contact requirements

Clients may include:

- insurance companies
- government agencies
- solicitors
- loss assessors
- corporations
- general public

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Appropriate person(s) may include:

- supervisors / management
- security personnel
- clients
- industry / government agencies

Resources and equipment may include:

- writing instruments
- voice recorder, transcript recorder
- mobile phones, pagers
- personnel, administrative support
- computers, computer applications, modems
- personal schedulers
- e-mail, internet
- facsimile machines
- printers
- photocopiers
- scanners (audio, document, computer)
- cameras
- transport
- information technology experts

Background information may be sourced from:

- verbal details and documents supplied by client
- readily accessible information provided by relevant persons
- research of public records

Methods may include:

- researching public records
- surveillance
- electronic
- undercover operations
- questioning
- interview
- use of informants
- advertising
- testing of rumour
- pretext inquiries
- photograph and filmed evidence

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to determine the most effective method of investigation. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Accurately interpret assignment instructions and relevant information to enable a full understanding of the scope, aims and objectives of the investigation
- Use reliable information sources and valid information gathering methods to collect relevant facts and evidence and organise in a logical manner and format suitable for review
- Select preferred investigative method and alternative options based on an assessment of all gathered information, viable techniques and available resources and equipment

### **What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Range of information gathering methods and techniques
- Reliable sources of information
- Legislative requirements applicable to the conduct of investigations
- Occupational Health and Safety requirements
- Operational principles and capabilities of security equipment and information technology
- Organisational requirements and legal and ethical obligations with regard to the gathering and distribution of information
- Range of investigative methods
- Information evaluation processes for establishing validity and reliability of gathered information
- Information management systems and methods
- Report writing and presentation techniques

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Identify and access relevant information from reliable sources
- Source additional information
- Evaluate diverse pieces of information
- Verify information for accuracy and relevance
- Prioritise work tasks and complete activities within designated timeframes
- Use information technology appropriate to the task
- Make discretionary decisions
- Prepare and present reports in required formats
- Manage the dissemination of information with due regard to confidentiality issues
- Relate to persons from different social and cultural backgrounds and varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



**PRIS302A**  
**Unit Descriptor**

**Compile investigative report**

This competency standard covers the skills and knowledge required to organise and present information gathered by surveillance or factual investigation. It requires the ability to organise and evaluate gathered information and data and prepare and present reports and attachments in a format suitable for review and dissemination. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Investigative Services

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                         |  |
|-------------------------|--|
| 1. Organise information | <ul style="list-style-type: none"> <li>1.1 Gathered <i>information</i> is prioritised and organised in a logical manner with regard to continuity of evidence in accordance with <i>legislative</i> and <i>organisational requirements</i></li> <li>1.2 Gathered information is assessed for relevance and accuracy and is consistent with <i>client</i> terms of reference, <i>reporting</i> and organisational requirements</li> <li>1.3 Additional information is sought as required from identified <i>sources</i> and verified for relevance and accuracy in accordance with organisational policy and procedures</li> <li>1.4 All information is handled safely and securely in accordance with client confidentiality, legislative and organisational requirements</li> <li>1.5 <i>Business equipment</i> is used to manage information efficiently and effectively in accordance with manufacturer's specifications and organisational procedures</li> </ul> |
| 2. Compile report       | <ul style="list-style-type: none"> <li>2.1 <i>Report format</i>, style and structure is identified in accordance with industry standards, client and organisational requirements</li> <li>2.2 Report is prepared and content complies with client instructions and organisational policy and procedures</li> <li>2.3 Conclusions and recommendations made are clearly supported by the information gathered and verifiable evidence</li> <li>2.4 <i>Attachments</i> are relevant and consistent with references made in body of the report in accordance with organisational guidelines</li> <li>2.5 Final report uses clear and concise language, is free of inconsistencies and meets client requirements and organisational standards of style, format and accuracy</li> </ul>  |

- 3. Complete report
  - 3.1 Report printing and collation is negotiated and organised to meet identified publishing standards in accordance with organisational requirements
  - 3.2 Report including all attachments is forwarded safely and securely to *appropriate person(s)* in accordance with legislative guidelines and organisational procedures
  - 3.3 *Feedback* is sought and all queries are responded to promptly, courteously and accurately with appropriate regard to client concerns and organisational interest
  - 3.4 Client satisfaction with service delivery is reviewed using verifiable data in accordance with organisational policy and procedures
  - 3.5 Copy of report and retained material is *processed* in accordance with legal and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Clarification of reporting requirements, objectives and timeframes may be discussed and verified with supervisor.	2
Collecting analysing and organising information	Information may be sourced, collated and organised in a logical manner for incorporating into draft documentation.	2
Planning and organising activities	Circulation of draft documentation to relevant personnel for review is planned and arranged for the receipt of feedback and comments within specified timeframes.	2
Working with others and in teams	Constructive feedback may be received and incorporated in final documentation.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to measure, prioritise and schedule tasks.	2
Solving problems	Thorough review of material for validity, consistency and accuracy prior to presentation may enable ambiguous or contradictory information to be identified and rectified.	2
Using technology	Technology may be used to research, record, organise and communicate information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Information may include:

- results of inquiries
- statements of evidence
- photographs
- results of searches
- sketch plans
- physical evidence

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- Emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Clients may be:

- insurance companies
- government agencies
- members of the legal profession
- loss assessors and / or adjusters
- corporations
- general public

Reporting requirements may include:

- presentation of reports in a timely manner
- accurate and constructive observations
- verbal and / or written mode

Information sources may include:

- colleagues, supervisor, management
- records, reports, case notes
- interviews, meetings
- notices
- procedural manuals
- specialists
- internet
- library
- industry networks
- government departments
- other organisations
- workshops, conferences, seminars

Business equipment may include:

- computers and computer applications
- modems
- personal schedulers
- e-mail
- internet / extranet / intranet
- facsimile machines
- printers
- photocopiers
- scanners

Report format requirements may relate to:

- style
- sequence of coverage
- length
- use of appendices
- enclosures
- use of abbreviations
- common industry terminology

Attachments may include:

- documents
- photographs
- videos
- physical evidence
- sketch plans

Appropriate persons may include:

- supervisors
- managers
- colleagues
- clients

Feedback may be sought from:

- formal / informal performance appraisals
- comments from supervisors, colleagues or clients
- personal, reflective behaviour strategies
- workplace assessment

Processing may include:

- recording
- retention
- filing
- storage
- shredding

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to compile investigative reports. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Gathered information is relevant, accurate and organised in a logical manner and additional information sought as required from reliable information sources
- Report incorporates feedback and constructive advice and is presented in a professional manner within designated timeframes
- Report content is valid, accurate and free of inconsistencies and all recommendations are clearly supported by verifiable information
- Business equipment is used effectively to prepare and present reports and attachments in required formats

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and statutory requirements relevant to the gathering and reporting of information
- Organisational requirements with regard to report format, style, structure and presentation
- Organisational records systems and processes
- Effective interpersonal techniques
- Basic research and information gathering methods
- Relevant sources of information
- Continuity of evidence
- Operational principles of business equipment
- Editing procedures
- Report writing methods appropriate to own role and responsibilities
- Procedures to maintain the safety and security of information

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Use a range of business equipment
- Prioritise work tasks for completion within designated timeframes
- Analyse, record and accurately report information
- Collate and organise information in a logical manner
- Accurately check information for relevance and accuracy
- Write reports and present information in required formats
- Apply effective written communication skills to clearly and concisely convey information

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRSIS303A

# Provide quality investigative services to clients

## Unit Descriptor

This competency standard covers the process of providing quality investigative services to clients. It requires the ability to identify the needs of clients and identify and resolve client service problems. Competency also requires a knowledge of reviewing techniques to identify opportunities for further improvement. These work functions would be carried out under routine supervision within organisational guidelines.

## Unit Sector

Investigative Services

## ELEMENT

## PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Identify customer needs                    | <ul style="list-style-type: none"> <li>1.1 <i>Client</i> preferences, needs and expectations are clarified by using appropriate <i>interpersonal skills</i></li> <li>1.2 Clients are provided with information about available <i>investigative services</i> to meet their needs and assisted in their selection of preferred options</li> <li>1.3 The rights and responsibilities of clients and the organisation are identified and effectively communicated to the client as appropriate</li> <li>1.4 <i>Personal limitations</i> in assessing client needs are identified and assistance is sought when required from <i>appropriate persons</i></li> </ul> |
| 2. Deliver investigative service to customers | <ul style="list-style-type: none"> <li>2.1 Effective customer service is provided to meet identified needs in accordance with <i>assignment instructions</i></li> <li>2.2 Special requirements of clients are identified and service adjusted as required in accordance with <i>organisational requirements</i></li> <li>2.3 Information regarding problems and delays is promptly communicated to clients and contingency management plans implemented within an appropriate timeframe</li> <li>2.4 Complaints from clients and difficult situations are handled courteously and recorded according to organisational requirements</li> </ul>                  |
| 3. Review customer service                    | <ul style="list-style-type: none"> <li>3.1 Client satisfaction is regularly reviewed using <i>verifiable evidence</i> in accordance with assignment instructions</li> <li>3.2 Client feedback is reviewed in consultation with appropriate persons and is analysed to improve and modify work practices</li> <li>3.3 Modifications to customer service are carried out within own area of responsibility according to organisational and <i>legal requirements</i></li> <li>3.4 Procedural aspects of service delivery are monitored and <i>records</i> maintained as appropriate</li> </ul>  |



### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to developing an understanding of client expectations and requirements may be shared and discussed with colleagues, supervisor and / or clients.	2
Collecting analysing and organising information	Legislative and regulatory information relevant to delivering investigative services may be collected, analysed and complied with as required.	2
Planning and organising activities	Work tasks may be prioritised and coordinated or sequenced as required to meet client requirements.	2
Working with others and in teams	Assistance may be provided among team members to carry out and fulfil assignment to customer's satisfaction and organisation's requirements.	1
Using mathematical ideas and techniques	Mathematics may be applied as an aid to measure and schedule customer satisfaction	2
Solving problems	In the application of skills and knowledge to identify and resolve client complaints or to recognise own limitations and service delivery complications.	2
Using technology	To access client information and manage scheduling and completion of assignments.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Clients may include:

- insurance companies
- government agencies
- solicitors
- loss assessors
- corporations
- general public

Interpersonal skills may include:

- language, verbal or non-verbal
- two-way interaction
- active listening
- questioning to clarify and confirm understanding
- observation techniques
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to compromise

Investigative services may include:

- gathering factual information
- surveillance by foot or vehicle
- mobile and static monitoring of persons or property
- conducting interviews and taking statements
- evaluate evidence and information

Personal limitations may include:

- understanding of assignment instructions
- own role and responsibilities
- legal knowledge base
- complying with Occupational Health and Safety requirements

Appropriate person(s) may include:

- supervisors, managers, colleagues
- clients
- legal representatives
- police
- public bodies

Assignment instructions may relate to:

- instructions from supervisor / management
- specific client requirements
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- maintenance schedules
- personal protective clothing and equipment requirements

Organisational requirements may include:

- legal and organisational policy, guidelines and requirements
- policies and procedures relating to own role, responsibility and delegation
- records and information systems
- communication channels
- reporting structures
- business and performance plans including organisational goals and objectives
- access and equity policy, principles and practice
- client service policies
- equipment maintenance and storage procedures
- Occupational Health and Safety policies, procedures and programs
- duty of care, code of conduct, code of ethics
- terms and conditions of employment
- emergency procedures

Verifiable evidence may include:

- customer satisfaction questionnaires
- audit documentation and reports
- quality assurance data
- lapsed customers
- complaints

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Procedural records may include:

- employer policy and procedures
- security plans
- incident reports
- daily / weekly reports
- shift reference file
- assignment instructions
- key register
- message book
- security notebook
- site plans
- vehicle and personnel movements
- special requests
- written and computer reports
- logs, journals and activity reports

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide effective security services to clients. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Receive and relay verbal and non-verbal information in a concise and accurate manner
- Comply with organisation policies, procedures, relevant legislation and industry codes of practice in regard to client service
- Provide a quality service environment by treating clients in a courteous and professional manner
- Interpret requirements from information contained in the client brief and / or assignment instructions
- Understand limitations of own work role and responsibility in relation to service delivery
- Monitor and act on changing client or customer needs

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislation and regulations applicable to providing investigative services
- Statutory requirements relating to consumer protection, public liability, professional indemnity, privacy
- Principles of duty of care, code of conduct and code of ethics
- Range of surveillance techniques and factual gathering of information
- Organisational policies and procedures related to the analysis of customer requirements and selection of services
- Principles of questioning to get specific information
- Rights and responsibilities of customers

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Accurately record and report information
- Present a professional image to members of the public and colleagues
- Apply active listening and questioning techniques
- Handle customer complaints courteously
- Communicate effectively with and relate to people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Communicate verbally and non-verbally in a clear and concise manner
- Comply with relevant legislative and regulatory requirements

**What resources may be required for assessment?**

- Access to a suitable venue and access to relevant communication and information gathering equipment
- Assignment instructions
- Case studies
- Occupational Health and Safety guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRIS304A

## Conduct surveillance

### Unit Descriptor

This competency standard covers the skills and knowledge required to gather information by surveillance operations. It requires the ability to select appropriate surveillance methods, plan and organise the sequence of activities, and use specialist equipment appropriate to the task. Competency also requires a knowledge of legislation applicable to investigation processes. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Investigative Services

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| 1. Prepare for surveillance operations | <ul style="list-style-type: none"> <li>1.1 <i>Assignment instructions and relevant information</i> is obtained to review <i>client</i> and <i>organisational requirements</i></li> <li>1.2 <i>Resource and equipment</i> requirements are estimated based on assignment instructions and confirmed with <i>appropriate person(s)</i> in accordance with organisational procedures</li> <li>1.3 Requirements for <i>specialist equipment</i> and <i>technical specialists</i> are identified and confirmed with appropriate person(s)</li> <li>1.4 Personal conduct, manner and presentation is maintained in accordance with code of conduct and organisational requirements</li> <li>1.5 A plan detailing key activities and their sequence is developed taking into consideration all known factors, client instructions and <i>legislative requirements</i></li> </ul>   |
| 2. Carry out surveillance operation    | <ul style="list-style-type: none"> <li>2.1 <i>Surveillance methods</i> of collecting information are reliable and make efficient use of resources in accordance with organisational requirements</li> <li>2.2 <i>Background inquiries</i> and confirmation checks are completed to verify surveillance subject in accordance with organisational policy and procedures</li> <li>2.3 Surveillance activities are conducted in accordance with assignment instructions and legislative requirements</li> <li>2.4 <i>Factors</i> affecting the achievement of assignment instructions are promptly identified and recommendations for variation to operational plans are negotiated and approved by appropriate person(s)</li> <li>2.5 Alternate plans are implemented in cases where operational integrity is threatened or compromised and reported to appropriate person(s) in accordance with organisational procedures</li> </ul> |

- 3. Complete surveillance operations
  - 3.1 Surveillance information is obtained within the specified time, budget and quality constraints in accordance with assignment and organisational requirements
  - 3.2 Recommendations and issues are presented in the required *format*, style and structure that is suitable for review and interpretation in accordance with organisational requirements
  - 3.3 Client satisfaction with service delivery is reviewed using verifiable data and appropriate feedback techniques in accordance with organisational policy and procedures
  - 3.4 Operational inadequacies in surveillance process are documented and forwarded to appropriate person(s) to inform future practice in accordance with organisational procedures
  - 3.5 *Information and materials* are safely and securely maintained and stored in accordance with legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to developing an understanding of client expectations and requirements may be shared and discussed with colleagues, supervisor and / or clients.	2
Collecting analysing and organising information	Legislative and regulatory information relevant to the collection of information and conduct of surveillance activities may be obtained, analysed and complied with as required.	2
Planning and organising activities	A plan may be developed detailing key activities and their sequence to achieve assignment requirements in a timely manner.	2
Working with others and in teams	Assistance may be provided among team members to complete surveillance tasks	2
Using mathematical ideas and techniques	Mathematical techniques may be used to measure, prioritise and schedule tasks.	2
Solving problems	Changing circumstances and other factors affecting the achievement of assignment instructions within designated timeframes may be promptly identified and negotiated with relevant personnel.	2
Using technology	Technology may be used to research, record, organise and communicate information.	1



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from supervisor / management
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements

Relevant information may include:

- summary of case history
- client instructions
- terms of reference
- cost schedule
- reporting details
- acceptable modes of enquiry
- time limit for inquiry
- operator manuals
- manufacturer's specifications

Clients may include:

- insurance companies
- government agencies
- solicitors
- loss assessors
- corporations
- general public

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Resources and equipment may relate to:

- personnel
- vehicle / transportation
- 35mm cameras, video cameras
- voice recorder, transcript recorder
- scanners (audio, document, computer)
- spares and consumables (water, food, film, batteries, credit cards, cash, protective clothing, public transport tickets, fuel)
- lap-top computer
- mobile phones, pagers
- writing instruments

Appropriate persons may include:

- security personnel
- supervisors, management
- clients
- manufacturer's
- security consultants
- other professional or technical staff

Specialist equipment may include:

- audio / video
- electronic counter surveillance equipment
- infra-red
- night vision equipment

Technical specialists may include:

- photographers
- accountants
- solicitors, lawyers
- forensic experts
- engineers
- specialist investigators
- information technology experts

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Surveillance methods may involve:

- mobile / static surveillance by vehicle
- mobile / static surveillance by foot
- use of cameras and video equipment
- use of electronic surveillance equipment

Background inquiries may involve:

- tracing whereabouts (skiptracing) of subject
- identification of subject using sources such as
- electoral rolls
- public records
- client records
- visual observation
- descriptions
- photographs
- inspection of likely surveillance sites

Factors may include:

- competing work demands
- technology / equipment breakdowns
- unforeseen incidents
- workplace hazards, risks and controls
- environmental factors (time, weather)
- non-availability of resource and materials
- budget constraints

Format requirements may relate to:

- style
- sequence of coverage
- length
- use of appendices
- enclosures
- use of abbreviations
- common industry terminology

Information and materials may include:

- data
- physical items, specimens, samples etc
- original, copy and negative film / photographs
- original and back-up video tapes
- tape recordings
- computer-based information
- reports / reports of incidents
- radio / telephone records
- diary, logs
- sketches

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to conduct surveillance operations. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Accurately plan for gathering relevant information and effectively use correct equipment and resources to support specific surveillance activity
- Confirm identity of surveillance subject through the conduct of background inquiries and carry out surveillance operations
- Surveillance information is evaluated and recommendations and issues are presented in a format suitable for review and interpretation within designated timeframes

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislation and codes of practice with regard to investigative operations including licensing requirements
- Organisational requirements and legal and ethical obligations with regard to the gathering and distribution of information
- Occupational Health and Safety issues including workplace hazards and risks
- Surveillance techniques
- Continuity of evidence principles
- Operational principles, capabilities and limitations of a range of security and surveillance equipment
- Sources of information and information gathering techniques
- Information evaluation processes for establishing validity and reliability of gathered information
- Information management systems and methods
- Report writing and data presentation techniques
- Storage requirements for information that is susceptible to spoil or damage (film, computer tapes)

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Interpret relevant legislative and regulatory requirements
- Apply defensive driving techniques
- Interpret maps and street directories
- Source additional information
- Apply safe workplace practices
- Collect and evaluate diverse pieces of information
- Estimate and calculate resource and equipment requirements
- Operate security and surveillance equipment
- Use information technology appropriate to the task
- Collate and organise information
- Prioritise work tasks and complete activities within designated timeframes
- Communicate verbally and non-verbally in a clear and concise manner
- Apply judgement, inference and deduction
- Prepare and present reports in required formats
- Disseminate information with due regard to confidentiality issues

**What resources may be required for assessment?**

- Access to suitable sites and equipment for moving and static vehicle and on foot
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, vehicle, consumables, 35mm cameras and video equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSIS305A**  
**Unit Descriptor**

**Organise and operate a surveillance vehicle**

This competency standard covers the process of selecting a suitable surveillance vehicle to perform required duties. It requires the ability to operate a vehicle to perform both static and mobile surveillance functions whilst following road and traffic laws and assignment instructions. Competency also requires a knowledge of different types of surveillance equipment and their use for gathering information. This work would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Investigative Services

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                               |  |
|-------------------------------|--|
| 1. Select vehicle             | <ul style="list-style-type: none"> <li>1.1 <i>Assignment instructions and relevant information</i> is obtained to review vehicle requirements in accordance with <i>client</i> and <i>organisational requirements</i></li> <li>1.2 Vehicle is selected based on assessment of all <i>factors</i> and confirmed with <i>appropriate person(s)</i> in accordance with organisational procedures</li> <li>1.3 Routine <i>pre-operational checks</i> are carried out in accordance with manufacturer's specifications, OHS and organisational requirements</li> <li>1.4 Faults and malfunctions are identified reported and action is initiated to rectify problems in accordance with organisational requirements and <i>manufacturer's specifications</i></li> <li>1.5 <i>Consumables and spares</i> are obtained to allow for contingencies in accordance with organisational procedures</li> </ul> |
| 2. Equip and maintain vehicle | <ul style="list-style-type: none"> <li>2.1 Suitability of vehicle <i>configuration</i> is matched against anticipated surveillance activities in accordance with assignment instructions and organisational requirements</li> <li>2.2 Internal layout of vehicle is arranged for full use of <i>surveillance equipment</i> in accordance with organisational requirements</li> <li>2.3 Surveillance equipment is secured safely to maximise comfort and minimise risk in accordance with organisational requirements</li> <li>2.4 Accessibility to <i>stores</i> is maintained during assignment in accordance with assignment instructions and organisational requirements</li> </ul>   |

- 3. Operate vehicle
  - 3.1 Vehicle is used for its specified purpose in the manner intended, and in accordance with assignment instructions and *legislative requirements*
  - 3.2 Driving hazards are identified anticipated and controlled through the application of safe and defensive driving techniques
  - 3.3 Vehicle is driven in a safe and controlled manner to avoid damage to persons, property or the environment
  - 3.4 Vehicle is positioned to enable surveillance of person / asset and information is gathered in accordance with organisational and client requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Vehicle set-up requirements and configuration may be discussed and verified with colleagues and the supervisor	1
Collecting analysing and organising information	Vehicle requirements, spares and consumables and equipment requirements may be organised following analysis of assignment instructions	2
Planning and organising activities	Surveillance activities may be planned and coordinated around work tasks or sequenced as required	2
Working with others and in teams	Team work may be applied in methods and procedures to complete surveillance tasks within designated timeframes	1
Using mathematical ideas and techniques	Mathematics may be used to calculate and measure equipment and consumable requirements to maintain safe operation of vehicle	1
Solving problems	Prompt remedial action may be applied to minimise compromise by positioning vehicle in accordance with local traffic conditions	1
Using technology	Technology may be used to communicate, measure and record information	2



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- immediate task
- anticipated tasks over longer term
- duty statements
- communication channels
- reporting procedures
- verbal or written instructions from supervisor / client
- resource and equipment requirements
- client identification and information details
- schedules (cost / time)
- documentation requirements
- protective personal equipment such as clothing or other items to be carried and / or worn
- legislative and regulatory provisions specific to surveillance operations

Relevant information may include:

- maintenance schedules
- log books
- applicable legislation and codes of practice
- summary of case history
- assignment terms of reference
- operator manuals
- manufacturer's specifications
- operational plans
- personnel schedules / rosters

Clients may include:

- insurance companies
- government agencies
- solicitors
- loss assessors
- corporations
- general public

Organisational requirements may include:

- legal and organisational policy, guidelines and procedures
- organisational goals, objectives, plans, systems and processes
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- equipment maintenance and storage procedures
- employer and employee rights and responsibilities
- insurance policy agreements
- client and organisational confidentiality requirements

Factors which may affect vehicle selection may include:

- cost
- range of likely uses
- assignment requirements
- personal requirements
- preferences of operators
- area of operation (eg city, suburbs, country)

Appropriate person(s) may include:

- security personnel
- supervisors, management
- manufacturer's
- security consultants
- other professional or technical staff

Pre-operational checks may involve:

- checking log books and maintenance schedule
- visual checks for wear and tear
- observing and monitoring noise levels for correct operation
- cleaning, basic repairs and adjustments
- identification and segregation of unsafe or faulty equipment for repair or replacement
- roadworthiness check (age, condition, insurances, licenses and registration)

Manufacturers specifications may be found in:

- printed instruction leaflets
- operators manuals
- vehicle specifications
- attached to the vehicle
- plans and diagrams
- warranty documents

Consumables and spares may include:

- fuel
- water
- brake fluid
- spare tyre

Configuration of vehicle may include:

- paint colour
- paint style
- number plates
- curtains
- wheel covers
- radio antennas
- roof racks
- window tinting
- sporting and tradesmen accessories

Surveillance equipment may include:

- 35 mm camera
- video camera
- binoculars
- guise, torch, mirrors
- measuring tape
- voice recorders
- mobile phone
- diary, note pads / pens
- telephone directories, maps, street directories
- night vision equipment
- personal hygiene aids

Stores may include but are not limited to:

- open tool box
- repair equipment
- personal protective equipment
- props (books and magazines, salespersons samples, sporting gear)
- changes of clothing
- food and water

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Federal, State or Territory road and traffic rules and regulations
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to organise and operate a surveillance vehicle. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Safely operate vehicle and surveillance equipment in an effective and efficient manner to complete work tasks within designated timeframes
- Configure vehicle and secure required equipment and stores using safe work practices
- Select vehicle appropriate to the identified surveillance task and handling and positioning that complies with applicable legislative and licensing requirements
- Carry out regular safety checks of vehicle and perform routine maintenance and report faults for repair
- Identify, interpret and comply with legal and procedural requirements
- Record and process workplace documentation

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including Occupational Health and Safety and licensing requirements
- Industry codes of practice and policy applicable to investigation processes
- Configuration and operation of information gathering equipment used from a vehicle
- Laws of trespass
- Body's reaction to exposure to prolonged heat, cold and confined spaces (vehicle) and strategies to increase endurance
- Range of surveillance activities likely to involve use of a vehicle
- Reporting procedures and documentation requirements and processes

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Apply advanced driving techniques as applies to following from in-front or behind another vehicle and anticipating its movement
- Calculate resource and equipment requirements
- Comply with relevant legislative and regulatory requirements
- Estimate time to complete activities and organise personal schedule
- Obtain appropriate licenses
- Facilitate commonsense solutions within operating parameters
- Observe and accurately record and report information
- Operate information gathering equipment

**What resources may be required for assessment?**

- Access to a surveillance vehicle
- Access to required equipment and stores
- Access to a range of neighbourhoods for demonstrating positioning of surveillance vehicle
- Access to plain English version of relevant statutes and procedures
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRIS306A**  
**Unit Descriptor**

**Gather information by factual investigation**

This competency standard covers the skills and knowledge required to gather information both orally or in written or electronic form for the carriage of investigation tasks. It requires the ability to plan and carry out information gathering activities, organise and assess the quality of gathered information, and present clearly supported recommendations for review and interpretation. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector** Investigative Services

**ELEMENT**

**PERFORMANCE CRITERIA**

- |   |   |
|---|---|
| 1. Prepare for investigative activities | 1.1 <i>Assignment instructions and relevant information</i> is obtained to review client and <i>organisational requirements</i><br>1.2 <i>Resource and equipment</i> requirements are estimated based on assignment instructions and confirmed with <i>appropriate person(s)</i> in accordance with organisational procedures<br>1.3 Requirements for <i>specialist equipment</i> and <i>technical specialists</i> are identified and confirmed with appropriate person(s)<br>1.4 Information sources and systems are reliable and used in accordance with legislative and organisational guidelines<br>1.5 Personal conduct, manner and presentation is maintained in accordance with code of conduct and organisational requirements<br>1.6 A plan detailing key activities and their sequence is developed taking into consideration all known factors, client instructions and legal requirements   |
| 2. Gather information                   | 2.1 Methods of collecting <i>information</i> are reliable and make efficient use of resources in accordance with organisational requirements<br>2.2 Available <i>facts</i> and evidence is obtained from <i>information sources</i> , organised and secured in accordance with <i>legislative</i> and organisational requirements<br>2.3 Interviews / meetings are planned, managed and conducted to gather maximum amount of information relevant to the assignment<br>2.4 <i>Interpersonal techniques</i> are appropriate to assignment requirements and reflect sensitivity to individual <i>social and cultural differences</i><br>2.5 Comprehensive statements are taken in accordance with legislative and organisational procedures and contain details relevant to the assignment<br>2.6 <i>Business equipment</i> is used in accordance with manufacturer's specifications to access, record and organise information<br>2.7 <i>Physical evidence</i> is collected, where possible to support statements of fact |

- 3. Report information
  - 3.1 Information is obtained within the specified time, budget and quality constraints in accordance with assignment and organisational requirements
  - 3.2 Information is evaluated in terms of validity, reliability and relevance and reviewed with appropriate person(s) in accordance with organisational procedures
  - 3.3 Recommendations and issues are presented in the required *format*, style and structure that is suitable for review and interpretation in accordance with organisational requirements
  - 3.4 Client satisfaction with service delivery is reviewed using verifiable data and appropriate feedback techniques in accordance with organisational policy and procedures
  - 3.5 Relevant workplace *documentation* is completed and processed in accordance with legislative and organisational procedures
  - 3.6 Information is safely and securely maintained and stored in accordance with legislative and organisational requirements



## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective interpersonal techniques may be used in interviews / meetings to elicit accurate information.	2
Collecting analysing and organising information	Available facts and evidence may be obtained from verifiable sources using reliable methods of collecting information and collated for review and evaluation.	2
Planning and organising activities	A plan may be developed detailing key activities and their sequence to achieve assignment requirements in a timely manner.	2
Working with others and in teams	Draft documentation may be disseminated to relevant personnel for review and any constructive feedback or comments integrated into final documentation.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to measure, prioritise and schedule tasks.	2
Solving problems	Changing circumstances and other factors affecting the achievement of assignment instructions within designated timeframes may be promptly identified and negotiated with relevant personnel.	2
Using technology	Technology may be used to research, record, organise and communicate information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from supervisor / management
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements

Relevant information may include:

- summary of case history
- client instructions
- terms of reference
- cost schedule
- reporting details
- acceptable modes of enquiry
- time limit for inquiry
- operator manuals
- manufacturer's specifications

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Resources and equipment may include:

- 35mm and video cameras
- compass
- tape measures
- scales
- writing instruments
- voice recorder, transcript recorder
- scanners (audio, document, computer)
- lap-top computer
- vehicle, air travel
- mobile phones, pagers
- personnel

Appropriate persons may include:

- security personnel
- supervisors, management
- clients
- manufacturer's
- security consultants
- other professional or technical staff

Specialist equipment may include:

- audio / video
- electronic counter surveillance equipment
- infra-red
- night vision goggles

Technical specialists may include:

- photographers
- accountants
- solicitors, lawyers
- forensic experts
- engineers
- specialist investigators
- information technology experts
- undercover operatives

Information sources may include:

- colleagues, supervisor, management
- records, reports, case notes
- interviews, meetings
- photographs
- newspapers and other print media
- specialists
- internet and other electronic sources
- library
- industry networks
- government departments / agencies
- professional bodies
- workshops, conferences, seminars

Information systems may depend on:

- importance of information
- sensitivity of information
- reliability of information
- source or origin of information
- where information is to be disseminated

Client instructions may relate to:

- confidentiality of information
- handling and transmission requirements

Business equipment may include:

- computers and computer applications
- modems
- personal schedulers
- e-mail
- internet / extranet / intranet
- facsimile machines
- printers
- photocopiers
- scanners

Available facts may include:

- accident reports
- personal records
- personnel records
- medical reports
- machinery reports
- employer accident records
- claims
- travel documents
- policies

Applicable legislation, codes and national standards may include:

- relevant Commonwealth / State / Territory legislation which affect organisational operation
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- privacy requirements
- freedom of information
- trade practices
- award and enterprise agreements
- industrial relations, relevant industrial instruments
- Occupational Health and Safety
- environment and waste management
- equal employment opportunity
- anti-discrimination and diversity

Evidence may be:

- direct
- circumstantial
- physical
- opinion
- documentary
- hearsay

Interpersonal techniques may include:

- verbal or non-verbal language
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to compromise

Social and cultural differences may be expressed in:

- language (verbal, non-verbal, English)
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Format requirements may relate to:

- style
- sequence of coverage
- length
- use of appendices
- enclosures
- use of abbreviations
- common industry terminology

Documentation may include:

- written reports
- oral briefings
- activity reports
- running sheets
- task allocation sheets
- radio / telephone records

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to gather information by factual investigation. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Accurately plan for gathering relevant information and effectively use correct equipment and resources to support specific information gathering activity
- Reliable sources and methods are used to gather information that is accurate and relevant to the assignment
- Conduct interviews / meetings using appropriate interpersonal techniques and take accurate and complete contemporaneous notes and statements
- Gathered information is evaluated and recommendations and issues are presented in a format suitable for review and interpretation within designated timeframes

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Organisational requirements and legal and ethical obligations with regard to the gathering and distribution of information
- Investigative techniques
- Sources of information and information gathering techniques
- Continuity of evidence
- Information evaluation processes for establishing validity and reliability of gathered information
- Operational principles of a range of security and investigative equipment
- Effective interpersonal techniques
- Information management systems and methods
- Report writing and data presentation techniques
- Procedures for the security and storage of gathered information

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Relate to people from different social and cultural backgrounds and varying physical and mental abilities
- Prioritise work tasks and complete activities within designated timeframes
- Identify and access relevant information from reliable sources
- Source additional information
- Collect and evaluate diverse pieces of information
- Verify information for accuracy and relevance
- Use information technology appropriate to the task
- Prepare and present reports in required formats
- Disseminate information with due regard to confidentiality issues
- Solve problems of contradictory, ambiguous or inconsistent information
- Use information storage and retrieval systems
- Apply safe workplace practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSIS307A**  
**Unit Descriptor**

**Conduct interviews and take statements**

This competency standard covers the skills and knowledge required to acquire information by interview and take statements to assist or initiate an investigation. It requires the ability to plan and carry out effective information gathering activities through interview and post-interview processes, use recording equipment, take accurate statements and manage all information in a secure and confidential manner. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector** Investigative Services

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                          |   |
|--------------------------|---|
| 1. Prepare for interview | <ul style="list-style-type: none"> <li>1.1 <i>Assignment instructions and background material</i> is obtained to review client and <i>organisational requirements</i></li> <li>1.2 <i>Resource and equipment</i> requirements are estimated based on assignment instructions and confirmed with <i>appropriate person(s)</i> in accordance with organisational procedures</li> <li>1.3 Interview location is accessible and non-threatening and encourages safety, confidentiality and confidence in accordance with organisational policy and procedures</li> <li>1.4 Recording equipment is checked for correct operation in accordance with manufacturer's specifications and organisational procedures</li> <li>1.5 Arrangements are made as required for a witness to be present at interview to ensure obtained information is not compromised in accordance with organisational policy and procedures</li> <li>1.6 An <i>interview plan</i> is developed and is appropriately flexible to accommodate <i>contingencies</i> in accordance with organisational requirements</li> </ul> |
|--------------------------|---|



- 2. Conduct interview
  - 2.1 Effective and flexible *communication strategies* are used and reflect sensitivity to individual *social and cultural differences* without compromising the integrity of the interview process
  - 2.2 *Protocols* and procedures are observed and complied with prior to commencement of interview in accordance with *legislative* and organisational requirements
  - 2.3 Interview plan is followed using suitable *interview strategies* and is reviewed and adjusted as required to address changing circumstances
  - 2.4 Appropriate equipment and recording methods are used in accordance with manufacturer's specifications, legislative and organisational requirements
  - 2.5 Questions are frank and reflect fairness, objectivity and impartiality to the interviewee and responses are accepted and listened to prior to continuing with the line of questioning
  - 2.6 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified during the interview process in accordance with organisational procedures
  - 2.7 Physical evidence presented during interviews is described in full
  
- 3. Take statements
  - 3.1 *Statement format* and *procedural* requirements are observed and complied with in accordance with organisational procedures
  - 3.2 *Statements* are taken in the first person and accurately reflect the interviewee's knowledge in terms of the subject matter of interview
  - 3.3 Statement includes written affirmation from interviewee as to their understanding of its contents and the conditions under which it was made
  - 3.4 Statement is signed and dated by interviewee and witnessed by interviewer or sworn in front of a *duly authorised person* in accordance with legislative and organisational requirements
  - 3.5 Copy of statement is provided to interviewee and receipted in accordance with legislative and organisational procedures

4. Complete interview
- 4.1 Interview is terminated in a sincere, courteous and friendly manner in accordance with organisational policy and procedures
  - 4.2 Copy of the audio or video tape, or written or typed record of interview is provided to interviewee and receipted in accordance with legislative and organisational requirements
  - 4.3 Notes made during interview and other relevant information is retained and secured in accordance with legislative and organisational requirements
  - 4.4 Post-interview procedures are conducted as required and records updated in accordance with legal and organisational requirements
  - 4.5 Interview results are reviewed, reported and processed in accordance with organisational procedures

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective interpersonal techniques and interview strategies may be used to elicit relevant and accurate information.	2
Collecting analysing and organising information	Available facts and evidence may be obtained from verifiable sources using reliable methods of collecting information and collated for review and evaluation.	2
Planning and organising activities	An interview plan may be developed detailing key questions and their sequence to ensure a logical and strategic flow in the interview process.	2
Working with others and in teams	Duly authorised persons may be arranged to witness statement swearings.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to measure, prioritise and schedule tasks.	2
Solving problems	Contradictory or ambiguous information is promptly identified and clarified to prevent misunderstandings.	2
Using technology	Technology may be used to research, record, organise and communicate information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from supervisor / management
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements

Background material may include:

- records of previous interviews
- file notes
- reports
- client instructions
- results of preliminary inquiries

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Resources and equipment may include:

- writing instruments
- voice recorder, transcript recorder
- mobile phones, pagers
- personnel
- computers, computer applications, modems
- personal schedulers
- e-mail, internet
- facsimile machines
- printers
- photocopiers
- scanners (audio, document, computer)

Appropriate person(s) may include:

- security personnel
- supervisors, management
- clients
- manufacturer's
- security consultants
- other professional or technical staff

Interview plan may include:

- list of interview participants
- interview schedules
- key questions
- sequence of activities
- presentation of physical evidence

Contingencies may include:

- change in demeanour of interviewee
- refusal to answer questions
- equipment failure
- disclosed information
- allegations of misconduct
- suspect request
- age of interviewee (eg, minor)
- physical or psychological disabilities
- language skills

Communication strategies may include:

- active listening
- positive feedback
- two-way interaction
- active silence
- non-verbal positive actions
- reflection and summarising
- selection of language
- flexibility / adaptation
- use of interpreters

Social and cultural differences may be expressed in:

- language (verbal, non-verbal, English)
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Protocols and procedures may include:

- introductions
- verification of identification
- informing interviewee of
- their rights
- the purpose of the interview
- the sequence of activities
- how the interview will be recorded
- confidentiality assurances

Applicable legislation, codes and national standards may include:

- relevant Commonwealth / State / Territory legislation which affect organisational operation
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- privacy requirements
- freedom of information
- trade practices
- award and enterprise agreements
- industrial relations, relevant industrial instruments
- Occupational Health and Safety
- environment and waste management
- equal employment opportunity
- anti-discrimination and diversity

Interview strategies may include consideration of:

- method (direct questioning, empathetic questions)
- strategies for developing rapport
- excluding leading questions
- excluding multiple questions
- location, timing
- avoiding cross-examinations
- interviewee status (disability, age, gender, ethnicity, race)

Format requirements may include:

- established style and structure
- handwritten or typed
- question and answer
- record of interview (written, typed, audio, video)

Statements may include:

- statutory declarations
- records of interview
- affidavits

Procedural requirements may include:

- detailing in writing all statements made by interviewee
- clear and concise reporting
- summarising of relevant points
- taking contemporaneous notes

Duly authorised person may be:

- justice of the peace
- magistrate
- solicitor

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to conduct interviews and take statements. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Accurately plan the sequence of key questions for eliciting relevant information and arrange appropriate resources, equipment and location for the conduct of interviews
- Conduct interviews / meetings using appropriate interpersonal techniques and take accurate and complete contemporaneous notes and statements
- Collect information in an accurate and systematic manner and handle all information in a safe and secure manner with due regard to confidentiality requirements

### **What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Organisational requirements and legal and ethical obligations with regard to the collection and distribution of information
- Rights of individuals in relation to the conduct of interviews and statement compilation
- Interview strategies and techniques
- Effective interpersonal techniques
- Principles of continuity of evidence
- Investigative techniques
- Requirements for duly authorised persons to swear statements
- Recording methods and use of recording equipment
- Procedures for the use of interpreters
- Post-interview procedures
- Information management systems and methods
- Procedures for the security and storage of information
- Conflict management
- Problem solving strategies

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Relate to people from different social and cultural backgrounds and varying physical and mental abilities
- Prioritise work tasks and complete activities within designated timeframes
- Operate recording and other equipment
- Elicit accurate information from interviewee
- Evaluate diverse pieces of information and promptly clarify misunderstandings, ambiguity or contradictions
- Verify information for accuracy and relevance
- Use information technology appropriate to the task
- Prepare and compile statements in required formats
- Disseminate information with due regard to confidentiality issues
- Use information storage and retrieval systems
- Apply safe workplace practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSIS308A Unit Descriptor

## Operate information gathering equipment

This competency standard covers the process of operating equipment to gather information about persons, items or assets. It requires the ability to determine surveillance methods, operate surveillance equipment and document information. Competency also requires a knowledge of legislation applicable to investigation processes. This work would be carried out under routine supervision within organisational guidelines.

**Unit Sector** Investigative Services

ELEMENT	PERFORMANCE CRITERIA
1. Select equipment required	<p>1.1 <i>Assignment instructions</i> and relevant information is obtained to review likely investigation and <i>information gathering activities</i></p> <p>1.2 <i>Information gathering equipment</i> is sourced and accessed according to <i>client</i> and <i>organisational requirements</i> and assignment instructions</p> <p>1.3 Routine <i>pre-operational checks</i> are carried out according to <i>manufacturer's specifications</i> and organisational requirements</p> <p>1.4 Faulty and damaged equipment is identified and rectified, or replaced according to organisational requirements and manufacturer's specifications</p>
2. Operate equipment	<p>2.1 Training, licensing and <i>legislative requirements</i> are identified and complied with prior to and during the use of equipment</p> <p>2.2 Information gathering equipment is operated in a safe and controlled manner according to manufacturer's specifications and organisational requirements</p> <p>2.3 Information gathering equipment is used for its specified purpose and in the manner intended according to assignment instructions</p> <p>2.4 Occupational Health and Safety issues are identified and appropriate risk control measures implemented in accordance with legislative and organisational requirements</p>
3. Maintain and store equipment	<p>3.1 Cleaning and maintenance of information gathering equipment is carried out in accordance with manufacturer's specifications</p> <p>3.2 Complex faults or repair requirements outside area of responsibility or competence are reported for specialist advice in accordance with organisational procedures</p> <p>3.3 Information gathering equipment is stored in a safe and secure area in accordance with manufacturer's specifications and organisational requirements</p> <p>3.4 Records and <i>documentation</i> are completed and maintained in accordance with industry, legislative and organisational requirements</p>



## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Operational methods and techniques for information gathering equipment may be discussed and verified with colleagues and the supervisor.	1
Collecting analysing and organising information	Information gathering equipment performance may be monitored for efficiency and effectiveness, faults and malfunctions noted, documented for reference and organised by reports.	1
Planning and organising activities	Maintenance and repair activities may be planned and coordinated around work tasks or sequenced as required.	1
Working with others and in teams	Team work may be applied in methods and procedures to complete maintenance and work tasks within designated timeframes.	1
Using mathematical ideas and techniques	Mathematics may be used to calculate and measure resource requirements to maintain the operational efficiency of information gathering equipment.	2
Solving problems	Prompt remedial action to repair or replace faulty or malfunctioning information gathering equipment will minimise operational delays.	1
Using technology	Technology may be used to communicate, measure and record information.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- work schedules, job requirements and tasks
- assignment timeframes
- specific client requirements
- resource and equipment requirements
- personal equipment such as protective equipment, clothing or other items to be carried and / or worn
- legislative and regulatory provisions specific to surveillance operations

Information gathering activities may include:

Those that comply with legislative requirements such as:

- mobile and static vehicle surveillance
- mobile and static foot surveillance
- use of video equipment
- use of 35mm camera
- use of electronic surveillance equipment

Information gathering equipment may include:

- videos, cameras, recorders
- binoculars, telephoto lens, tripod
- torch, mirrors, measuring tape
- voice recorders
- mobile phone and other means of communication
- electronic counter surveillance equipment
- infra-red, night vision equipment
- spares and consumables (notepads, guise, pens, film, batteries, licences, street maps, telephone directories, light bulbs, credit cards, cash, protective clothing, public transport tickets, vehicle fuel)

Sources of information gathering equipment may include:

- data
- market availability
- internal records
- manufacturer's, retailers, distributors
- publications such as industry newsletters, advertising brochures, magazines, professional association magazines

Clients may include:

- insurance companies
- government agencies
- solicitors
- loss assessors
- corporations
- general public

Organisational requirements may include:

- legal and organisational policy, guidelines and procedures
- organisational goals, objectives, plans, systems and processes
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- equipment maintenance and storage procedures
- employer and employee rights and responsibilities
- insurance policy agreements
- client and organisational confidentiality requirements

Routine pre-operational checks may include:

- checking log books and maintenance schedule
- visual checks for wear and tear
- observing and monitoring noise levels for correct operation
- cleaning, priming, tightening, basic repairs and adjustments
- identification and segregation of unsafe or faulty equipment for repair or replacement

Manufacturers specifications may be found in:

- printed instruction leaflets
- operators manuals
- equipment specifications
- attached to the equipment
- plans and diagrams
- warranty documents

Applicable legislation, codes and national standards may include:

- Occupational Health and Safety regulations and legislation
- relevant Australian Standards and certification requirements
- privacy requirements
- Relevant industry Codes of Practice
- continuity of evidence requirements
- licensing requirements
- award and enterprise agreements
- environment and waste management
- equal employment opportunity
- anti-discrimination and diversity

Documentation may include:

- inventory
- record of usage of equipment (written, card, electronic)
- original, copy and negative film / photographs
- original and back-up tapes
- computer-based information
- diary, logs

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to operate information gathering equipment. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Select information gathering equipment appropriate to carry out work tasks
- Operate information gathering equipment using safe workplace practices
- Comply with applicable legislative and licensing requirements
- Carry out pre-operational checks and identify and report faulty, malfunctioning or damaged equipment for repair or replacement
- Access sources of information regarding newly available information gathering equipment
- Clean, maintain and store information gathering equipment

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions applicable to investigation processes including Occupational Health and Safety and licensing requirements
- Procedures for gathering information by factual investigation or surveillance
- Legal implications relating to use of ancillary equipment for listening, tracking, observation, record keeping associated with note taking
- Sources of information and supply of equipment
- Operational principles, functions and limitations of a range of information gathering equipment
- Pre-operational checking functions and procedures
- Common and complex equipment faults
- Routine maintenance procedures
- Requirements for the securing and storage of information gathering equipment and consumables
- Reporting and documentation requirements of equipment held and usage

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret basic technical information
- Prepare and process workplace documentation
- Communicate in a clear and concise manner
- Solve routine problems
- Identify faults and determine appropriate repair or replacement action
- Effectively operate a range of information gathering equipment
- Work individually and within a team context
- Prepare documentation and maintain inventory of equipment and consumables
- Measure and calculate consumption and servicing requirements
- Apply safe workplace practices and procedures

**What resources may be required for assessment?**

- Access to suitable sites and equipment for moving and static vehicle and on foot
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, vehicle, consumables, 35mm cameras and video equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSIS309A**  
**Unit Descriptor**

**Perform administrative functions**

This competency standard covers the process of providing administrative support services, which includes maintaining inventories, equipment and databases and preparing documentation to ensure efficient operation of the organisations information needs. Competence also requires knowledge of record management, document design, basic financial documentation and transactions and future organisational requirements. This work would be carried out under routine supervision and within organisational guidelines.

**Unit Sector**

Investigative Services

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                   |  |
|-----------------------------------|--|
| 1. Maintain business resources    | 1.1 <i>Business resources</i> are maintained in accordance with <i>organisational requirements</i><br>1.2 Estimates of future and present business resource and equipment requirements are calculated in accordance with organisational requirements<br>1.3 Equipment and resources are <i>acquired</i> and maintained within agreed organisational budgets and procedures<br>1.4 <i>Business technology</i> is used to routinely monitor the effective use of equipment and resources and to make comparisons with budgets  |
| 2. Organise workplace information | 2.1 <i>Information</i> is maintained efficiently and accurately using business technology in accordance with organisational requirements<br>2.2 Information is organised in a suitable format to facilitate analysis and dissemination in accordance with organisational procedures<br>2.3 Information is safely and securely maintained and <i>stored</i> in accordance with legislative and organisational requirements<br>2.4 Future information needs are identified and incorporated into <i>future plans</i>   |
| 3. Produce documents              | 3.1 Appropriate technology and <i>software</i> is selected and utilised to produce required <i>documents</i> according to organisational requirements<br>3.2 Document and <i>layout</i> type is appropriate for the efficient entry of information and maximises the presentation and appearance of information<br>3.3 Documents are presented within designated timeframes using clear and concise language and meets organisational standards relating to style, format and accuracy<br>3.4 Documents are securely stored in accordance with legislative and organisational requirements |

- 4. Maintain financial records
  - 4.1 Daily financial records are maintained correctly and in accordance with organisational requirements for accounting purposes
  - 4.2 *Discrepancies* or errors in *financial documentation* are identified and rectified in accordance with organisational requirements
  - 4.3 *Payments* are made and received in accordance with organisational requirements
  - 4.4 Outstanding accounts are collected and followed up within *designated timelines*

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to equipment, resources, safety procedures and their application may be discussed with colleagues and supervisor	2
Collecting analysing and organising information	Information with regard to the performance and efficiency of equipment and resources may be observed and recorded for analysis and organised by reports	2
Planning and organising activities	Activities involving the sourcing of equipment and resources may be planned and coordinated around assignment schedules	2
Working with others and in teams	Team work may be applied in methods and procedures to consult on future resource requirements and their acquisition	2
Using mathematical ideas and techniques	Mathematics may be applied in the calculation and estimation of current and future resource requirements	2
Solving problems	Equipment breakdown, faults or malfunctions will need to be arranged for repair or replacement to achieve organisations plans	2
Using technology	To measure and record information with regard to resource usage and to produce workplace documents in a format suitable for the intended audience	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work requirements, work practices and knowledge as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Business resources may include:

- facilities
- computer software and hardware
- human resources
- stock and supplies
- specialised equipment
- vehicles

Organisational requirements may include:

- legal and organisational policy, guidelines and procedures
- consultative processes
- security and confidentiality requirements
- records and information systems and processes
- budgetary restraints and processes
- resource acquisition processes
- equipment maintenance and storage procedures
- duty of care, code of conduct, code of ethics
- Standard Operating Procedures
- Occupational Health and Safety policies, procedures and programs
- employer and employee rights and responsibilities

Equipment may include:

- communication equipment (two-way radio, pager, telephone, mobile telephone, megaphone, public address system)
- office equipment (computer, fax, photocopier)
- security equipment (electronic screening equipment, video cameras and monitors, alarms and signals, motion sensors, personal duress alarms, static alarms)
- information gathering equipment (videos, cameras, recorders, binoculars, torch, electronic counter surveillance equipment, infra-red, night vision equipment)
- personal protective equipment

Resource acquisition processes may include:

- tendered processes
- non-tendered processes
- contracted supplier order
- internal approvals
- periodic forecasts



Business technology may include:

- computers
- computer applications
- modems
- scanners
- printers
- personal schedules
- e-mail
- internet / extranet / intranet
- photocopiers

Information held by the organisation may include:

- correspondence (faxes, memos, letters, email)
- computer databases (library catalogue, client records)
- computer files (letters, memos and other documents)
- sales records (monthly forecasts, targets achieved)
- forms (insurance forms, membership forms)
- invoices (from suppliers, to debtors)
- personnel records (personal details, salary rates)
- financial figures

Storage of information and documents may include:

- storing in appropriate secure facilities either on-site or off-site, including:
- storage in computer directories and sub-directories
- storage on CD, disk drives or back up systems
- storage / filing of hard copies of computer generated documents
- storage / filing of hard copies of incoming and outgoing facsimiles
- storage / filing of incoming and outgoing correspondence
- storage of evidence including photographs, tapes, , data, witness / interview statements

Future plans may include:

- business plans
- marketing plans
- budgetary and financial plans

Software may include:

- word processing packages
- spreadsheet packages
- database packages
- accounting packages
- presentation packages

Documents may include:

- newsletters
- client databases
- proposals, quotes and estimates
- assignment instructions
- incident reports
- court reports
- interview statements

Document layout may include:

- using tables and charts
- using a particular software application
- incorporating graphics and pictures
- adding headers and footers
- use of legends
- inserting symbols
- following standard formatting requirements

Discrepancies may relate to:

- bank charges
- interest
- dishonoured cheques
- errors in transposing source documents

Financial documentation may include:

- sales invoices
- purchase invoices
- sales credit notes
- purchase credit notes
- contractual agreements

Payments may include:

- cheque
- credit card
- cash
- direct debit
- hire purchase

Designated timelines may include:

- within agreed period
- monthly
- weekly
- by month end
- within organisational deadline

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to perform various administrative functions. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Utilise appropriate data / information storage options while maintaining confidentiality
- Collect, record and analyse data on resource use and efficiency
- Operate and source the supply of a range of common office equipment, specialised investigative equipment and resources
- Maintain computer files and databases
- Prepare and present documentation in a style which is suitable to the target audience
- Identify and rectify discrepancies

### **What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Organisational policies and procedures relating to record keeping practices, general office procedures and Occupational Health and Safety responsibilities
- Organisational policies and procedures relating to distribution of workplace information and legal and ethical obligations
- Secure record keeping procedures
- Principles of interpersonal communication
- Understanding organisation's business structure and plans
- Functions and features of contemporary computer applications
- Financial information including budgets and creditor and debtor details
- A range of basic office equipment and specialist investigation equipment required for the organisation to function efficiently

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Enter, update and record information using basic keyboarding skills
- Operate common office equipment
- Comply with relevant legislative and regulatory requirements
- Select and utilise technology appropriate to the task and display information in a format suitable to the target audience
- Calculate and estimate resource requirements and stock levels
- Proofread and edit documents to ensure clarity of meaning and conformity to organisational requirements, and check for accuracy and consistency of information
- Communicate advice and information effectively
- Read and interpret budgets and other organisational plans

**What resources may be required for assessment?**

- Access to relevant office equipment
- Access to computer equipment with word processing and data base capabilities
- Assignment instructions, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSIS310A**  
**Unit Descriptor**

**Use and maintain operational equipment**

This competency standard covers the skills and knowledge required to safely operate and maintain specialist and non-specialist equipment that may be used in an investigative context. It requires the ability to select and use equipment appropriate to specific tasks, monitor operational effectiveness and accurately diagnose faults, carry out routine maintenance and repairs and maintain records and information systems. This work would be carried out under limited within organisational guidelines.

**Unit Sector**

Investigative Services

**ELEMENT**

**PERFORMANCE CRITERIA**

1. Check and prepare equipment

- 1.1 *Assignment instructions and relevant information* is obtained to review client and *organisational requirements*
- 1.2 *Security equipment* is selected based on assignment requirements and confirmed with *appropriate person(s)* in accordance with organisational procedures
- 1.3 Routine *pre-operational checks* are carried out in accordance with manufacturer's specifications, Occupational Health and Safety and organisational requirements
- 1.4 Faulty or damaged equipment is identified and rectified, or replaced in accordance with *manufacturer's specifications* and organisational requirements
- 1.5 Training, licensing and *legislative requirements* are identified and complied with prior to and during the use of equipment
- 1.6 Potential and existing *risks and hazards* in the workplace are identified and controlled in accordance with legislative and Occupational Health and Safety requirements

2. Operate equipment

- 2.1 Occupational Health and Safety and environmental issues are identified and appropriate risk control measures implemented in accordance with legislative and organisational requirements
- 2.2 Suitable *personal protective equipment* is selected, used and maintained in accordance with Occupational Health and Safety and organisational requirements
- 2.3 Equipment is operated in a safe and controlled manner without damage to persons, property or environment in accordance with manufacturer's specifications and organisational requirements
- 2.4 Equipment is operated for its specified purpose in the manner intended and in accordance with assignment instructions
- 2.5 All work is conducted using *safe operating practices* in accordance with Occupational Health and Safety, legislative and organisational requirements

- 3. Maintain equipment
  - 3.1 *Maintenance* plans are obtained and equipment repair and service activities scheduled to minimise disruption to normal work routines
  - 3.2 *Tools and equipment* are selected appropriate to job requirements and checked to ensure safe and efficient operation in accordance with manufacturer's specifications and organisational procedures
  - 3.3 Regular *inspections* of equipment are carried out to assess operational effectiveness and serviceability against normal operating criteria and manufacturer's specifications
  - 3.4 Routine servicing and repairs are completed in accordance with maintenance plans, manufacturer's specifications and organisational requirements
  - 3.5 Complex faults or repair requirements outside area of responsibility or competence are reported for specialist assistance in accordance with organisational procedures
  
- 4. Complete operations
  - 4.1 Serviced and repaired equipment is returned to operational condition in accordance with Occupational Health and Safety and organisational requirements
  - 4.2 Work area, tools and equipment are cleaned, maintained and stored in accordance with organisational requirements
  - 4.3 Waste from service and repair activities is collected, treated and disposed or recycled in accordance with organisational and environmental requirements
  - 4.4 Malfunctions, faults, wear or damage to tools and equipment are reported to facilitate repair or replacement in accordance with organisational policy and procedures
  - 4.5 *Records and reports* are accurately completed, processed and maintained in accordance with industry, legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Equipment requirements and operational techniques may be discussed and verified with colleagues and the supervisor.	2
Collecting analysing and organising information	Equipment performance may be monitored for efficiency and effectiveness, faults and malfunctions noted, documented for reference and organised by reports.	2
Planning and organising activities	Maintenance and repair activities may be planned and co-ordinated with security operations or sequenced as required.	2
Working with others and in teams	Team work may be applied in methods and procedures to complete maintenance and work tasks within designated timeframes.	2
Using mathematical ideas and techniques	Mathematics may be used to calculate and measure resource requirements to maintain the operational efficiency of security equipment.	2
Solving problems	Prompt remedial action to repair or replace faulty or malfunctioning security equipment may be taken to minimise operational downtime.	2
Using technology	Technology may be used to communicate, measure and record information.	1

**RANGE STATEMENT**

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from supervisor / management
- specific client requirements
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- personal protective clothing and equipment requirements

Relevant information may include:

- maintenance schedules
- operators manuals
- manufacturer's specifications
- applicable legislation and codes of practice

Organisational requirements may include:

- legal and organisational policy, guidelines and procedures
- organisational goals, objectives, plans, systems and processes
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- equipment maintenance and storage procedures
- employer and employee rights and responsibilities
- insurance policy agreements
- client and organisational confidentiality requirements

Security equipment may include:

- detection devices
- audible and visual warning devices
- cameras, monitors and control equipment
- electronic readers, electronic recognition controls
- night vision equipment
- recorders, voice recorders
- scanners
- mobile phones, pagers
- lap-top computers

Appropriate persons may include:

- security personnel
- supervisors, management
- manufacturer's
- security consultants
- other professional or technical staff



Pre-operational checks may involve:

- checking log books and maintenance schedule
- visual checks for wear and tear
- observing and monitoring noise levels for correct operation
- cleaning, priming, tightening, basic repairs and adjustments
- identification and segregation of unsafe or faulty equipment for repair or replacement

Manufacturers specifications may be found in:

- printed instruction leaflets
- operators manuals
- equipment specifications
- attached to the equipment
- plans and diagrams
- warranty documents

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:

Occupational Health and Safety

environmental issues

equal employment opportunity

industrial relations

anti-discrimination and diversity

- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Risks and hazards may include:

- non-compliance with maintenance and repair codes and regulations
- exposed electrical wiring
- live power
- other identified Occupational Health and Safety risks (asbestos, dust, noise)

Personal protective equipment may include:

- masks
- safety boots
- head protection
- safety glasses
- knee pads
- gloves
- fire extinguisher, first aid kit

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- follow confined spaces procedures
- first aid

Maintenance may involve:

- minor modifications
- repairs
- servicing

Tools and equipment may include:

- computer, software
- test equipment (multimeter)
- hand and power tools, fixing tools
- personal protective equipment

Inspections may be:

- visual
- for trial use
- a reference to defect and serviceability reports

Records and reports may detail:

- operational details
- equipment faults and diagnosis
- repairs and / or servicing undertaken
- recommended repairs or disposal of equipment
- testing and inspection results
- materials used, parts and components replaced
- costings

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to use and maintain operational equipment. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Safely operate security equipment in an effective and efficient manner to complete work tasks within designated timeframes
- Select and safely use appropriate tools and equipment to carry out routine inspection and maintenance activities
- Accurately diagnose faulty or damaged equipment, complete routine service and repair procedures and refer complex faults or repair for specialist advice
- Effectively clean, maintain and store security equipment and tools and maintain clear and safe work areas
- Accurately complete workplace documentation and maintain records systems

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including Occupational Health and Safety and licensing requirements
- Equipment operation specifications
- Usage rates of equipment and materials
- Pre-operational checking functions and procedures
- Routine maintenance procedures and repair techniques
- Common and complex fault finding techniques
- Types, characteristics and functions of tools and equipment
- Requirements for the securing and storage of equipment and materials
- Safe workplace procedures
- Storage and protection of data procedures
- Emergency procedures
- Environmental and waste disposal procedures
- Reporting and documentation requirements and processes

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret written information
- Prioritise and methodically organise work activities
- Effectively operate a range of security equipment
- Apply safe workplace practices and procedures
- Trouble shoot and solve routine problems
- Identify and diagnose routine and complex faults and malfunctions
- Determine appropriate repair or replacement action
- Maintain inventory of equipment and consumables
- Carry out routine maintenance and repairs
- Measure and calculate volumes, consumption and servicing requirements
- Obtain appropriate licensing
- Work effectively individually and within a team context
- Prepare relevant documentation and maintain records
- Identify and control workplace hazards and risks

**What resources may be required for assessment?**

- Access to relevant venue and equipment
- Assignment instructions, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRIS311A

# Work effectively in the investigative services industry

## Unit Descriptor

This competency standard covers the skills and knowledge required to work effectively in the investigative services sector. It requires the ability to comply with legal and procedural requirements, complete daily work activities, and identify opportunities for professional development. It requires a knowledge of methods for improving a professional knowledge base and maintaining a professional approach in carrying out investigations. This work would be carried out under limited supervision.

## Unit Sector

Investigative Services

## ELEMENT

## PERFORMANCE CRITERIA

- |  |   |
|--|---|
| 1. Interpret and comply with legal and procedural requirements | <ul style="list-style-type: none"> <li>1.1 The range of <i>legislative requirements</i> relevant to investigative services are accessed in accordance with <i>organisational requirements</i></li> <li>1.2 Key legal and procedural principles relating to <i>organisational values</i> and requirements are identified and interpreted in accordance with legislative requirements</li> <li>1.3 Own understanding of legal and procedural requirements is confirmed with <i>appropriate person(s)</i> to ensure consistency of interpretation and application</li> <li>1.4 Own work performance and / or ethics demonstrates a commitment to comply with applicable legislative and organisational requirements</li> </ul> |
| 2. Model high standards of performance                         | <ul style="list-style-type: none"> <li>2.1 Investigative tasks and <i>work objectives</i> are planned and implemented in accordance with <i>client</i> and organisational requirements</li> <li>2.2 <i>Factors</i> affecting the achievement of work objectives are promptly identified and incorporated into workplans in accordance with organisational procedures</li> <li>2.3 Trust and confident of clients and colleagues is gained and maintained through demonstration of high standards of investigation practices</li> <li>2.4 Breaches of industry codes of ethics / and or practices are identified and communicated in accordance with organisational and legislative requirements</li> </ul>                  |

- 3. Develop and maintain professional competence
  - 3.1 *Feedback* from clients and colleagues is used to identify and develop ways to improve competence in providing investigative services
  - 3.2 Personal knowledge and skills in providing investigative services are assessed against occupational *competency standards and other relevant benchmarks* to determine professional development needs and priorities
  - 3.3 Opportunities for *personal development strategies* to maintain currency of professional competence in providing effective investigative services are identified, planned and implemented
  - 3.4 *Professional networks* are participated in to identify and build relationships with relevant individuals and organisations to obtain and maintain personal knowledge

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	To convey information and receive feedback on own performance.	2
Collecting analysing and organising information	In analysing own performance and existing and future networks and practices.	2
Planning and organising activities	In organising to seek performance feedback and implement strategies to improve own performance.	2
Working with others and in teams	In working with team members and networks to receive feedback and monitor performance and to provide professional and high quality investigative services.	2
Using mathematical ideas and techniques	To calculate time-lines and training requirements.	2
Solving problems	To address differences between actual and expected performance and to analyse and improve workplace practices.	2
Using technology	To prepare and present information relevant to the professional development process and professional work practice.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- government statutes
- court precedents
- industry self-regulation or licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Organisational values may be outlined and reflected in:

- quality assurance and / or procedures manual
- goals, objectives, plans, systems and processes
- business and performance plans
- mission statements, strategic plans
- sales and client liaison procedure manuals
- legal and organisational policy / guidelines
- access and equity principles and practice guidelines
- ethical standards
- Occupational Health and Safety policies, procedures and programs
- quality and continuous improvement processes and standards

Appropriate person(s) may include:

- supervisors / management
- security personnel
- clients
- industry / government agencies

Work objectives may include:

- reporting deadlines
- budgetary targets
- team participation
- team and individual learning goals

Clients may include:

- insurance companies
- government agencies
- solicitors
- loss assessors
- corporations
- general public

Factors may include:

- own competency level
- limits defined through common law, contract law or statutes which apply to the nature of the work being performed
- limits described in job specifications and / or organisational policy and procedures
- competing work demands
- technology / equipment breakdowns
- unforeseen incidents
- workplace hazards, risks and controls
- environmental factors (time, weather)
- non-availability of resource and materials
- budget constraints



Feedback may be obtained from:

- formal and informal discussions, reviews and evaluations with:
- existing and previous clients
- peers, colleagues and supervisors / managers
- formal / informal performance appraisals
- personal, reflective behaviour strategies
- workplace assessment

Competency standards and other relevant benchmarks may relate to:

- all those personal and technical knowledge, skills and attitudinal aspects (competencies) required to effectively and efficiently undertake the day to day tasks and duties of the practitioner's work function and specifically:
- competency standards for the investigations industry
- other relevant industry, cross-industry and enterprise competency standards

Other benchmarks such as:

- quality assurance standards
- industry and organisational codes of conduct and code of ethics
- statutory and legislative requirements in terms of qualification levels and investigation practices
- professional bodies' competencies and codes of practice / ethics
- occupational or functional roles
- professional accreditation and re-accreditation requirements

Personal development strategies may include:

- accessing internal and external short course or qualification based training
- adapting work rotation to facilitate changing personal / work priorities
- formal / informal learning programs
- utilisation of existing strengths to focus future career development
- cultural awareness / sensitivity
- involvement in community activities
- coaching, mentoring and / or supervision
- counselling
- updating / maintaining knowledge base on issues and current context for work / professional practice
- workplace skills assessment
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment
- Recognition of Current Competency assessment

Professional networks and associations may include:

- work team
- suppliers
- professional / occupational associations
- government agencies
- project specific and ad hoc consultative / reference groups
- regional associations
- peak bodies
- relevant committees and reference groups
- tertiary and vocational education providers
- specific interest or support groups

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to work effectively in an investigative services environment. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Access, interpret and comply with a range of legislative and procedural requirements relevant to security operations
- Work ethically and professionally with clients, colleagues and external agencies and model and maintain high standards of performance
- Seek and accept feedback from a range of appropriate personnel and clients and maintain involvement in support processes and networks
- Identify professional development needs and opportunities and prioritise and implement strategies to address these needs and opportunities

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Organisational structure, standards and best practice models
- An understanding of relevant state / territory legislation, regulations and codes or practice applicable to investigation operations
- Understanding mechanisms to obtain and analyse client and colleagues comments and feedback
- An understanding of current organisational and professional procedures, practices, and social, ethical and business standards
- Relevant supervisory and support processes
- An understanding of how to interpret competency standards and apply them to self, including identifying and prioritising personal learning needs
- An understanding of how to develop and maintain professional networks
- Self assessment and reflective strategies to assist in determining personal development needs, including preparing personal plans and establishing priorities
- An understanding of specific limitations of work role, responsibility and professional abilities

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Monitor own performance and identify any personal development needs
- Identify ways to improve performance through seeking feedback from clients and colleagues
- Acknowledge the impact and differentiation between professional and personal values when working with clients
- Access learning opportunities to extend own personal work competencies to improve service delivery
- Develop and expand professional networks and participate in positive relationship building to further enhance skills and knowledge
- Interpret accurately and comply with legal and procedural requirements
- Clarify and confirm legal issues associated with job specifications and procedures
- Identify and accurately complete appropriate documentation
- Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM417A****Commission/decommission networked security system****Unit Descriptor**

This competency standard covers the skills and knowledge required to isolate, commission and decommission a range of networked security systems. It requires the ability to accurately interpret systems / network specifications, conduct and measure performance testing, and analyse relevant data. Competency also requires a knowledge of relevant OHS, environmental and statutory requirements. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Management

**ELEMENT****PERFORMANCE CRITERIA**

- |                                |   |
|--------------------------------|---|
| 1. Plan and prepare work       | <p>1.1 <i>Work order</i> is reviewed and any specific <i>client requirements</i> verified with <i>appropriate person(s)</i> in accordance with <i>organisational requirements</i></p> <p>1.2 <i>Systems / network plans</i>, drawings and texts are obtained and interpreted in accordance with work order and job requirements</p> <p>1.3 <i>Tools, equipment and materials</i> appropriate to job requirements are organised and checked for operational effectiveness and compliance with job specifications</p> <p>1.4 <i>Site access, specific site requirements</i> and schedules are confirmed with appropriate person(s) in accordance with client and organisational requirements</p> <p>1.5 Potential and existing risks and hazards in the work area are identified and managed in accordance with OHS and organisational requirements</p>   |
| 2. Commission networked system | <p>2.1 <i>Ergonomic and conservation</i> issues are identified and appropriate risk control measures implemented in accordance with <i>legislative</i>, OHS and organisational requirements</p> <p>2.2 Equipment interconnections and parameters are confirmed in accordance with job specifications and work order</p> <p>2.3 Non-software configurations are set and confirmed and software is installed and hardware data loaded in accordance with manufacturers specifications and work order</p> <p>2.4 Specified performance tests are conducted to ensure operation meets prescribed parameters and specifications in accordance with work order</p> <p>2.5 Malfunctions or deviations from specifications are promptly identified and rectified in accordance with organisational requirements</p> <p>2.6 Client hand-over of commissioned system is conducted in accordance with industry and organisational requirements</p> |

- 3. Decommission networked system
  - 3.1 Systems / network to be decommissioned is accessed with minimal disruption to client, property or services in accordance with client and organisational requirements
  - 3.2 Isolation procedures to protect the functioning or operation of existing structures are confirmed with appropriate person(s) and implemented in accordance with site procedures and manufacturers specifications
  - 3.3 Correct and safe procedures are followed to decommission systems / network in accordance with manufacturers specifications and OHS requirements
  - 3.4 Clear and concise communication is maintained with appropriate person(s) as required in accordance with client and organisational requirements
  - 3.5 Sources of energy or material are terminated in accordance with manufacturers specifications and work order
  - 3.6 Equipment, system or components are removed where required in accordance with work order, OHS and organisational requirements
  
- 4. Complete work activities
  - 4.1 Work is completed in an efficient and effective manner within designated timeframes and budget constraints
  - 4.2 Notification of work completion is made to appropriate person(s) in accordance with client and organisational requirements
  - 4.3 Commissioning results and other relevant documentation is completed in an accurate and prompt manner in accordance with industry, legislative and organisational requirements
  - 4.4 Work area is cleaned and restored to the satisfaction of the client in accordance with organisational requirements
  - 4.5 Waste from commissioning / decommissioning procedures is collected, treated and disposed of in accordance with organisational and environmental requirements

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Clear instructions, explanations and training may be provided to clients to ensure a complete understanding of the functions and operations of security systems / networks.	2
Collecting analysing and organising information	Test data may be interpreted and analysed to confirm commissioned security systems / network meets installation performance specifications.	2
Planning and organising activities	Access to security systems / network and equipment may be organised with minimal disruption to client services, existing structures or normal work routines.	2
Working with others and in teams	Communication may be organised and maintained with relevant persons throughout decommissioning procedures.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to accurately estimate resource requirements and prioritise work tasks.	2
Solving problems	Malfunctions or deficiencies in the performance or operational effectiveness of security systems / network and / or components are promptly identified and rectified.	2
Using technology	Technology may be used to communicate, source and record information. It may also be used to carry out testing activities.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- budget allocations
- warranties and service information

Client requirements may relate to:

- requirements as detailed in security assessment or client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation procedures and schedule
- service and maintenance requirements
- monitoring requirements
- warranties / guarantees
- budget allocations

Appropriate person(s) may include:

- client
- security personnel
- supervisors / management
- manufacturers
- security consultants
- other professional or technical staff

Organisational requirements may include:

- security and confidentiality procedures
- legal and organisational policy / guidelines and requirements
- register of licenses
- Occupational Health and Safety policies, procedures and programs
- code of conduct
- ethical standards
- preventative maintenance and diagnostic policy
- vendor and product service level support agreements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- client service standards
- emergency and evacuation procedures
- access and equity policy, principles and practice
- records and information systems and processes

Network may include:

- large and small LANs
- national and international WANs
- internet
- use of PSTN for dial up modems
- private lines, voice and data



Tools, equipment and materials may include:

- multimeter
- hand tools
- power tools
- terminating tools
- computer disks
- personal protective equipment
- communications equipment

Site access and specific site requirements may relate to:

- access and egress points, time of access
- access codes, keys, passes, security clearances
- union requirements
- ohs requirements
- building codes and regulations
- heritage listings
- noise control

Applicable legislation, codes and national standards may include:

- Australian Standards
- Australian building codes and regulations
- environmental protection
- heritage legislation
- privacy requirements
- award and enterprise agreements and relevant industrial instruments
- relevant industry codes of practice
- relevant legislation from all levels of government that affects organisational operation:
- Occupational Health and Safety
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to commission or decommission a range of security systems / networks. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Clearly identify commissioning / decommissioning requirements of security systems / network from work order and organise appropriate tools, equipment and materials to carry out work
- Follow safe and efficient work practices in the use of tools and equipment and accurately identify and manage risks and hazards to commissioning / decommissioning work and work areas
- Access security systems / network and methodically carry out commissioning / decommissioning procedures with minimal disruption to client services, existing structures or normal work routines
- Hand-over security equipment / system to client ensuring a full and complete understanding of systems / network operations and functions through the provision of clear and effective instructions, information and / or training
- Reinstate work area to a clear and safe condition and prepare and submit all required documentation in an accurate and prompt manner

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and requirements of security systems / networks
- Methods and procedures to commission / decommission a range of security systems / networks
- Security systems / network configurations and programs
- Isolation procedures
- Risks and hazards associated with commissioning / decommissioning work
- Types and functions of tools, equipment and testing devices
- Earthing systems, arrangements and requirements
- Electrical concepts (voltage, current, resistance and impedance)
- Electrical connections and types of electrical circuits
- Cable identification and handling requirements
- Building construction methods and types
- Types and functions of computer software
- Technical terminology
- Procedures for working in confined spaces
- OHS requirements and safe work practices
- Relevant legislative including Australian building codes and Australian Communications Authority (ACA) cabling standards

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret plans and specifications
- Select and use suitable tools and equipment
- Methodically prioritise and organise work tasks
- Effectively operate a range of security systems / networks
- Download / upload information
- Test security equipment systems and read a multimeter
- Accurately identify and correctly handle cables
- Customise equipment / systems to client requirements
- Communicate in a clear and concise manner and provide effective training / instructions to clients
- Safely disable security equipment / systems
- Solder, weld and carry out basic carpentry
- Solve routine problems
- Estimate resource requirements
- Apply safe and efficient work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM418A**  
**Unit Descriptor**

**Maintain networked security system**

This competency standard covers the skills and knowledge required to manage the security and integrity of a networked security system. It requires the ability to develop a maintenance plan, monitor the performance and effectiveness of a systems / network, and undertake preventative maintenance and repairs of equipment, software / hardware and components. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector** Security Management

ELEMENT	PERFORMANCE CRITERIA
1. Formulate maintenance strategy	1.1 Consultation is conducted with <i>appropriate person(s)</i> to verify <i>systems / network requirements</i> and <i>maintenance options</i> in accordance with client and <i>organisational requirements</i> 1.2 Client core business functions are identified and risks to business continuity in the event of systems / network malfunction are assessed 1.3 Equipment and <i>software / hardware</i> to be maintained is identified and maintenance options are examined against budgetary constraints and assessed risk to business continuity 1.4 Systems / network architecture and configuration documentation is reviewed for currency and the warranty status of components and / or software / hardware is identified and documented 1.5 A maintenance strategy and preventative maintenance schedule based upon <i>best practices</i> are formulated which meets client and organisational requirements
2. Monitor and maintain systems / network effectiveness	2.1 <i>Ergonomic and conservation</i> issues are identified and appropriate risk control measures implemented in accordance with <i>legislative</i> , OHS and organisational requirements 2.2 Systems / network performance is monitored on a regular basis and evaluated for operational effectiveness in accordance with client and organisational requirements 2.3 <i>Security and access</i> features of the systems / network operating system are monitored to ensure compliance with relevant legislative requirements and industry standards 2.4 Operational <i>irregularities</i> or faults are identified, <i>diagnosed</i> and rectified promptly in accordance with organisational requirements 2.5 Logs and audit reports are reviewed on a regular basis to identify irregularities in accordance with organisational requirements

- 3. Implement preventative maintenance procedures
  - 3.1 Systems / network back-up procedures are carried out at regular intervals in accordance with manufacturers specifications and organisational requirements
  - 3.2 Virus systems are maintained and updated on a regular basis in accordance with organisational requirements
  - 3.3 Maintenance schedules and plans are carried out with minimal disruption to client and / or services in accordance with organisational and client requirements
  - 3.4 Repairs or adjustments are undertaken in accordance with manufacturers specifications and organisational requirements
  - 3.5 Complex faults or repair requirements outside area of responsibility or competence are referred for specialist advice in accordance with organisational protocols
  - 3.6 *Documentation* is completed promptly and accurately and processed in accordance with industry and organisational requirements

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Maintenance requirements and options of a networked security system may be identified and verified through consultation with relevant persons.	2
Collecting analysing and organising information	Systems / network specifications, client user requirements and relevant information is collected, analysed and used in the formulation of a maintenance strategy.	2
Planning and organising activities	Systems / network housekeeping and maintenance activities are planned and co-ordinated with minimal disruption to client, services or normal work routines.	2
Working with others and in teams	Team work may be applied in methods and procedures to complete maintenance tasks within designated timeframes.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to estimate time, resources, costs and disruptions to business operations.	2
Solving problems	Errors or discrepancies in systems / network performance may be promptly identified and rectified to minimise operational downtime.	2
Using technology	Technology may be used to communicate, document and disseminate information. It may also be used to carry out testing and diagnostic procedures.	2

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Appropriate person(s) may include:

- client
- security personnel
- supervisors / management
- manufacturers
- security consultants
- other professional or technical staff

Systems / network requirements may include:

- back-up procedures
- storage retrieval
- maintenance of customised software
- updating of virus protection systems

Network may include:

- large and small LANs
- National and international WANs
- Internet
- use of PSTN for dial up modems
- private lines, voice and data

Maintenance options may include:

- on-site response
- remote diagnostics
- return to depot
- business hours only support
- 24 x 7 hours support
- telephone support
- second level support

Organisational requirements may include:

- security and confidentiality procedures
- legal and organisational policy / guidelines and requirements
- register of licenses
- Occupational Health and Safety policies, procedures and programs
- Code of conduct
- ethical standards
- preventative maintenance and diagnostic policy
- contracting arrangements to information technology purchasing
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- client service standards
- emergency and evacuation procedures
- access and equity policy, principles and practice
- records and information systems and processes

Software may include:

- packaged software
- in-house development or out-sourced development

Hardware may include:

- personal computers
- networked systems
- personal organisers
- communications equipment



Best practices may include:

- schedule of maintenance
- user recommended activities
- technical specialist activities
- identification and support of parts
- repair of parts

Ergonomic considerations may include:

- work station height and layout
- chair height, seat and back adjustment
- screen position, keyboard and mouse position
- footrest, document holder
- posture
- avoiding radiation from computer screens
- lighting
- noise minimisation
- rest periods, exercise breaks

Conservation techniques may include:

- double-sided paper
- use re-used paper for rough drafts (observing confidentiality requirements)
- recycling used and shredded paper
- utilising power-save options for equipment

Applicable legislation, codes and national standards may include:

- Australian Standards
- Australian building codes and regulations
- environmental protection
- heritage legislation
- privacy legislation
- Award and enterprise agreements and relevant industrial instruments
- relevant industry codes of practice
- relevant legislation from all levels of government that affects organisational operation:
- Occupational Health and Safety
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity

Security and access procedures may relate to:

- write permission
- data inputting
- viewing and operation
- search and browse authorities

Irregularities may include:

- security intrusions
- intrusion attempts
- systems / network malfunctions

- Diagnoses may identify faults or deficiencies in:
- output
  - running
  - input
  - hardware / software

- Documentation may detail:
- operational details
  - equipment faults and diagnoses
  - repairs and / or servicing undertaken
  - recommended repairs or disposal of equipment
  - testing and inspection results
  - materials used, parts and components replaced
  - costings

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain a networked security system. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Determine maintenance strategies and support processes to maintain the continuity of IT operations directly related to the client core business functions
- Implement an efficient and responsive maintenance strategy to ensure optimal operational performance of equipment and software
- Efficiently and effectively protect, secure and maintain networked client server environments and operating systems
- Monitor and assess comprehensive performance indicators to determine system performance and reliability in relation to both hardware and software
- Accurately diagnose and rectify system irregularities and refer complex faults for specialist advice

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Relevant legislation from all levels of government that affects business operation
- Occupational Health and Safety
- Environmental protection
- Equal opportunity
- Industrial relations
- Anti-discrimination
- Organisational operating systems and networks
- Types of equipment, software / hardware and their applications
- Principles of developing a maintenance schedule for a network
- Systems / network administration, security and storage requirements
- Systems / network diagnostic tools and their functions
- Back-up and security procedures, maintenance and diagnostic procedures, licensing and installation and purchasing procedures
- Data analysis techniques
- Common systems / network performance problems
- Energy and resource conservation

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Assess and analyse risk to client core business functions
- Identify systems / network maintenance requirements
- Read and interpret technical information
- Conduct technical diagnosis
- Interpret and evaluate the purposes and objectives of various features of systems / networks
- Identify and rectify common network problems
- Conduct and interpret tests
- Apply best practice in the implementation of maintenance and preventative maintenance strategies
- Apply safe and effective ergonomic workplace practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM419A**  
**Unit Descriptor**

**Install networked security system**

This competency standard covers the skills and knowledge required to co-ordinate and install a networked security system. It requires the ability to plan and manage the installation of a range of software, hardware and new components in a network, conduct appropriate testing to determine operational effectiveness and accurately identify faults and malfunctions. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector** Security Management

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
1. Prepare for installation	1.1 <i>Work order</i> and network design documentation is reviewed and verified with client in accordance with <i>organisational requirements</i> 1.2 Equipment specifications are verified and availability of all <i>network</i> components are confirmed and arranged in accordance with organisational requirements 1.3 <i>Site access and specific site requirements</i> are identified and appropriate arrangements made as required in accordance with client and organisational requirements 1.4 <i>Tools, equipment</i> and materials are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturers specifications and organisational procedures 1.5 Barriers to carrying out installation work are identified and strategies developed to overcome them within time and budget restrictions
2. Install networked security system	2.1 Potential and existing risks and hazards in the work area are identified and managed in accordance with OHS, <i>legislative</i> and organisational requirements 2.2 Work is conducted using <i>safe operating practices</i> in accordance with OHS, legislative and organisational requirements 2.3 Installation of cabling and associated components is completed and checked for compliance with relevant industry standards and building requirements 2.4 Server <i>hardware, software</i> and related components are installed in accordance with organisational and industry standards in a manner that maximises safety of self, others and the environment 2.5 Configuration of software and hardware is undertaken in accordance with installation documentation, manufacturers specifications and <i>client requirements</i>

- 3. Complete installation
  - 3.1 Specified tests are undertaken in accordance with manufacturers specifications and performance is measured against criteria specific to the installed equipment
  - 3.2 Faults are detected, identified and analysed and then rectified or reported for repair in accordance with organisational requirements
  - 3.3 Notification is made to appropriate person(s) upon completion of installation in accordance with organisational procedures
  - 3.4 Work area is reinstated to original condition and waste from work activities is collected, treated and disposed of in accordance with organisational and environment requirements
  - 3.5 Relevant *documentation* is promptly and accurately completed and processed in accordance with organisational and legislative requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Appropriate notification is made to relevant persons upon completion of installation work.	2
Collecting analysing and organising information	Client requirements and work order instructions may be reviewed to estimate and arrange materials, tools and equipment suitable to carry out installation of security systems / network.	2
Planning and organising activities	Ongoing checks of the quality of the installation work are undertaken to ensure the installed security systems / network meets work order and client requirements.	2
Working with others and in teams	Additional information and advice may be sought from relevant persons to ensure the most efficient and effective procedures may be applied in the installation of security systems / network.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to plan and schedule work tasks and arrange adequate tool and equipment provisioning.	2
Solving problems	Faults or malfunctions may be detected promptly and rectified or reported for repair.	2
Using technology	Technology may be used to communicate, schedule and document information. It may also be used to carry out installation testing.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- budget allocations
- warranties and service information

Organisational requirements may include:

- security and confidentiality procedures
- legal and organisational policy / guidelines and requirements
- register of licenses
- Occupational Health and Safety policies, procedures and programs
- Code of conduct
- ethical standards
- preventative maintenance and diagnostic policy
- contracting arrangements to information technology purchasing
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- client service standards
- emergency and evacuation procedures
- access and equity policy, principles and practice
- records and information systems and processes

Network may include:

- large and small LANs
- National and international WANs
- Internet
- use of PSTN for dial up modems
- private lines, voice and data

Site access and specific site requirements may relate to:

- access and egress points, time of access
- access codes, keys, passes, security clearances
- Union requirements
- OHS requirements
- building codes and regulations
- heritage listings
- noise control

Tools and equipment may include:

- multimeter
- hand tools
- power tools
- terminating tools
- soldering iron
- welder
- personal protective equipment
- communications equipment

Applicable legislation, codes and national standards may include:

- Australian Standards
- Australian building codes and regulations
- environmental protection
- heritage legislation
- privacy legislation
- Award and enterprise agreements and relevant industrial instruments
- relevant industry codes of practice
- relevant legislation from all levels of government that affects organisational operation:
  - Occupational Health and Safety
  - equal employment opportunity
  - industrial relations
  - anti-discrimination and diversity

Safe operating practices may relate to:

- working with electrical wiring, cables and overhead power lines
- working with tools and equipment
- risk and hazard recognition
- emergency procedures, first aid administration
- following confined spaces procedures

Software may include:

- packaged software
- in-house development or out-sourced development

Hardware may include:

- personal computers
- peer to peer networks
- client servers (LAN)
- printers
- print servers
- monitors
- cables
- routers
- disk drives
- CD
- scanners

Hardware may be based on:

- Micro, mainframe or mid-range platforms



Client requirements may relate to:

- requirements as detailed in security assessment or client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation procedures and schedule
- service and maintenance requirements
- monitoring requirements
- warranties / guarantees
- budget allocations

Documentation may detail:

- records of equipment / system positioning
- records of any adjustments to original installation plan
- records of faulty or malfunctioning tools and equipment
- testing and inspection results
- records of materials used
- costings

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to install a networked security system. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Organise correct tools and equipment and apply appropriate methods and safe operating practices to install a range of hardware and software
- Methodically organise work tasks, safely and efficiently follow installation procedures and carry out checks to ensure integrity, security and safety of security systems / network
- Interpret and comply with all applicable statutory and legislative guidelines and accurately complete all relevant documentation

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and specifications of systems / networks
- Types and functions of industry accepted network hardware and software
- Types of industry security products, devices and procedures
- Operational principles of a range of systems / networks
- LAN capabilities
- Systems / networks installation procedures
- Technical terminology
- Installation hazards
- Cable termination and connection
- Electrical concepts
- Confined space procedures
- Organisational and client confidentiality requirements
- OHS requirements and safe work practices
- Requirements for compliance with Australian building codes and regulations and Australian Communications Authority cabling standards

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret technical systems / network installation specifications
- Use suitable tools and equipment, including hand and power tools
- Conduct systems / network performance testing
- Identify faults and malfunctions
- Solder
- Weld
- Drill
- Methodically organise and prioritise work tasks
- Solve routine problems
- Work in confined spaces
- Apply safe and environmentally aware work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM420A**  
**Unit Descriptor**

**Determine security system configurations**

This competency standard covers the skills and knowledge required to specify the design of the required security system / network architecture. It requires the ability to design viable configuration solutions, validate the quality and suitability of the design to meet the intended purpose, and prepare detailed and accurate security system schematics and specifications. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Management

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                 |  |
|---------------------------------|--|
| 1. Research system requirements | 1.1 Consultative processes are conducted to verify client security system requirements in accordance with <i>organisational requirements</i> and <i>work order</i><br>1.2 Legal, commercial and application requirements for system security are identified and incorporated to meet system and <i>client requirements</i><br>1.3 Risk analysis is conducted to identify security threats in the internal and external business environments<br>1.4 Appropriate controls are determined and methods for implementation are incorporated into security system design to ensure client and security requirements are met   |
| 2. Validate system design       | 2.1 <i>Schematics</i> and specifications provide sufficient detail to enable accurate costings to be made<br>2.2 System architectural and service requirements covering availability, maintainability, fault tolerance and performance are checked in accordance with technical specifications to determine the best possible configuration<br>2.3 Compatibility of proposed and existing units with regard to intended use is determined from the system plans, equipment manuals installation environment and industry knowledge<br>2.4 Materials that best meet system specifications are identified and selected in accordance with client and organisational requirements |

- 3. Report system configurations
  - 3.1 Proposed security system configuration details are prepared and presented to the client within specified time, budget and quality constraints
  - 3.2 Presented information uses clear and concise language, is free of inconsistencies and meets organisational standards for style, format and accuracy
  - 3.3 Configuration design recommendations and options are supported by gathered and verifiable information
  - 3.4 Feedback is sought and all queries are responded to promptly, courteously and accurately with appropriate regard to client concerns and organisational interest
  - 3.5 *Client confirmation* to proceed with proposed security system configurations is obtained and processed in accordance with industry, *legislative* and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Discussions may be conducted with relevant persons to clarify purpose and parameters of security systems / network.	2
Collecting analysing and organising information	Research of design concepts and options may be conducted and evaluated to identify most appropriate system specifications to meet client requirements	2
Planning and organising activities	Site restrictions and access requirements may be identified and appropriate arrangements made as required.	2
Working with others and in teams	Effective methods and procedures may be used to determine the most suitable security systems / network specifications and configuration which accurately meet client operational requirements.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to estimate and calculate time, measurements and quantities. These techniques may also be used for planning and scheduling.	2
Solving problems	Compliance with applicable legislative and industry requirements may be considered in security systems / network specifications and configuration.	2
Using technology	Technology may be used to communicate, schedule, source and document information. It may also be used to estimate and calculate.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Organisational requirements may include:

- security and confidentiality procedures
- legal and organisational policy / guidelines and requirements
- register of licenses
- Occupational Health and Safety policies, procedures and programs
- code of conduct
- ethical standards
- preventative maintenance and diagnostic policy
- contracting arrangements to information technology purchasing
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- client service standards
- emergency and evacuation procedures
- access and equity policy, principles and practice
- records and information systems and processes

Work order may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- budget allocations
- warranties and service information

Client requirements may relate to:

- requirements as detailed in security assessment or client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation procedures and schedule
- service and maintenance requirements
- monitoring requirements
- warranties / guarantees
- budget allocations

Schematics may include:

- security systems / network and equipment positioning
- cable routes
- fixtures
- locations of detectors
- frame location
- control panel locations
- switchboards
- telephone mainframes
- power points

Client confirmation may be:

- signature
- letter of verification or authorisation
- work order

Applicable legislation, codes and national standards may include:

- Australian Standards
- Australian building codes and regulations
- Environmental protection
- heritage legislation
- privacy legislation
- award and enterprise agreements and relevant industrial instruments
- relevant industry codes of practice
- relevant legislation from all levels of government that affects organisational operation:
- Occupational Health and Safety
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to determine security system configurations. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Clarify client security system / network requirements and design a viable network solution
- Use appropriate methods to determine and prepare detailed and accurate security system schematics and specifications which allow the determination of appropriate security equipment and materials requirements
- Accurately document and prepare security equipment / system specifications and configuration in formats suitable for presentation to client

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and specifications of security systems / networks
- Building construction methods and types
- Requirements for installation of security systems / networks
- Drawing and drafting symbols and techniques
- Organisational pricing policy and procedures
- Organisational and client confidentiality requirements
- Duty of care

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Draw and draft plans, layouts, structures and system
- Prepare and present security systems / network specification and configuration documentation in suitable formats
- Interpret plans, designs and specifications
- Communicate in a clear and concise manner
- Organise work tasks in a methodical manner
- Calculate time, measurements and quantities
- Solve problems
- Apply safe and efficient work practices

**What resources may be required for assessment?**

- Access to a suitable work area for identification of hazards and control measures
- Access to personal protective equipment
- Access to organisations health and safety policies and procedures
- Access to plain English version of Acts, regulations and codes of practice
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.



**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM421A**  
**Unit Descriptor**

**Configure security devices on it networks**

This competency standard covers the skills and knowledge required to program and configure security systems / networks. It requires the ability to accurately identify configuration requirements and parameters for the type of network, to use safe and efficient work practices, and carry out appropriate testing to determine operational functioning and effectiveness. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Management

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                  |  |
|----------------------------------|--|
| 1. Identify network requirements | <ul style="list-style-type: none"> <li>1.1 Installation specifications are identified and configuration requirements verified with the client in accordance with <i>organisational requirements</i></li> <li>1.2 Existing equipment, cabling and connections are identified and confirmed to be in accordance with installation documentation and industry standards</li> <li>1.3 Configurations detailed in installation specifications are checked against the type and functioning of equipment to be used and physical site characteristics</li> <li>1.4 Suitable <i>tools, equipment and materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with organisational requirements</li> </ul> |
| 2. Configure network             | <ul style="list-style-type: none"> <li>2.1 <i>Ergonomic</i> issues are identified and appropriate risk control measures implemented in accordance with <i>legislative</i>, OHS and organisational requirements</li> <li>2.2 Program parameters are verified from project design, existing infrastructure and <i>client requirements</i></li> <li>2.3 Software parameters are programmed into system in accordance with manufacturers specifications and organisational requirements</li> <li>2.4 System equipment items are tested to full capacity to determine functioning and operational capability in accordance with manufacturers specifications</li> </ul>   |
| 3. Inspect and test network      | <ul style="list-style-type: none"> <li>3.1 Inspections are undertaken to ensure <i>network</i> configuration conforms to industry, client and organisational requirements</li> <li>3.2 System faults or malfunctions are promptly identified, rectified or reported for repair in accordance with manufacturer and organisational requirements</li> <li>3.3 Work area is reinstated to original condition and waste from work activities is collected, treated and disposed of in accordance with organisational and environmental requirements</li> <li>3.4 Documentation is accurately completed and processed in accordance with legislative and organisational requirements</li> </ul>   |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Programming requirements and configuration parameters may be clarified and confirmed with relevant persons to ensure client needs are accurately met.	2
Collecting analysing and organising information	Conducted inspections and checks of programming and configuration work may be accurately documented and organised by records or reports.	2
Planning and organising activities	Notification may be made to relevant persons upon completion of programming and configuration work.	2
Working with others and in teams	Requirements for alterations or changes to programming or configuration of security equipment / systems may be discussed with relevant persons.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to accurately estimate resource requirements and prioritise work tasks.	2
Solving problems	Potential and existing risks and hazards associated with programming work are promptly identified and controlled.	2
Using technology	Technology may be used to communicate, source and record information. It may also be used to carry out testing activities.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Organisational requirements may include:

- security and confidentiality procedures
- legal and organisational policy / guidelines and requirements
- register of licenses
- Occupational Health and Safety policies, procedures and programs
- code of conduct
- ethical standards
- preventative maintenance and diagnostic policy
- contracting arrangements to information technology purchasing
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- client service standards
- emergency and evacuation procedures
- access and equity policy, principles and practice
- records and information systems and processes

Tools, equipment and materials may include:

- multimeter
- hand tools
- power tools
- terminating tools
- computer disks
- soldering iron
- welder
- personal protective equipment
- communications equipment

Ergonomic considerations may include:

- work station height and layout
- chair height, seat and back adjustment
- screen position, keyboard and mouse position
- footrest, document holder
- posture
- avoiding radiation from computer screens
- lighting
- noise minimisation
- rest periods, exercise breaks

Applicable legislation, codes and national standards may include:

- Australian Standards
- Australian building codes and regulations
- environmental protection
- heritage legislation
- privacy legislation
- award and enterprise agreements and relevant industrial instruments
- relevant industry codes of practice
- relevant legislation from all levels of government that affects organisational operation:
  - Occupational Health and Safety
  - equal employment opportunity
  - industrial relations
  - anti-discrimination and diversity

Client requirements may relate to:

- requirements as detailed in security assessment or client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation procedures and schedule
- service and maintenance requirements
- monitoring requirements
- warranties / guarantees
- budget allocations

Network may include:

- large and small LANs
- National and international WANs
- Internet
- use of PSTN for dial up modems
- Private lines, voice and data

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to configure a range of security devices on IT networks. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Clearly identify client requirements and configuration parameters of security systems / network and organise appropriate tools, equipment and materials to carry out work
- Follow safe and efficient work practices in the use of tools and equipment and accurately identify and manage risks and hazards to programming work and work areas
- Access security systems / network and equipment and methodically carry out programming and configuration procedures with minimal disruption to client, services or normal work routines
- Clean and store tools and equipment, reinstate work area in a clear and safe condition, and prepare and submit all required documentation in an accurate and prompt manner

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and requirements of security systems / networks
- Methods of programming
- Security systems / network configurations and procedures
- Computer software types and functions
- Electrical concepts (voltage, current, resistance, impedance)
- Cable identification and handling requirements
- Earthing systems arrangements and requirements
- Technical terminology
- Organisational and client confidentiality requirements
- OHS requirements and safe work practices

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner
- Read and interpret plans and specifications
- Select and use suitable tools and equipment
- Power systems
- Program and configure security systems / networks
- Methodically prioritise and organise work tasks
- Operate security systems / networks
- Download / upload information
- Test security systems / networks and read a multimeter
- Solve routine problems
- Estimate resource requirements
- Apply safe and efficient work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSM422A

## Identify and diagnose security systems/network fault

### Unit Descriptor

This competency standard covers the skills and knowledge required to locate, identify and diagnose systems or network faults. It requires the ability to ascertain the normal operational functions and performance of a security systems or network, conduct fault-finding inspections and checks, systematically identify and diagnose faults, and accurately report findings. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Security Management

### ELEMENT

### PERFORMANCE CRITERIA

- |                          |  |
|--------------------------|--|
| 1. Prepare for operation | <p>1.1 Reported faults are confirmed in consultation with the client and all <i>available data</i> relating to the fault is obtained and analysed to identify fault history and trending data of systems / network</p> <p>1.2 Normal operational functions and performance of systems / network are ascertained and checked against specification schedules</p> <p>1.3 <i>Tools and equipment</i> appropriate to job requirements are organised and checked for operational effectiveness in accordance with manufacturers specifications and <i>organisational requirements</i></p> <p>1.4 <i>Site access and specific site requirements</i> are identified and appropriate arrangements made as required in accordance with client, <i>legislative</i> and organisational requirements</p> <p>1.5 <i>Ergonomic</i> issues are identified and appropriate risk control measures implemented in accordance with legislative, OHS and organisational requirements</p> |
| 2. Diagnose fault        | <p>2.1 Simple connections, plugs, leads and alarms are checked for operation and cable terminations are checked for completeness in accordance with manufacturers specifications and OHS requirements</p> <p>2.2 Efficient and <i>systematic fault-finding methods</i> are used to identify and assess the likely cause of the systems / network fault</p> <p>2.3 Faults are systematically <i>diagnosed</i> on the basis of an accurate assessment of test results, historical information and operational data</p> <p>2.4 Standard diagnostic tests are carried out in accordance with manufacturers specifications and in a manner which is safe to self, others and the security system</p> <p>2.5 Test results are assessed against normal operational standards in accordance with industry standards and organisational requirements</p>  |



3. Complete and report fault diagnosis
- 3.1 Recommendations relevant to other systems or future diagnostic work are identified and made in accordance with organisational protocols
  - 3.2 Report to client is prepared indicating results of diagnostic testing and highlighting any anomalies observed outside expected results
  - 3.3 Unresolved faults are referred for specialist advice in accordance with organisational requirements
  - 3.4 Work area is reinstated to original condition and waste from work activities is collected, treated and disposed of in accordance with organisational and environmental requirements
  - 3.5 *Documentation* is completed promptly and accurately and processed in accordance with client, legislative and organisational requirements

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Reported faults of security systems / network may be verified in consultation with the client.	2
Collecting analysing and organising information	Results of inspections and tests may be accurately assessed, documented and organised in reports for review.	2
Planning and organising activities	Fault-finding tests may be planned and carried out systematically to ensure fault is effectively isolated and identified.	2
Working with others and in teams	Personal limitations in identifying and diagnosing faults may be promptly identified and assistance sought from appropriate person(s).	2
Using mathematical ideas and techniques	Mathematical techniques may be used to accurately estimate resource requirements and prioritise work tasks.	2
Solving problems	Ergonomic considerations, risks and hazards in the workplace may be identified and managed to ensure the safety of self, property and others.	2
Using technology	Technology may be used to communicate, document and disseminate information. It may also be used to carry out testing and diagnostic procedures.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Available data may include:

- test data
- log books
- client records
- details of system checks
- software programme
- equipment / product manuals / guides
- client questioning details
- contract documents
- specification schedules
- system configuration diagrams and site installation records

Network may include:

- large and small LANs
- national and international WANs
- internet
- PSTN for dial up modems
- private lines, voice and data

Tools and equipment may include:

- computer
- software
- back-up disks
- test equipment (multimeter)
- hand tools
- personal protective equipment
- communications equipment

Organisational requirements may include:

- security and confidentiality procedures
- legal and organisational policy / guidelines and requirements
- register of licenses
- Occupational Health and Safety policies, procedures and programs
- code of conduct
- ethical standards
- preventative maintenance and diagnostic policy
- vendor and product service level support agreements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- client service standards
- emergency and evacuation procedures
- access and equity policy, principles and practice
- records and information systems and processes

Site access and specific site requirements may relate to:

- access and egress points, time of access
- access codes, keys, passes, security clearances
- union requirements
- OHS requirements
- building codes and regulations
- heritage listings
- noise control

Applicable legislation, codes and national standards may include:

- Australian Standards
- Australian building codes and regulations
- Environmental protection
- Heritage legislation
- Privacy legislation
- Award and enterprise agreements and relevant industrial instruments
- Relevant industry codes of practice
- Relevant legislation from all levels of government that affects organisational operation:
- Occupational Health and Safety
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity

Ergonomic considerations may include:

- work station height and layout
- chair height, seat and back adjustment
- screen position, keyboard and mouse position
- footrest, document holder
- posture
- avoiding radiation from computer screens
- lighting
- noise minimisation
- rest periods, exercise breaks

Systematic fault-finding may involve:

- using a methodical approach
- progressively isolating fault
- verifies continued existence of problem
- reviews all available information
- identifies fault in shortest time possible

Methods for fault finding may include:

- visual inspections
- functionality tests
- equipment program

Diagnoses may identify faults or deficiencies in:

- output
- running
- input
- hardware / software

Documentation may detail:

- completion of work log
- equipment, software / hardware faults and diagnoses
- adjustments / modifications undertaken
- recommended repairs or disposal of equipment
- testing and inspection results
- materials used
- costings
- warranty conditions and allowances

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to identify and diagnose systems / network faults. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Clearly identify job requirements and organise appropriate tools, equipment and materials to carry out checks and testing of a range of security systems / networks
- Confirm reported faults with client and ascertain normal performance of security systems / network against specification schedules
- Conduct inspections and diagnostic tests on a range of platforms in accordance with organisational preventative maintenance and diagnostic policy
- Accurately identify and diagnose faults based on an assessment of test data, site variables, operational and historical information
- Prepare and present reports clearly and concisely detailing fault diagnosis and repair recommendations based on verifiable data

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and specifications of security systems / networks and equipment
- Operational principles of security systems / networks
- Types, functions and purposes of diagnostic tools
- Electrical concepts (voltage, current, resistance and impedance)
- Common test equipment
- Tests to confirm operational performance
- Fault finding techniques
- Common systems / network faults
- Technical terms
- Building construction methods and types
- Cable identification and handling requirements
- Earthing systems arrangements and requirements
- Confined space procedures

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret specifications, charts and diagrams
- Communicate in a clear and concise manner
- Demonstrate basic logic and lateral thinking processes
- Conduct testing of security systems / network
- Read and interpret a multimeter
- Accurately identify and diagnose faults
- Identify and correctly handle cables
- Work in confined spaces
- Methodically prioritise and organise work tasks
- Solve routine problems and trouble shoot
- Estimate resource requirements
- Apply safe and efficient work practices

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSM501A

# Establish and maintain an occupational health and safety system

### Unit Descriptor

This competency standard covers the process of managing an occupational health and safety system. It requires the ability to identify and control hazards as well as monitor and improve processes to ensure that the workplace, is, so far as is practicable, safe and without risks to the health of employees. This competency also requires a knowledge of consultation processes. This work would be carried out under general supervision within organisational guidelines.

### Unit Sector

Security Management

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Establish and maintain an Occupational Health and Safety system                                | <ul style="list-style-type: none"> <li>1.1 Occupational Health and Safety <i>framework</i> is developed which clearly express the organisation's commitment to implement relevant <i>Occupational Health and Safety legislation</i> in the enterprise</li> <li>1.2 Occupational Health and Safety <i>roles and responsibilities</i> for all workplace personnel are defined to allow implementation of Occupational Health and Safety policies, procedures and programs</li> <li>1.3 Financial and human resources for the effective operation of the Occupational Health and Safety system are identified, sought and / or provided in a timely manner</li> <li>1.4 Information on the Occupational Health and Safety system and its operational procedures is provided and explained to employees in a form that is accessible</li> </ul> |
| 2. Establish and maintain participative arrangements  | <ul style="list-style-type: none"> <li>2.1 <i>Consultative processes</i> are established and maintained with employees and their representatives in accordance with relevant Occupational Health and Safety legislation</li> <li>2.2 Issues raised through participation and consultation are dealt with and resolved promptly and effectively in accordance with procedures for issue resolution</li> <li>2.3 Information about the outcomes of participation and consultation is provided in a manner accessible to employees promptly</li> </ul>   |
| 3. Establish and maintain procedures for identifying hazards, and assessing and controlling risks | <ul style="list-style-type: none"> <li>3.1 Procedures for ongoing <i>hazard identification</i> and assessment and control of associated risks are developed</li> <li>3.2 Hazard identification is addressed at the planning, design and evaluation stages of any change in the workplace to ensure that new hazards are not created by the proposed changes</li> <li>3.3 Procedures for selection and implementation of <i>risk control measures</i> in accordance with the hierarchy of control are developed and maintained</li> <li>3.4 Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control and resources enabling implementation of new measures are provided promptly</li> </ul>   |

- 4. Evaluate system effectiveness
  - 4.1 An Occupational Health and Safety induction and *training program* is developed and provided for all employees as part of the organisation's general training program
  - 4.2 A system for *Occupational Health and Safety record keeping* is established and maintained to allow identification of patterns of occupational injury in the organisation
  - 4.3 Measurement and evaluation of the Occupational Health and Safety system is undertaken in line with the organisation's Quality Systems' framework
  - 4.4 Improvements to the Occupational Health and Safety system are developed and implemented to achieve organisational Occupational Health and Safety objectives
  - 4.5 Compliance with the Occupational Health and Safety legislative framework is assessed to ensure that legal Occupational Health and Safety standards are maintained as a minimum

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Discussions and presentations on organisational processes may be used to resolve safety issues with work team.	3
Collecting analysing and organising information	Use of spreadsheets and collation of data may be used to highlight trends and patterns in OHS practices and incidents.	3
Planning and organising activities	Meetings may be scheduled with staff to receive feedback at particular points in operations.	2
Working with others and in teams	OHS evaluation teams may be used to consult on the control of risk.	3
Using mathematical ideas and techniques	Accident data may be analysed to calculate resource requirements .	2
Solving problems	Improved work methods may be investigated.	2
Using technology	Technology may be used to operate project management software and access safety information.	2



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Framework for Occupational Health and Safety may include:

- policy development and updating
- obtaining expert OHS advice as required
- designing safe operations & systems of work
- provision of information and training
- system for communicating information to employees, supervisors and managers within the enterprise
- mechanisms for obtaining updated information (eg health effects of hazards, technical developments in risk control, changes to legislation)
- determining ways Occupational Health and Safety will be managed, for example:
  - maintenance of plant and equipment
  - purchasing of materials and equipment
  - designed operations, work flow and materials handling
  - planning or implementing alterations to site, operations, plan or work systems
  - counselling / disciplinary processes
  - issue resolution

Occupational Health and Safety legislation will depend on state and territory legislation and requirements and will include:

- common law duties to meet general duty of care requirements
- regulations and approved codes of practice relating to hazards in work area
- requirements for establishment of consultative arrangements including those for health and safety representatives and Health and Safety committees
- requirements for effective management of hazards
- general duty of care
- requirements for provision of information and training including training in safe operating procedures, procedures for workplace hazards, hazard identification, risk assessment and risk control and emergency and evacuation procedures
- requirements for the maintenance and confidentiality of records of occupational injury and disease

Roles and responsibilities may include:

- Decision making
- Duty of care
- OHS officer
- Advisory

Consultative processes may include:

- establishment of OHS committees and other committees
- inclusion of health and safety representatives
- involvement of employees and supervisors in OHS management activities (eg OHS inspections, audits, environmental monitoring risk assessment and risk control)
- procedures for reporting hazards, risk and occupational health and safety issues by managers and employees

Procedures for identifying hazards may include:

- workplace inspections, including plant and equipment
- audits
- maintaining and analysing occupational health and safety records, including environmental monitoring and health surveillance reports
- maintenance of plant and equipment
- reviews of materials and equipment purchases, including manufacturers and suppliers information
- employee reporting to occupational health and safety issues

Risk control measures may include procedures relating to:

- assessing the occupational health and safety consequences of materials, plant to equipment prior to purchase
- obtaining expert advice
- designing safe operations and systems of work
- organisation's compliance with regulatory requirements
- application of measures according to the hierarchy of control, eg:
  - elimination of the risk
  - engineering controls
  - administrative controls
  - personal protective equipment

Training program may include:

- allocation of resources for training including acquisition, purchase of training services, development of staff training skills
- specific courses
- group discussions / conscious raising
- handouts / information sheets
- induction training
- ongoing assessment of training needs, eg relating to:
  - specific hazards
  - specific tasks
  - specific equipment use
  - emergencies and evacuations
  - new operations, materials

Organisational Health and Safety record keeping system may relate to:

- audit and inspection reports
- workplace environmental monitoring records
- consultation, e.g. meetings of Health and Safety Committees agendas including OHS items and actions
- records of induction, instruction and training
- manufacturer's and supplier's information
- hazardous substances registers
- plant and equipment maintenance and testing reports
- workers compensation and rehabilitation records
- first aid / medical post records
- identifying records required under OHS legislation (eg, major accident / injury notifications, certificates, licenses, dangerous goods storage register)

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to establish and maintain an occupational health and safety system. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Identify inadequacies in existing risk and hazard control measures
- Negotiate the introduction of procedures and processes
- Promote change in OHS practice
- Establish consultative processes
- Establish systems and processes for OHS record keeping and training
- Review and evaluate compliance with OHS legislation and implement improvements to the OHS system
- Facilitate incident investigation and process improvement

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Principles and practices of effective Occupational Health and Safety management
- Application of the hierarchy of control (the preferred order of risk control measures from most to least preferred, that is, elimination, engineering controls, administrative controls, personal protective equipment)
- Principles and techniques associated with modelling safe work Practices, hazard identification and risk management
- Non-conformance reporting requirements
- Literacy levels and communication skills of work group members and consequent suitable communication techniques
- Principles and practice of effective OHS management in a small, medium or large business
- Identification of intervention points for expert OHS advice
- Detailed knowledge of workforce characteristics and how they impact on the design and maintenance of OHS in the organisation

**What specific skills are needed to achieve the performance criteria?**

- To achieve the performance criteria, some specific skills are required. These include the ability to:
- Analyse the working environment and workplace data in order to identify hazards, assess risks and control risks
- Analyse relevant workplace data in order to evaluate effectiveness of the OHS management system
- Access and use workplace information
- Use technology to research, analyse and report information
- Solve problems to deal with complex and non-routine difficulties
- Effectively work with teams / groups
- Consult with colleagues and relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- Develop and promote a safety culture through consultation with colleagues
- Implement safety awareness programs
- Provide and arrange mentoring and coaching support so individuals / groups are competent to fulfil workplace requirements
- Prepare and negotiate reports and recommendations to improve safety

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM502A**  
**Unit Descriptor**

**Co-ordinate security operations**

This competency standard covers the skills and knowledge required to co-ordinate and monitor security operations. It requires the ability to acquire and allocate resources, monitor and adjust operational plans, and review and report operational performance. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Management

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |   |
|--|---|
| 1. Confirm operational requirements      | <ul style="list-style-type: none"> <li>1.1 Operational objectives are confirmed and are in accordance with client requirements and organisational goals, plans and objectives</li> <li>1.2 Performance targets, <i>resource</i> availability and operational constraints are assessed against <i>operational plan</i></li> <li>1.3 Resource and <i>security equipment / system</i> requirements are acquired and allocated in accordance with operational plan</li> <li>1.4 Applicable <i>legislative</i>, industry and <i>organisational requirements</i> relevant to the conduct of security operations are complied with</li> </ul>  |
| 2. Monitor security operations           | <ul style="list-style-type: none"> <li>2.1 Implementation of security operations is monitored against work schedules and is achieved within designated timeframes and resource constraints</li> <li>2.2 Systems to monitor quantity, quality, cost and time specifications for security service / product delivery are used in accordance with organisational policies and procedures</li> <li>2.3 Deviations from operational plans are identified and remedial action is implemented consistent with organisational policies, procedures and budgetary constraints</li> <li>2.4 Established communication channels and processes ensure an accurate and consistent exchange of information</li> </ul> |
| 3. Review and report security operations | <ul style="list-style-type: none"> <li>3.1 Security operations are reviewed and written findings and recommendations are forwarded to appropriate person(s) to inform future practice</li> <li>3.2 Reports address the extent to which operational objectives have been achieved and make recommendations regarding changes in procedures or security personnel</li> <li>3.3 Report format, style and structure is in accordance with industry standards, client and organisational requirements</li> <li>3.4 Documentation is completed and records are kept current and accurate in accordance with legislative and organisational requirements</li> </ul>  |

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Ideas and information may be shared with operational personnel.	3
Collecting analysing and organising information	Information may be sourced and reviewed to assist with operational planning.	2
Planning and organising activities	Resources may be estimated, acquired and allocated to meet operational requirements.	3
Working with others and in teams	Team work may be used to achieve planning outcomes.	3
Using mathematical ideas and techniques	Mathematical techniques may be used to carry out calculations associated with resource usage.	2
Solving problems	Problem-solving skills may be used to attend to unsatisfactory performance.	2
Using technology	Technology may be used to assist the management of information.	2

**RANGE STATEMENT**

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work requirements, work practices and knowledge as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

- Resources may include:
- people
  - power / energy
  - information
  - finance
  - buildings / facilities
  - equipment
  - technology
  - time



Operational plans are:

- the tactical / operational plans developed by the department / section to detail product / service performance and make include the following information:
- timetables, milestones and critical dates / times
- resource and equipment requirements
- implementation procedures
- contingency plans
- co-ordination, monitoring and improvement processes
- budgetary constraints

Security equipment / systems may include:

- communication equipment (two-way radio, pager, telephone, mobile telephone, megaphone)
- office equipment (computer, printer, fax, photocopier)
- security equipment (electronic screening equipment, video cameras and monitors, alarms and signals, metal detectors, motion sensors, personal duress alarms, static alarms)
- personal protective equipment and clothing
- vehicles

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to monitor and co-ordinate security operations. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Produce short term plans for department / section
- Plan, acquire and use resources
- Monitor and adjusts operational performance
- Report performance

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques of:
  - planning operations
  - resource planning
  - resource management systems
  - budgeting and financial analysis and interpretation
  - monitoring performance
  - reporting performance
  - problem identification and resolution
- Alternative approaches to improving resource usage and eliminating resource inefficiencies and waste
- Ways of supporting individuals / teams who have difficulty in performing to the required standard

**What specific skills are needed to achieve the performance criteria?**

- To achieve the performance criteria, some specific skills are required. These include the ability to:
  - Access and use workplace information
  - Maintain a safe workplace and environment
  - Access and use feedback to improve operational performance
  - Prepare recommendations to improve operations
  - Access and use established systems and processes
  - Use coaching and mentoring skills to provide support to colleagues
  - Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable work area for identification of hazards and control measures
- Access to personal protective equipment
- Access to organisations health and safety policies and procedures
- Access to plain English version of Acts, regulations and codes of practice
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSM503A Unit Descriptor

## Assess security risk management options

This competency standard covers the process of developing options suitable for managing security risks. It requires the ability to identify potential risks to the client's operating environment, assess and rank appropriate treatment options, and prepare and present recommended options and supporting analysis to client. This work would be carried out within organisational guidelines.

### Unit Sector

Security Management

### ELEMENT

### PERFORMANCE CRITERIA

- |                                      |   |
|--------------------------------------|---|
| 1. Identify potential security risks | <p>1.1 <i>Range</i> of potential <i>risks</i> affecting client security are researched and investigated using available organisational, industry and public sources of information and evidence</p> <p>1.2 Context for identifying risk is based on an accurate and current understanding of the <i>operating environment</i> of the client</p> <p>1.3 <i>Nature and causes</i> of risks are clearly identified, ranked and linked to potentially suitable <i>treatment options</i></p> <p>1.4 Risk potential is determined by assessment of valid and relevant data consistent with <i>organisational requirements</i></p>   |
| 2. Assess options                    | <p>2.1 <i>Criteria for evaluating</i> risks are clear, coherent and consistent with recognised industry practice and are consistent with <i>relevant industry standards</i></p> <p>2.2 Treatment options are relevant and commensurate with nature of risks and are supported by suitable guidelines and documentation</p> <p>2.3 Effectiveness of treatment options in similar contexts is assessed against documented and <i>verifiable evidence</i></p> <p>2.4 Treatment options are selected on assessed effectiveness across the full range of potential risks, are prioritised according to established criteria, and comply with all <i>legislative requirements</i></p> |
| 3. Review and present findings       | <p>3.1 A report outlining assessment findings and recommended treatment options is prepared and presented to the client</p> <p>3.2 Analysis and recommendations are clear, coherent and consistent with <i>terms of reference</i> and organisational requirements</p> <p>3.3 Effective interpersonal techniques and <i>presentation</i> procedures are used to enhance client understanding and acceptance of recommended options</p> <p>3.4 Clear and concise advice outlining possible consequences of not implementing recommended treatment options is provided to the client</p>   |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Client understanding and acceptance of recommended treatment options may be enhanced through the effective use of interpersonal techniques and demonstration procedures.	3
Collecting analysing and organising information	Nature and causes of risks may be identified, ranked and linked to suitable treatment options for analysis.	3
Planning and organising activities	Research and investigative activities may be planned and organised using available industry and public sources of information.	3
Working with others and in teams	Client may provide current and relevant information of the operating environment to assist an accurate analysis of potential risk.	2
Using mathematical ideas and techniques	Mathematical techniques may be used in the analysis of data.	3
Solving problems	Possible consequences of not implementing recommended treatment options may be provided to the client in a clear and concise format.	3
Using technology	Technology may be used to communicate, research and prepare information for presentation. It may also be used in aspects of project management.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Range of potential risks may be:

- long-term
- short-term
- low likelihood
- high likelihood
- across all aspects of operations
- across limited number of operations
- acceptable
- unacceptable
- potentially avoidable
- potentially unavoidable

Risks may relate to:

- OHS
- finance
- personnel
- business / client
- environment
- confidentiality
- vandalism
- trespass
- break-in
- unauthorised access
- theft
- deliberate or accidental damage
- threats of loss, harm or damage to persons or property

Operating environment may include organisational:

- size
- workforce
- core business functions
- stakeholders
- competitors
- stability
- industrial relations
- nature of operations
- type of industry
- neighbours
- situational issues
- environmental issues
- financial markets
- competitors
- stability of company, organisation, industry and market
- scale of operations
- market share

Nature and causes may be:

- internal
- external
- skill based
- operational
- client based
- mechanical
- financial

Treatment options may include:

- interventions
- confidentiality
- rehearsals
- regularity of presence
- attendance
- surveillance

Organisational requirements should include:

- terms of reference
- operational environment

Organisational requirements may also include:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (e.g. grooming, personal presence, uniform standards, attitude, professional expectations on staff)



Evaluation criteria may include:	<ul style="list-style-type: none"><li>• budgetary</li><li>• time</li><li>• environmental</li><li>• legal</li><li>• image based</li><li>• structural</li><li>• political influences</li><li>• nature of the task</li><li>• terms of reference</li><li>• operating environment of organization / client including workforce</li><li>• industrial relations</li></ul>
Relevant industry standards must include:	<ul style="list-style-type: none"><li>• AS / NZS4360:1999 Risk Management or other subsequent update of the standard</li></ul>
Relevant industry standards may also include:	<ul style="list-style-type: none"><li>• HB231:2000 Information security risk management guidelines</li><li>• AS2630:1983 Guide to the selection and application of intruder alarm systems for domestic and business premises</li><li>• Other standards relating to the treatment options as published and distributed by Standards Australia</li></ul>
Verifiable evidence may include:	<ul style="list-style-type: none"><li>• organisational data</li><li>• witness statements</li><li>• official records</li><li>• video evidence</li><li>• incident reports</li><li>• insurance data</li></ul>
Legislative requirements must include:	<ul style="list-style-type: none"><li>• Occupational Health and Safety legislation</li><li>• relevant industry Codes of Practice</li><li>• industry specific legislation</li><li>• industrial relations legislation</li><li>• evidence, privacy and confidentiality</li><li>• criminal codes and other crimes legislation</li></ul>
Terms of reference may include:	<ul style="list-style-type: none"><li>• operational environment</li><li>• roles and responsibilities</li><li>• lines of authority</li><li>• security and other clearances</li><li>• limitations and exclusions (who and what they can access and what they cannot access)</li><li>• scale of the task / assessment (whether a full-scale operation, or limited to a particular section or operation of the company)</li><li>• client expectations</li><li>• cost</li><li>• timeframe</li></ul>

Presentation may involve the use of:

- video
- 35mm film
- computer equipment including data projectors
- models
- real-time demonstration
- simulation
- charts and statistical reports

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to effectively assess security risk management options. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Identify the nature, cause and range of potential risks to client based on an assessment of valid and relevant data
- Evaluate risks against developed criteria and select treatment options commensurate with the level and nature of potential risks
- Prepare and present analysis and options to client and use effective interpersonal skills to enhance client understanding and acceptance of recommendations

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Familiarity with client's operating environment including future intentions
- Basic statistics and numeracy
- Broad process of security risk management
- Building services (lifts, utility supplies, communications)
- Basic understanding of insurance (acceptable risks, premium ranges, liabilities)
- Current security technologies and where to access expertise
- Concept of integrated security measures (physical security; IT security; personnel and information)
- Security as these apply to the focus of the assessment
- Applicable Australian Standards, industry codes of practice and legislation including Occupational Health and Safety
- AS / NZS 4360:1999 (or as amended)

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate verbally in a variety of formats including negotiation, interviewing, oral briefing
- Provide written communication to a standard required for compiling reports and summarising information
- Collate numerical data
- Use a variety of problem solving techniques
- Research and analyse information
- Identify and assess assets
- Assess risks
- Assess threats
- Use information technology equipment and processes
- Undertake basic word processing

**Are there other competency standards that could be assessed with this one?**

Competency in these units should be demonstrated either prior to, or in conjunction with assessment of the current unit:

- PRSSM414A Identification and assessment of assets
- PRSSM409A Risk assessment
- PRSSM413A Threat assessment

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM504A**  
**Unit Descriptor**

**Prepare security risk management plan**

This competency standard covers the process of planning to deal with security risks. It requires the ability to plan and prepare a security risk management plan which incorporates suitable response strategies and contingency arrangements compatible to identified risk. This work would be carried out within organisational guidelines.

**Unit Sector**

Security Management

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                     |   |
|-------------------------------------|---|
| 1. Evaluate and prioritise risks    | <ul style="list-style-type: none"> <li>1.1 Consequences of <i>identified risks</i> are understood and considered against possible likelihood of occurrence</li> <li>1.2 Acceptable and unacceptable risks are clearly distinguished and confirmed in accordance with <i>organisational requirements</i></li> <li>1.3 High priority risks are emphasised and specified to ensure the development of appropriate management requirements</li> <li>1.4 Existing <i>controls</i> are evaluated to determine impact on risk occurrence and modifications and improvements are identified in accordance with organisational requirements</li> </ul> |
| 2. Develop action plans             | <ul style="list-style-type: none"> <li>2.1 Action plans are structured, formatted and identify key tasks and functions associated with security risk management</li> <li>2.2 <i>Type of risk</i> associated with security context is identifiable through available examples and incorporated into planning processes</li> <li>2.3 Communication and reporting arrangements for maintenance of plans are established in line with client requirements and organisational needs</li> <li>2.4 <i>Contingency arrangements</i> for occurrence of risks are developed and incorporated into plans</li> </ul>                                      |
| 3. Identify management requirements | <ul style="list-style-type: none"> <li>3.1 Timelines and objectives specified in security risk plans are assessed against organisational processes and requirements</li> <li>3.2 Documentation and checklists associated with plan are prepared in established formats to ensure focus on key activities in risk management</li> <li>3.3 <i>Project planning requirements</i> are identified and reviewed to determine availability of suitable resources and expertise</li> <li>3.4 Feedback and monitoring arrangements for operational staff are prepared and established using appropriate procedures</li> </ul>                          |

- 4. Design treatment options
  - 4.1 Operating environment, including potential changes, is researched, confirmed, reviewed and linked to potential and real risks, threats and treatment strategies
  - 4.2 *Treatment options* are selected in line with available industry practices, and implications of treatment options are researched, clarified and approved by the client
  - 4.3 Treatment options are feasible, documented and costed to ensure compatibility with nature of risk and client requirements, including future goals and potential changes to the operating environment
  - 4.4 Treatment options are linked to whole or part of security risks and are verified with clients for suitability to security context, this is documented, and the required resources are identified and allocated
  - 4.5 *Tests* are conducted on treatment options to determine applicability in field, and the results are statistically analysed if possible
  
- 5. Develop risk management plan
  - 5.1 Monitoring and review procedures are developed to ensure continuous improvement according to planning, client and organisational requirements
  - 5.2 All *relevant information* is collated and documented according to assessment, client and organisational requirements
  - 5.3 Plan is prepared and presented to client or authorised representatives for review and approval in accordance with organisational requirements

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information may be conveyed through discussions and presentations on organisational processes.	3
Collecting analysing and organising information	Action plans may be developed which incorporate key tasks and functions, resource, communication and reporting requirements.	3
Planning and organising activities	Tests may be conducted on treatment options to determine applicability in a field context.	3
Working with others and in teams	Acceptable and unacceptable risks may be discussed and clarified.	2
Using mathematical ideas and techniques	Mathematical techniques may be used in the analysis of data and costing resource requirements.	3
Solving problems	Contingency arrangements may be planned for and incorporated in security risk management plan.	3
Using technology	Technology may be used to communicate, research and manage information. It may also be used in aspects of project management.	3

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Identified risks may include:

- property risks
- risks associated with people
- process failures
- security systems
- client contact risks
- financial risks

Organisational requirements may include:

- verification by senior management
- cost limits
- response times
- client acceptance
- application of organisational routines

- Controls may include:
- monitoring and surveillance
  - physical attendance
  - training
  - development of procedures
  - staff ratios and resource deployment

- Type of risk may be:
- major
  - minor
  - intermediate
  - likely to occur
  - unlikely to occur
  - physical
  - property related
  - potentially avoidable
  - potentially unavoidable

- Contingency arrangements may include:
- checklists and reporting
  - training
  - organisational instructions
  - approvals
  - identification requirements
  - internal licenses
  - confidentiality requirements

- Project planning requirements may include:
- milestones
  - timelines
  - resources
  - key outcomes
  - personnel involvement
  - tasks

- Treatment options may include:
- surveillance
  - controlled interruptions to normal operations
  - simulations
  - information collation and analysis
  - exercises
  - verification requirements

- Tests may include:
- alarms and other warning devices
  - interviews
  - rehearsals
  - inspections
  - exercises



Relevant information may include:

- identified assets
- risk assessment
- threat assessment
- management requirements
- supporting evidence
- treatment options and strategies linked to risks and threats
- operational issues
- any test results and relevant statistical analysis of the results
- implementation issues
- resource requirements including allocation and location of resources
- review and monitoring procedures
- action plans
- contingency plans
- backup systems or processes

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to plan and prepare a security risk management plan. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Identify and evaluate assets, identified risks, analyse threats and determine existing and other required controls and determine impact on risk occurrence
- Develop effective action plans which incorporate implementation of any new treatment options or strategies, contingency arrangements, key tasks and functions and resource, communication and reporting arrangements
- Develop effective project milestones
- Systematically review project planning requirements and establish feedback and monitoring arrangements for operational staff
- Design treatment options which are compatible with nature of risk and client requirements
- Develop a comprehensive risk management plan which incorporates a broad range of relevant information, considers implementation issues, and incorporates continuous improvement mechanisms

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Familiarity with client activities and systems including future intentions
- Broad process of security risk management
- Sources of supply of security equipment / systems
- Broad understanding of building facilities and services that apply to risk / threats being reviewed (electrical and air-conditioning systems)
- Legislation as it applies to security risk management
- Applicable industry codes of practice
- Relevant Australian Standards, including AS / NZS 4360:1999 or subsequent amendments
- Responsibilities necessary to comply with applicable OHS regulations
- Basic statistical analysis and presentation of statistical data

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a variety of oral formats including negotiation and interviewing
- Summarise information and write reports to a high standard
- Communicate in writing to ensure comprehensive coverage of the topic, yet easily understood by the reader
- Collate numerical data
- Solve problems
- Identify and assess assets
- Research and analyse data
- Manage time effectively

**Are there other competency standards that could be assessed with this one?**

Competency in these units should be demonstrated either prior to, or in conjunction with assessment of the current unit:

- PRSSM414A Identification and assessment of assets
- PRSSM409A Risk assessment
- PRSSM413A Threat assessment

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM505A**  
**Unit Descriptor**

**Implement security risk management plan**

This competency standard covers the process of implementing a security risk management plan. It requires the ability to estimate and arrange suitable resources and materials, organise and review functions associated with the conduct of the plan, define roles, responsibilities and schedules, and systematically review and manage effectiveness of the plan in meeting goals and objectives. This work would be carried out within organisational guidelines.

**Unit Sector**

Security Management

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |   |
|--|---|
| 1. Organise functions and tasks              | 1.1 <i>Roles and responsibilities</i> associated with conduct of plan are clearly defined and articulated to security personnel<br>1.2 <i>Activities</i> and targets are linked to achievement of milestones and outcomes in project action plans<br>1.3 <i>Resources and materials</i> to assist implementation are adequate, suitable to project purposes and available within specified timelines<br>1.4 Information related to conduct of plan is accurately and promptly distributed using established communication channels  |
| 2. Document risks                            | 2.1 Documentation and guidelines on incidence of risks are structured, clear and fully explain the nature and causes of risks<br>2.2 Documentation is maintained using recognised formats and reporting mechanisms<br>2.3 Occurrence of risks is comprehensively reported and any contingencies or corrective measures are clearly described  |
| 3. Review effectiveness of treatment options | 3.1 Feedback and reports on effectiveness of treatment options is regularly sought and provided to clients and security personnel<br>3.2 Long and short-term options are costed to ensure accurate estimate of resources required for plans<br>3.3 Discrepancies between <i>treatment options</i> and risk incidence are monitored and addressed through appropriate modifications<br>3.4 Stages of implementation are identified and resources and options are co-ordinated to ensure availability<br>3.5 Corrective measures are developed and tested, incorporated into the risk management plan and subsequently implemented in accordance with organisational, client and legislative requirements |

- 4. Monitor risk context
  - 4.1 Confidentiality requirements are maintained in accordance with client agreements and industry codes of practice
  - 4.2 Emerging risks are monitored and assessed to ensure ongoing suitability of project goals and processes
  - 4.3 *Targets and outcomes* are regularly reviewed and evaluated to ensure achievement of *project aims*
  - 4.4 Changes to operating environment, risk or threat to assets are monitored on an ongoing basis, and corrective measures are identified and implemented in accordance with client agreements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Roles and responsibilities are clearly defined and articulated to security personnel.	3
Collecting analysing and organising information	Feedback and reports on effectiveness of treatment options is regularly sought and provided to clients and security personnel.	3
Planning and organising activities	Resources and materials are co-ordinated or sequenced as required during various stages of implementation to ensure availability.	3
Working with others and in teams	Activities and targets may be linked to achievement of milestones and project outcomes.	3
Using mathematical ideas and techniques	Mathematical techniques may be used to estimate, calculate and prepare costings of resources and materials.	3
Solving problems	Discrepancies between treatment options and risk incidence are addressed through appropriate modifications and adjustments.	3
Using technology	Technology may be used to communicate, source, record and manage information. It may also be used to manage projects.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Roles and responsibilities may include:

- team membership
- team leadership
- backup operational role
- frontline role
- administrative support
- decision-making

Activities may include:

- reporting
- advising
- monitoring
- organising
- field work
- report preparation

Resources and materials made include:

- funding
- equipment
- personnel
- time
- consumables
- vehicles

Treatment options may include:

- surveillance
- controlled interruptions to normal operations
- simulations
- information collation and analysis
- exercises
- verification requirements

Targets and outcomes may include:

- number of new sales
- level of feedback from clients
- client support times
- response times
- police liaison
- incident reports

Project aims may relate to:

- milestones
- timelines
- resources
- key outcomes
- personnel involvement
- tasks

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to implement a security risk management plan. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Estimate and arrange resources to support plan implementation and communicate defined roles, responsibilities and work schedules to security personnel
- Prepare documentation and guidelines with a clear explanation of the incidence, nature and causes of risks and appropriate contingency arrangements
- Systematically review the effectiveness of treatment options and make appropriate modifications as required to address any discrepancies between treatment options and risk incidence
- Emerging risks are monitored to ensure ongoing suitability of project and targets and outcomes are regularly reviewed to ensure achievement of project milestone

### What specific knowledge is needed to achieve the performance criteria?

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Familiarity with client activities, systems including future intentions
- Risk assessment techniques / processes
- Relevant Australian Standards, including AS / NZS 4360:1999 or subsequent amendments
- Broad process of security risk management
- Sources of supply of security equipment / systems
- Availability and capability of project management software
- Applicable industry codes of practice and legislation including OHS

### What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a variety of oral formats including negotiation and interviewing
- Summarise information and write reports to a high standard
- Collate numerical data
- Solve problems
- Research and analyse data
- Manage time effectively
- Manage projects

**Are there other competency standards that could be assessed with this one?**

Competency in these units should be demonstrated either prior to, or in conjunction with assessment of the current unit:

- PRSSM414A Identification and assessment of assets
- PRSSM409A Risk assessment
- PRSSM413A Threat assessment

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



## PRSSM506A

# Establish and implement a marketing strategy

### Unit Descriptor

This competency standard covers the process of developing a marketing strategy to support security risk operations. It requires the ability to relate to client needs and respond within the context of the industry's services and functions. This work would be carried out under routine supervision within organisational guidelines.

### Unit Sector

Security Management

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| 1. Identify potential markets          | <ul style="list-style-type: none"> <li>1.1 <i>Opportunities to promote services</i> are regularly sought and identified using available industry sources</li> <li>1.2 <i>Growth strategies</i> are prepared in line with available capacities and relative strength of competitors</li> <li>1.3 Viability of market opportunities is comprehensively assessed using <i>available data</i> and recognised research techniques</li> <li>1.4 Marginal benefits of additional services are costed, transparent and clearly support business strategies</li> </ul>                               |
| 2. Formulate objectives and activities | <ul style="list-style-type: none"> <li>2.1 <i>Communication objectives</i> within marketing strategies are clear and prioritised to identify primary, secondary and key outcomes</li> <li>2.2 <i>Marketing activities</i> are coherent, practical, linked to achievement of outcomes and supported by suitable <i>managerial arrangements</i></li> <li>2.3 <i>Financial processes</i> identify milestones, timelines and performance outcomes</li> <li>2.4 <i>Partnerships</i> and collaborations are identified during finalisation of objectives</li> </ul>                               |
| 3. Develop implementation plan         | <ul style="list-style-type: none"> <li>3.1 Implementation targets are established, structured and incorporate opportunities for review</li> <li>3.2 Activities are linked to achievement of outcomes and targets</li> <li>3.3 <i>Key performance indicators</i> are clear, communicated to security personnel and linked to client needs</li> <li>3.4 Suitable <i>media activities</i> are established and oriented to key client group</li> <li>3.5 Strategies take account of: feedback from operational staff, time management and scheduling issues and resource constraints</li> </ul> |
| 4. Evaluate performance                | <ul style="list-style-type: none"> <li>4.1 Criteria are established to measure impact and success of promotional activities</li> <li>4.2 Adjustments to the promotional strategy product distribution are made promptly to ensure consistency of promotion</li> <li>4.3 Market data is presented in a manner which provides clear and concise information</li> </ul>  |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Through discussions and presentations on organisational processes	3
Collecting analysing and organising information	Use of spreadsheets and collation of data to highlight trends and patterns in sales.	3
Planning and organising activities	By scheduling meetings with staff to receive feedback at particular points in advertising.	2
Working with others and in teams	By being part of an marketing operation.	2
Using mathematical ideas and techniques	By analysing enquiry data.	2
Solving problems	By selecting between one or more acceptable options.	3
Using technology	By using project management software.	2

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Opportunities to promote services may include:

- regular meetings
- specific venues and promotions (eg trade fair, conferences)
- incidental meetings
- in response to accidents and incidents
- newspaper and media

Growth strategies may include:

- revenue figures
- client numbers
- time in support
- range of services offered
- client types

- Available data may include
- incident rates (eg property figurers)
  - arrest rates
  - injury rates
  - insurance claims
  - newspaper reports
  - published police data
- Communication objectives may include
- name promotion
  - service promotion
  - web use
  - information distribution
- Marketing activities may include:
- telemarketing
  - newspaper adverts
  - trade presentations
  - site visits
  - radio
- Managerial arrangements may include:
- client control
  - quality assurance
  - decision making
  - feedback
  - copy approval
- Financial processes may include:
- budget
  - financial approvals
  - reports
  - expenditure limits
- Partnerships may include:
- client collaboration
  - twin badging of services
  - service and product links (eg alarms and personal services)
- Key performance indicators may include:
- sales figures
  - public enquiries
  - costs
  - new clients
  - website hits
- Media activities may include:
- radio advertising
  - press releases
  - press conferences
  - media events
  - news items
  - advertising

**EVIDENCE GUIDE**

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to establish and implement a marketing strategy. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Development of plans linked to milestones and timetables
- Preparation of budgets
- Ability to service clients
- Preparation of reports

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
  - Marketing principles and practice
  - Performance evaluation measures
  - Competitors strengths and weaknesses
  - Business planning process
  - Customer relations policies
  - Market conditions and forces

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Negotiate with clients
- Prepare verbal and written communication
- Develop budgets
- Analyse data
- Planning and schedule activities
- Present information
- Maintain database
- Conduct research

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM507A**  
**Unit Descriptor**

**Develop and implement a business plan**

This competency standard covers the process of designing a business plan to support security business operations. It requires the ability to cost operations and develop processes to achieve agreed objectives. This work would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Security Management

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                 |   |
|---------------------------------|---|
| 1. Identify business objectives | 1.1 <i>Business objectives</i> are clear, concrete and relevant to overall goal of security operations<br>1.2 Objectives are developed collaboratively to meet an identified market need.<br>1.3 <i>Goals and values</i> of business are communicated throughout the organisation and re-enforced through regular feedback<br>1.4 Objectives are realistic and reviewed regularly against capacity to meet targets  |
| 2. Determine profitability      | 2.1 <i>Revenues and expenditures</i> associated with business objectives are accurately calculated and monitored using standard accounting techniques<br>2.2 Profitability and viability of operations are accurately determined<br>2.3 <i>Long and short term strategies</i> are developed to maximise the use of resources in the achievement of business objectives<br>2.4 <i>Sources of revenue</i> and possible improvements are understood and monitored regularly  |
| 3. Establish processes          | 3.1 Programs and functions to achieve objectives are reviewed and established in line with organisational objectives<br>3.2 <i>Tasks and activities</i> are identified and prioritised in line with available <i>resources</i><br>3.3 Documentation and information is accurately maintained in appropriate formats to ensure availability of reliable data<br>3.4 Objectives and processes are clearly communicated to personnel to ensure common understanding of goals and aims of business  |
| 4. Review plan                  | 4.1 Current financial data is collected, evaluated and coded to ensure consistency, quality and accuracy in accordance with organisational requirements<br>4.2 Significant issues in meeting targets and objectives including comparative <i>financial performances</i> are identified and prioritised for review and decision-making<br>4.3 Information needs for planning are reviewed and clarified to ensure its relevance and sufficiency<br>4.4 Adjustment of strategies and plans to address review recommendations are incorporated in future planning arrangements |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Through discussions and presentations on organisational processes.	2
Collecting analysing and organising information	Use of spreadsheets and collation of data to highlight trends and patterns in expenditure.	3
Planning and organising activities	By scheduling meetings with staff to provide information on performance against milestones.	3
Working with others and in teams	By being part of a customer liaison team.	2
Using mathematical ideas and techniques	By analysing sales data.	3
Solving problems	By adapting programs to meet client needs.	2
Using technology	By using project management software.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Business objectives may include:

- sales figures
- revenues
- delivery times
- service standards
- client numbers
- client handling times
- staff turnover

Goals and values may include:

- client service
- quality
- public interest / corporate citizenship
- co-operation
- ethical behaviour
- public reputation

Revenues and expenditures may include

- commissions
- general running costs
- marketing costs
- taxes
- development costs
- consultants fees
- salaries
- fees
- statutory obligations

Long and short term strategies may include:

- client development
- geographic expansion
- organisational growth
- service growth
- debt reduction
- income development

Sources of revenue may include

- sales
- services
- commissions
- public authorities
- private sector companies
- grants
- government incentives and payments

Tasks and activities may include:

- marketing
- sales
- security operations
- client liaison
- collaborations with related agencies
- tasks undertaken in accord with terms of references

Resources may include:

- people
- equipment
- finance
- location
- goodwill
- visibility

Financial performance may include:

- market shares
- sales
- return on investment
- customer service
- debt servicing costs



## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to develop and implement a business plan. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Management of cash flows
- Development of outcomes relevant to security operations
- Estimation of demand
- Presentation and negotiation of proposals

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
  - Budgeting
  - Sources of advice in the planning process
  - Fundamentals of financial accounting
  - Fee structures
  - Resource requirements of the security industry

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Collect and analyse financial performance information
- Prepare written and verbal communication required for negotiation, report writing
- Plan and forecast
- Schedule activities to meet milestones
- Identify and evaluate business opportunities
- Research data and trends

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO101A Unit Descriptor

## Follow workplace safety procedures

This competency standard covers the skills and knowledge required to access, understand and comply with workplace safety procedures. The unit covers general occupational health and safety requirements and is relevant for employees working under direct supervision with no supervisory responsibilities for other people. The unit is based on Generic Competency "A" in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards[NOHSC:7025 (1998) 2nd edition].

**Unit Sector** Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Follow workplace safety procedures                               | <ul style="list-style-type: none"> <li>1.1 Potential and existing <i>risks and hazards</i> in the workplace are <i>identified</i> and reported to <i>appropriate person(s)</i> in accordance with OHS and <i>organisational requirements</i></li> <li>1.2 Workplace <i>procedures</i> for controlling risks are identified and followed accurately in accordance with organisational requirements</li> <li>1.3 Workplace procedures for dealing with <i>incidents</i> and other emergencies are followed within scope of own role and responsibilities</li> <li>1.4 All emergency exits are known and kept clear at all times in accordance with <i>legislative</i> and organisational requirements</li> </ul> |
| 2. Contribute to participative arrangements of OHS in the workplace | <ul style="list-style-type: none"> <li>2.1 OHS issues are discussed with appropriate persons in accordance with legislative requirements and organisational procedures</li> <li>2.2 Contributions to <i>participative arrangements</i> for OHS management in the workplace are made within <i>personal limitations</i></li> <li>2.3 Relevant health and safety documentation is accessed and reviewed to ensure compliance with recommendations</li> <li>2.4 Further information or advice is sought as required to clarify safe work practices and procedures and OHS compliance requirements</li> </ul>  |
| 3. Employ safe work practices                                       | <ul style="list-style-type: none"> <li>3.1 All work is conducted using <i>safe operating practices</i> in accordance with OHS, legislative and organisational requirements</li> <li>3.2 Hazard warning and safety signs are identified and complied with in accordance with legislative and organisational requirements</li> <li>3.3 Tools and equipment are operated in accordance with manufacturers specifications, OHS and specified safe handling guidelines</li> <li>3.4 Potentially hazardous situations are identified and promptly reported to appropriate person(s) in accordance with organisational procedures</li> </ul>  |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Workplace procedures may be discussed and verified with colleagues or the supervisor to ensure compliance with OHS requirements.	1
Collecting analysing and organising information	Relevant OHS legislative material and workplace documentation may be obtained, interpreted and complied with as required.	1
Planning and organising activities	Equipment operational effectiveness and work areas may be monitored prior and during work activities to ensure that risks and hazards are minimised.	1
Working with others and in teams	Assistance may be provided within the work team to carry out safety inspections to control workplace risks and hazards	1
Using mathematical ideas and techniques	Mathematics may be used to measure and schedule tasks.	1
Solving problems	Hazardous workplace situations may be promptly identified and reported for remedial action.	1
Using technology	Technology may be used to access, organise and record information.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Risks and hazards may be:

- ergonomic
- environmental
- electrical
- mechanical
- loose objects and fixtures
- hazardous materials
- obstructions

Hazards may be identified through:

- regular inspections of equipment and work areas
- continuous monitoring of equipment operation and work areas prior to and during work activities
- regular informal and formal consultations / meetings with colleagues
- regular housekeeping activities
- review of health and safety records
- hazard reports
- hazardous substances
- dangerous goods registers
- injury records

Appropriate persons may include:

- supervisors
- management
- colleagues
- clients

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Procedures for controlling risks may include:

- hazard, accident and incident reporting procedures
- own role and responsibilities
- safe operating procedures
- emergency, fire and accident procedures
- compliance with ergonomic and environmental requirements
- safe lifting and manual handling procedures
- procedures for the security of documents, cash, equipment and persons
- regular OHS consultations
- correct selection, use, storage and maintenance procedures for personal protective clothing and equipment

Incidents may include:

- accidents resulting in injury
- situations affecting the security of self, others or property
- theft
- fire
- weapons
- noise, light, heat, smoke
- fatigue
- security breaches

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation with regard to OHS:
  - general duty of care
  - provisions relating to roles and responsibilities of OHS representatives and / or committees
  - issue resolution
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
  - environmental issues
  - equal employment opportunity
  - industrial relations
  - anti-discrimination and diversity
  - licensing arrangements
  - Australian standards, quality assurance and certification requirements
  - relevant industry Codes of Practice
  - award and enterprise agreements
  - trade practices

Participative arrangements may relate to:

- formal and informal meetings to discuss OHS matters
- OHS committees (eg consultative, planning and purchasing)
- OHS representation
- employee suggestions, requests and concerns to management

Personal limitations may relate to:

- own role and responsibilities
- legal knowledge
- competence level
- difficulties in meeting designated timeframes
- understanding of OHS requirements

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- follow confined spaces procedures
- first aid

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to follow workplace safety procedures. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Identify potential or existing risks, hazards and incidents in the workplace and follow appropriate procedures within scope of own role and responsibilities
- Contribute and participate in workplace OHS arrangements to ensure a current knowledge and understanding of health and safety issues and compliance requirements
- Conduct all work activities in a clear and safe work area while using safe operating practices and procedures

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Techniques to control risks (hierarchy of control)
- Range of workplace hazards and risks
- Range and meanings of OHS safety signs and symbols
- Types and purposes of personal protective clothing and equipment
- Rights and responsibilities of employers and employees with regard to OHS legislation
- Principles of effective communication

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Accurately follow instructions
- Identify potential or existing risks and hazards in the workplace
- Apply safe operating practices and procedures when using tools and equipment
- Interpret and comply with OHS safety signs and symbols
- Communicate concerns and information
- Solve routine problems
- Comply with ergonomic and environmental protection requirements

**What resources may be required for assessment?**

- Access to a suitable work area for identification of hazards and control measures
- Access to personal protective equipment
- Access to organisations health and safety policies and procedures
- Access to plain English version of Acts, regulations and codes of practice
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



## PRSSO102A

### Unit Descriptor

## Apply basic communication skills

This competency standard covers the skills and knowledge required to apply basic verbal, non-verbal and written communication skills for effective interaction with clients and colleagues in the security industry. It requires the ability to facilitate an accurate exchange information, interpret and follow routine instructions and demonstrate appropriate communication techniques when working with others from different backgrounds. This work would be carried out under direct supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |                                  |   |
|----------------------------------|---|
| 1. Receive and relay information | <ul style="list-style-type: none"> <li>1.1 Effective observation and active listening skills are used to elicit and interpret verbal and non-verbal <i>information</i></li> <li>1.2 Verbal or written information is received, understood and acknowledged</li> <li>1.3 Simple routine workplace documentation is completed accurately and legibly</li> <li>1.4 Information and ideas are discussed in a clear and concise manner using appropriate <i>communication techniques</i></li> <li>1.5 Information is recorded using appropriate <i>information recording methods and materials</i> in accordance with <i>legislative requirements</i></li> </ul> |
| 2. Follow routine instructions   | <ul style="list-style-type: none"> <li>2.1 Written information is read and specific information relevant to purpose is located and correctly interpreted</li> <li>2.2 Routine instructions / procedures are received, understood and followed in correct sequence to ensure effective and efficient operations</li> <li>2.3 Clarification of instructions or further information is sought as required from <i>appropriate person(s)</i> to ensure full understanding of tasks</li> <li>2.4 All work is conducted in accordance with relevant legislative requirements</li> </ul>   |
| 3. Work with others              | <ul style="list-style-type: none"> <li>3.1 Communication with others is conducted in a courteous manner which reflects sensitivity to individual <i>social and cultural differences</i></li> <li>3.2 Communication at all times is clear and concise and in accordance with industry requirements</li> <li>3.3 Relevant workplace information is shared with colleagues to achieve designated individual and team goals and objectives</li> <li>3.4 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified with appropriate persons</li> </ul>  |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information may be received and relayed in the workplace using clear, concise and accurate language and appropriate interpersonal techniques.	1
Collecting analysing and organising information	Established communication channels and protocols may be used to facilitate the effective exchange of information.	1
Planning and organising activities	Work tasks may be prioritised and completed within designated timeframes.	1
Working with others and in teams	Information may be shared with colleagues to achieve individual and team goals and objectives.	1
Using mathematical ideas and techniques	Mathematics may be used to measure processes for the scheduling of tasks.	1
Solving problems	Further information may be requested from colleagues or supervisors to clarify instructions.	1
Using technology	Technology may be used to communicate and record information.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

- Information may include:
- messages
  - letters
  - notices
  - memoranda
  - activity reports

Communication techniques may include:

- verbal or non-verbal language
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- use of language and concepts appropriate to cultural differences

Appropriate information recording methods and materials may relate to:

- notebooks
- log reports
- shift logs
- report sheets
- software or paper-based incident reporting and information management systems

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Appropriate persons may include:

- supervisors
- colleagues
- workplace trainer
- client

Social and cultural differences may be expressed in:

- language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

**EVIDENCE GUIDE**

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to apply basic communication skills. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Receive and relay verbal, non-verbal and written information in a clear, concise and accurate manner which reflects a sensitivity to individual social and cultural differences
- Ability to accurately interpret and carry out instructions within designated timeframes
- Communicate effectively on a one-to-one and group basis in both verbal and written modes

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Principles of effective communication
- Legislative requirements
- Differences between written and spoken English

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Request advice / information
- Actively listen
- Interpret and follow instructions
- Receive and action feedback
- Record and process basic workplace documentation
- Solve routine problems
- Relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO103A**  
**Unit Descriptor**

**Prepare for work in the security industry**

This competency standard covers the skills and knowledge required to understand legal and procedural requirements of the security industry. It requires the ability to access industry information and applicable legislative guidelines. It also requires a knowledge of identifying and accessing future learning opportunities. These work functions would be carried out under direct supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |   |
|--|---|
| 1. Identify and apply industry information | 1.1 A range of <i>legislation</i> and <i>procedural requirements</i> relevant to employment in the security industry is accessed<br>1.2 Key security industry organisations able to provide information and assist individuals and enterprise are identified<br>1.3 Various roles are identified and current knowledge reflects an understanding of <i>employee and employer rights and responsibilities</i><br>1.4 Own conduct demonstrates a commitment to comply with applicable legislative and procedural requirements |
| 2. Identify future career opportunities    | 2.1 Key industry sectors and occupations are identified.<br>2.2 Possible career directions in the security industry or organisation are identified and discussed with <i>appropriate persons</i><br>2.3 Personal values and attitudes regarding work and business are taken into account when planning future work / career directions<br>2.4 <i>Opportunities for development</i> are identified in consultation with appropriate persons  |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Own role and responsibilities may be discussed and verified with colleagues or the supervisor to ensure compliance with assignment and organisational requirements.	1
Collecting analysing and organising information	Legislative and procedural requirements applicable to each assignment may be collected, interpreted and complied with.	1
Planning and organising activities	Work tasks may be measured and prioritised meet operational schedules in an efficient and effective manner.	1
Working with others and in teams	Support and assistance may be provided within the team to complete work tasks within designated timelines.	1
Using mathematical ideas and techniques	Mathematics may be used to measure and schedule tasks.	1
Solving problems	Contradictory or ambiguous information or instructions may be clarified with colleagues or the supervisor.	1
Using technology	Technology may be used to access, organise and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements

Industry procedures may involve legislation relating to:

- powers of arrest
- emergency and evacuation procedures
- crowd control
- control of persons under the influence of intoxicating substances
- types, issue and purpose of warrants
- types of order governing specific security functions
- rules for the search and seizure of goods
- trespassers
- removal of persons

Rights and responsibilities of employees may relate to:

- obeying lawful orders
- confidentiality and privacy rights
- safety and care with respect to Occupational Health and Safety requirements
- knowing the terms and conditions of own employment
- protection from discrimination and sexual harassment

Rights and responsibilities of employers may relate to:

- the right to dismiss you if you (see the Commonwealth *Workplace Relations Act 1996*):
- commit a criminal offence
- are negligent, careless or cause an accident
- commit acts of disloyalty such as revealing confidential information
- responsibility of providing a safe environment free from discrimination and sexual harassment (see relevant State and Commonwealth anti-discrimination legislation)

Appropriate persons may include:

- supervisors
- colleagues
- trainer
- assessor

Opportunities for development may include:

- coaching, mentoring and / or supervision
- formal / informal learning programs
- internal / external training provision
- work experience / exchange opportunities
- personal study
- career planning / development
- workplace skills assessment
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment
- Recognition of Current Competency assessment



## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to prepare for work in the security industry. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Accurately interpret organisational information to ensure an effective understanding of various roles and responsibilities and organisational processes and procedures
- Access, interpret and comply with a range of legislative and procedural requirements relevant to specific assignment procedures
- Develop effective and personal relationships through the application of organisational social, ethical and operational standards and use of appropriate interpersonal styles and techniques

### **What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislation, regulations and codes or practice applicable to specific security functions
- Types of security situations and responses
- Organisational structure and reporting channels
- Terms and conditions of employment
- Workplace communication channels and procedures
- Principles of effective communication
- OHS issues and requirements

### **What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner in both written and verbal modes
- Request advice or further information
- Clarify and confirm legal issues associated with job specifications and procedures
- Seek and receive feedback
- Work on an individual basis and within a team in a range of security activities
- Use information technology appropriate to specific tasks
- Source, organise and record information
- Process workplace documentation
- Estimate time to complete activities and prioritise tasks
- Relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO201A

## Communicate effectively in the security industry

### Unit Descriptor

This competency standard covers the skills and knowledge required to facilitate effective exchanges of information in a security environment. It requires the ability to accurately receive and relay information in both verbal and written modes, adapt interpersonal styles and techniques to varying social and cultural environments, and complete routine correspondence and documentation. This work would be carried out under routine supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| 1. Receive and relay information                     | <ul style="list-style-type: none"> <li>1.1 <i>Information</i> is received and appropriate action is promptly undertaken in correct sequence in accordance with <i>assignment instructions</i> and organisational procedures</li> <li>1.2 Information is communicated in a clear and concise manner using language appropriate to the audience and task requirements</li> <li>1.3 Effective observation and active listening skills are used to elicit and interpret verbal and non-verbal information</li> <li>1.4 When required, expert support or advice is sought from <i>appropriate person(s)</i> in accordance with <i>organisational requirements</i></li> <li>1.5 Information is recorded using <i>appropriate information recording methods and materials</i></li> </ul> |
| 2. Communicate with colleagues and clients           | <ul style="list-style-type: none"> <li>2.1 Effective <i>interpersonal techniques</i> are used to develop and maintain confidence with clients and colleagues</li> <li>2.2 Established <i>communication channels and procedures</i> are identified and used to facilitate an accurate and relevant exchange of information in accordance with organisational procedures</li> <li>2.3 Communication with others is conducted in a courteous manner which reflects sensitivity to individual <i>social and cultural differences</i> in accordance with organisational requirements</li> <li>2.4 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified in accordance with organisational procedures</li> </ul>                                     |
| 3. Complete routine correspondence and documentation | <ul style="list-style-type: none"> <li>3.1 Procedures for reporting potentially unlawful activities are known and applied when relevant</li> <li>3.2 Written information meets organisational standards of language, accuracy and relevance and is able to be used in a legally appropriate manner</li> <li>3.3 <i>Business equipment</i> is used to present information in a clear and concise manner and within designated timeframes using suitable formats, style and structure</li> <li>3.4 Records and information systems are maintained in accordance with <i>legislative</i> and organisational requirements</li> </ul>  |

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information may be received and relayed in the workplace using clear, concise and accurate language and appropriate interpersonal techniques.	1
Collecting analysing and organising information	Established communication channels and protocols may be used to facilitate the effective exchange of information.	1
Planning and organising activities	Work tasks may be prioritised and completed in an efficient and timely manner.	1
Working with others and in teams	Information may be shared with colleagues to achieve individual and team goals and objectives.	1
Using mathematical ideas and techniques	Mathematics may be used to measure processes for the scheduling of tasks.	1
Solving problems	Contradictory or ambiguous information may be clarified promptly to prevent misunderstandings.	1
Using technology	Technology may be used to communicate, source and record information.	1

**RANGE STATEMENT**

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

- Information may relate to:
- incident reports / situations / occurrences / unusual events
  - electronic data
  - instructions
  - messages
  - memoranda
  - letters
  - notices

Assignment instructions may relate to:

- instructions from client / supervisor / management
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- personal protective clothing and equipment requirements

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Appropriate person(s) may include:

- supervisors
- management
- colleagues
- technical experts
- clients
- specialist security personnel

Appropriate information recording methods and materials may relate to:

- security notebooks
- incident report forms
- shift logs
- report sheets
- database reporting systems
- software or paper-based reporting and information management systems

Interpersonal techniques may include:

- verbal or non-verbal language
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

Communication channels and procedures may relate to:

- formal communication pathways
- direct line supervision paths
- lateral supervision paths
- organisational networks
- communication procedures
- coded messages
- use of abbreviations

Social and cultural differences may be expressed in:

- language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Business equipment may include but is not limited to:

- computers and computer applications
- modems
- personal schedulers
- e-mail
- internet / extranet / intranet
- facsimile machines
- printers
- photocopiers

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation, such as:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to communicate effectively in the security industry. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Receive and relay verbal, non-verbal and written information in a clear, concise and accurate manner which reflects a sensitivity to individual social and cultural differences
- Use established communication channels and procedures to convey clear and accurate information in a form which is preferred and understood by the receiver
- Use a range of equipment and information technology to communicate and organise, prepare and present written information in suitable formats, style and structure

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Established communication channels and protocols
- Principles of effective communication
- Approved communication terminology and call signs
- Documentation procedures
- Differences between written and spoken English
- Organisational standards for the presentation of written information
- Organisational social, ethical and operational standards
- Types and operational principles of equipment and information technology

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Request advice / information
- Actively listen
- Interpret and follow instructions
- Receive and action feedback
- Work effectively on an individual basis and within a team
- Record and process basic workplace documentation
- Estimate time to complete work tasks
- Solve routine problems
- Select and use business technology appropriate to work task
- Relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



**PRSSO202A**  
**Unit Descriptor**

**Maintain workplace safety**

This competency standard covers the skills and knowledge required to follow Occupational Health and Safety policies and procedures to ensure own safety and that of others in the workplace. It requires the ability to identify and control workplace risks and hazards, apply appropriate responses to emergency situations, and communicate workplace safety requirements. This work would be carried out under routine supervision within organisational guidelines. The unit is based on Generic Competency "A " in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards.

**Unit Sector** Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |   |  |
|---|--|
| 1. Assist implementation of safety policy and procedures into the workplace | <ul style="list-style-type: none"> <li>1.1 Workplace safety requirements relevant to own role and responsibilities are complied with in accordance with <i>legislative and organisational requirements</i></li> <li>1.2 Organisational information outlining <i>OHS policies and procedures</i> are available and accessible in accordance with organisational requirements</li> <li>1.3 Information on identifying and controlling workplace <i>hazards</i> is reviewed in accordance with organisational procedures</li> <li>1.4 All work is conducted using <i>safe operating practices</i> in accordance with OHS, legislative and organisational requirements</li> </ul>  |
| 2. Deal with emergency situations   | <ul style="list-style-type: none"> <li>2.1 Workplace <i>procedures</i> for controlling <i>risks and hazards</i> and dealing with <i>emergency situations</i> are followed within scope of own role and responsibilities</li> <li>2.2 Emergency procedures are followed correctly in accordance with organisational policy and procedures</li> <li>2.3 <i>Personal limitations</i> are identified and requirements for extra <i>assistance</i> or advice is identified and promptly sought in accordance with organisational procedures</li> <li>2.4 Details of emergency situations are accurately reported to <i>appropriate person(s)</i> in accordance with organisational requirements</li> <li>2.5 <i>Incidents</i> and responses are accurately reported and documented in accordance with organisational policies and procedures</li> </ul> |

- 3. Encourage and maintain participation in OHS in the workplace
  - 3.1 OHS information, ideas or issues are discussed with appropriate person(s) to inform and encourage workplace participation
  - 3.2 Colleague contributions to *participative arrangements* for OHS management in the workplace are continually sought and encouraged
  - 3.3 *Feedback* is sought from individual and team members to identify areas for improvement in the management of workplace OHS
  - 3.4 Workplace health and safety documentation is available, accessible and reviewed on a regular basis to ensure currency of information

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Workplace safety procedures may be discussed and verified with colleagues or the supervisor to ensure compliance with OHS requirements.	1
Collecting analysing and organising information	Relevant OHS legislative material and workplace documentation may be obtained, interpreted and complied with as required.	1
Planning and organising activities	Equipment operational effectiveness and work areas may be monitored prior and during work activities to ensure that risks and hazards are minimised.	1
Working with others and in teams	Assistance may be provided within the work team to carry out safety inspections to control workplace risks and hazards	1
Using mathematical ideas and techniques	Mathematics may be used to measure and schedule tasks.	1
Solving problems	Hazardous workplace situations may be promptly identified and reported for remedial action.	1
Using technology	Technology may be used to communicate, access, organise and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation with regard to OHS:
- general duty of care
- provisions relating to roles and responsibilities of OHS representatives and / or committees
- issue resolution
- equipment supply and use
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes

OHS policies and procedures may relate to:

- hazard and risk identification and reporting
- risk assessment and control measures
- incident / accident investigation
- OHS audits and safety inspections
- consultative arrangements for employees
- safe operating procedures / instructions
- use and maintenance of personal protective equipment
- emergency and evacuation procedures
- equipment maintenance and use
- use and storage of hazardous substances
- transport and storage of dangerous goods
- on site contractors, visitors and members of public
- first aid

Hazards may be identified through:

- regular inspections of equipment and work areas
- continuous monitoring of equipment operation and work areas prior to and during work activities
- regular informal and formal consultations / meetings with colleagues
- regular housekeeping activities
- ongoing training
- review of health and safety records
- hazard reports
- hazardous substances
- dangerous goods registers
- injury records

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- follow confined spaces procedures
- first aid

Procedures for controlling risks may include:

- hazard, accident and incident reporting procedures
- own role and responsibilities
- safe operating procedures
- emergency, fire and accident procedures
- compliance with ergonomic and environmental requirements
- safe lifting and manual handling procedures
- procedures for the security of documents, cash, equipment and persons
- regular OHS consultations
- correct selection, use, storage and maintenance procedures for personal protective clothing and equipment

Risks and hazards may be:

- ergonomic
- environmental
- electrical
- mechanical
- loose objects and fixtures
- hazardous materials
- obstructions

Emergency situations may include:

- bomb threats
- threatening / challenging / aggressive persons
- accidents
- armed / unarmed robbery
- fire
- natural disasters

Personal limitations may relate to:

- own role and responsibilities
- legal knowledge
- competence level
- difficulties in meeting designated timeframes
- understanding of OHS requirements

Assistance may involve:

- providing back-up support
- explaining / clarifying
- problem solving
- providing encouragement
- providing feedback to another team member
- undertaking extra tasks as necessary

Appropriate persons may include:

- supervisors
- management
- colleagues
- clients
- emergency services / support agencies

Incidents may include:

- accidents resulting in injury
- situations affecting the security of self, others or property
- theft
- fire
- weapons
- noise, light, heat, smoke
- fatigue
- security breaches

Participative arrangements may relate to:

- formal and informal meetings to discuss OHS matters
- OHS committees (eg consultative, planning and purchasing)
- OHS representation
- employee suggestions, requests and concerns to management

Feedback may be sought from:

- formal / informal performance appraisals
- comments from supervisors, colleagues or clients
- personal, reflective behaviour strategies
- workplace assessment

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain safety in the workplace. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Accurately identify potential or existing risks, hazards and incidents in the workplace and follow appropriate response procedures within scope of own role and responsibilities
- Effectively contribute and participate in workplace OHS arrangements to ensure a current knowledge and understanding of health and safety issues and compliance requirements
- Conduct all work activities in a clear and safe work area while using safe operating practices and procedures and seek feedback as required to identify areas for improvement

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Techniques to control risks (hierarchy of control)
- Workplace OHS management processes and designated personnel
- Range of workplace hazards and risks and control measures
- Range and meanings of OHS safety signs and symbols
- Types and purposes of personal protective clothing and equipment
- Rights and responsibilities of employers and employees with regard to OHS legislation
- Organisational communication channels and procedures
- Principles of effective communication
- Emergency situations and responses

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Accurately follow instructions
- Identify potential or existing risks and hazards in the workplace
- Apply safe operating practices and procedures when using tools and equipment
- Interpret and comply with OHS safety signs and symbols
- Communicate concerns and information using appropriate reporting procedures
- Solve routine problems
- Comply with ergonomic and environmental protection requirements
- Relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- Accurately record and report details of incidents in the work area
- Clearly explain information on OHS issues
- Seek feedback and identify areas for improvement

**What resources may be required for assessment?**

- Access to a suitable work area for identification of hazards and control measures
- Access to personal protective equipment
- Access to organisations health and safety policies and procedures
- Access to plain English version of Acts, regulations and codes of practice
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



**PRSSO203A**  
**Unit Descriptor**

**Work effectively in the security industry**

This competency standard covers the skills and knowledge required to work effectively within the security industry. It requires the ability to interpret and comply with legal and procedural requirements, complete daily work activities, and identify opportunities for professional development. These work functions would be carried out under routine supervision within organisational guidelines.

**Unit Sector** Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |   |
|--|---|
| 1. Interpret and comply with legal and procedural requirements | 1.1 The range of <i>legislative</i> and procedural requirements relevant to security operations are accessed in accordance with <i>organisational requirements</i><br>1.2 Key legal and procedural principles relating to <i>assignment instructions</i> are identified and interpreted in accordance with legislative and organisational requirements<br>1.3 Own understanding of legal and procedural requirements is confirmed with <i>appropriate person(s)</i> to ensure consistency of interpretation and application<br>1.4 Own work performance and / or ethics demonstrates a commitment to compliance with applicable legislative and procedural requirements |
| 2. Organise and complete daily work activities                 | 2.1 Own role and responsibilities are identified and confirmed with appropriate person(s) in accordance with organisational requirements<br>2.2 Work tasks are identified, prioritised and completed within designated timeframes in accordance with assignment instructions<br>2.3 <i>Factors</i> affecting the achievement of assignment instructions are promptly identified and reported to appropriate person(s) in accordance with organisational procedures<br>2.4 <i>Business equipment</i> is used as required to complete work tasks within designated timeframes   |
| 3. Identify and access future learning opportunities           | 3.1 <i>Feedback</i> on performance is actively sought from appropriate person(s) to confirm quality of performance and identify areas for improvement<br>3.2 <i>Opportunities for professional development</i> are identified in consultation with appropriate person(s) in accordance with organisational procedures<br>3.3 <i>Appropriate support</i> is sought as required to assist and improve own performance to achieve personal and <i>organisational goals and objectives</i><br>3.4 Information regarding learning and competency development is recorded and maintained in accordance with organisational requirements                                       |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Own role and responsibilities may be discussed and verified with colleagues or the supervisor to ensure compliance with assignment and organisational requirements.	1
Collecting analysing and organising information	Legislative and procedural requirements applicable to a range of security tasks may be collected, interpreted and complied with.	1
Planning and organising activities	Work tasks may be measured and prioritised meet operational schedules in an efficient and effective manner.	1
Working with others and in teams	Support and assistance may be provided within the team to complete work tasks within designated timelines.	1
Using mathematical ideas and techniques	Mathematics may be used to measure and schedule tasks.	1
Solving problems	Contradictory or ambiguous information or instructions may be clarified with colleagues or the supervisor.	1
Using technology	Technology may be used to access, organise and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Commonwealth / State / Territory legislation and Acts which affect specific security industry roles and responsibilities
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information and confidentiality

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

- Assignment instructions may relate to:
- instructions from supervisor / management
  - specific client requirements
  - objectives and timeframes
  - work tasks and procedures
  - resource and equipment requirements
  - reporting and documentation requirements
  - personal protective clothing and equipment requirements
- Appropriate persons may include:
- supervisors
  - management
  - colleagues
  - clients
  - technical experts
  - legal representatives
- Factors may include:
- own competency level
  - limits defined through common law, contract law or statutes which apply to the nature of the work being performed
  - limits described in job specifications and / or organisational policy and procedures
  - competing work demands
  - technology / equipment breakdowns
  - unforeseen incidents
  - workplace hazards, risks and controls
  - environmental factors (time, weather)
  - non-availability of resource and materials
  - budget constraints
- Business equipment may include:
- computers and peripherals (eg printers, data storage devices)
  - computer software
  - personal schedulers
  - facsimile machines
  - photocopiers
- Feedback may be sought from:
- formal / informal performance appraisals
  - comments from supervisors, colleagues or clients
  - personal, reflective behaviour strategies
  - workplace assessment

Opportunities for professional development may include:

- coaching, mentoring and / or supervision
- formal / informal learning programs
- internal / external training provision
- work experience / exchange opportunities
- personal study
- career planning / development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment
- Recognition of Current Competency assessment

Appropriate support may be sought from:

- mentor
- coach
- supervisor
- colleagues

Organisational goals and objectives may include:

- reporting deadlines
- team participation
- team and individual learning goals
- continuous improvement strategies
- OHS requirements

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to work effectively in the security industry. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Access, interpret and comply with a range of legislative and procedural requirements relevant to a range of security related work functions
- Use equipment and information technology to organise, prioritise and complete work tasks within designated timeframes
- Actively seek and interpret feedback on quality of work performance and identify opportunities for professional development to develop and improve future career options

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislation, regulations and codes of practice applicable to a range of security related work functions
- Organisational structure and reporting channels
- Terms and conditions of employment
- Workplace communication channels and procedures
- Principles of effective communication
- OHS issues and requirements
- Use and storage of equipment
- Relevant Australian Standards

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner in both written and verbal modes
- Request advice or further information
- Clarify and confirm legal issues associated with job specifications and procedures
- Clarify and confirm technical issues associated with job specifications
- Seek and receive feedback
- Work on an individual basis and within a team
- Use information technology appropriate to specific tasks
- Source, organise and record information
- Process workplace documentation in a legally appropriate manner
- Estimate time to complete activities and prioritise tasks
- Relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes, Australian Standards and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO204A

### Unit Descriptor

## Work as part of a team

This competency standard covers the skills and knowledge required to work effectively as part of a team. It requires the ability to identify own and team members roles and responsibilities, use effective interpersonal techniques to build positive relationships, and comply with legislative and procedural requirements to complete tasks within designated timeframes. This work would be carried out under routine supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Develop effective team relationships | <p>1.1 Relationships with <i>team members</i> are developed and maintained to promote benefits consistent with <i>organisational goals and objectives</i></p> <p>1.2 <i>Responsibilities</i> and assignments are undertaken in a positive manner to promote effective relationships within the work group</p> <p>1.3 Communication with others is conducted in a courteous manner which reflects sensitivity to individual <i>social and cultural differences</i> in accordance with <i>organisational requirements</i></p> <p>1.4 Issues that may lead to, or involve conflict are recognised, discussed with team members, and / or referred to <i>appropriate persons</i></p> |
| 2. Participate in team assignments      | <p>2.1 Individual responsibilities within the workgroup are identified and met in accordance with organisational requirements</p> <p>2.2 Team members are assisted to ensure efficient and safe completion of <i>assignment instructions</i> and <i>work tasks</i> in accordance with <i>legislative</i> and organisational requirements</p> <p>2.3 <i>Relevant information</i> is communicated with team members to efficiently complete tasks in accordance with assignment goals and objectives</p> <p>2.4 Appropriate <i>assistance</i> is provided to colleagues or sought as required to achieve work tasks within designated timeframes</p>                               |
| 3. Contribute to team development       | <p>3.1 Encouragement and support is given to other team members to identify and organise <i>professional development opportunities</i></p> <p>3.2 <i>Feedback</i> on individual and team performance is regularly sought from colleagues and supervisors</p> <p>3.3 Personal work standards are maintained in a manner that supports the workgroup and organisational requirements</p> <p>3.4 Positive contributions are made to the planning process to improve work practices</p>  |



## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas relating to developing an understanding of the team objectives and individual requirements may be shared and discussed with team members.	1
Collecting analysing and organising information	Legislative and regulatory information relevant to each assignment may be collected, analysed and complied with as required.	1
Planning and organising activities	Work tasks may be prioritised and co-ordinated with other team member's schedules.	1
Working with others and in teams	Assistance may be provided among team members to carry out and fulfil job requirements within designated timelines.	1
Using mathematical ideas and techniques	Mathematics may be used to measure and schedule tasks.	1
Solving problems	Contradictory or ambiguous information or instructions may be clarified with colleagues or the supervisor.	1
Using technology	Technology may be used to access, organise and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Team members may include:

- specific groups of employees assigned to complete designated tasks or to work together
- the organisation as a whole
- individual branches
- individual work sections

Organisational goals and objectives may include:

- reporting deadlines
- budgetary targets
- team participation
- team and individual learning goals
- professional development

Areas of responsibility may include:

- obeying lawful orders
- confidentiality and privacy requirements
- safety and care with respect to occupational health and safety requirements
- terms and conditions of own employment
- responsibility of providing a safe environment free from discrimination and sexual harassment

Social and cultural differences may be expressed in:

- language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Appropriate persons may include:

- supervisors, managers
- colleagues
- human resource personnel
- members of the public
- clients

Assignment instructions may relate to:

- instructions from client / supervisor / management
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- personal protective clothing and equipment requirements

Work tasks may involve:

- routine security monitoring of premises
- crowd control
- screening of property and people
- escort of people and property
- control of access to and exit from premises
- the operation and storage of security equipment

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information and confidentiality

Relevant information may include:

- clarifying the organisation's preferred task completion methods
- encouraging team members
- potential hazards or changing OHS requirements
- acknowledging satisfactory performance
- acknowledging unsatisfactory performance

Assistance may involve:

- providing back-up support
- explaining / clarifying
- problem solving
- providing encouragement
- providing feedback to another team member
- undertaking extra tasks if necessary

Professional development opportunities may include:

- coaching, mentoring and / or supervision
- formal / informal learning programs
- internal / external training provision
- work experience / exchange opportunities
- personal study
- career planning / development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment
- Recognition of Current Competency assessment

Feedback may be sought from:

- formal / informal performance appraisals
- comments from supervisors, colleagues or clients
- personal, reflective behaviour strategies
- workplace assessment

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to work as part of a team. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Apply the principles of good teamwork to assist self and others to complete assignments within designated timeframes
- Interpret and comply with a range of legislative and procedural requirements relevant to security operations
- Actively seek and interpret feedback on quality of work performance and identify opportunities for professional development to develop and improve future career options
- Communicate in a clear, concise and accurate manner which reflects a sensitivity to individual social and cultural differences

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Principles of teamwork
- Types of security situations and responses
- Organisational structure and reporting channels
- Terms and conditions of employment
- Workplace communication channels and procedures
- Principles of effective communication
- OHS issues and requirements
- Use and storage of security equipment

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner in both written and verbal modes
- Request advice or further information
- Seek and receive feedback
- Work effectively within a team
- Use information technology appropriate to specific tasks
- Source, organise and record information
- Solve routine problems
- Process workplace documentation
- Estimate time to complete activities and prioritise tasks
- Relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Team work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO205A**  
**Unit Descriptor**

**Provide security services to customer**

This competency standard covers the process of providing a security service to customers. It requires the ability to establish effective relationships, identify problems, and deliver a service according to specific instructions. Competency also requires a knowledge of communication and problem solving techniques to promote customer confidence. These work functions would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |  |
|--|--|
| 1. Establish positive relationship with customers / clients        | <ul style="list-style-type: none"> <li>1.1 Credibility is established by using appropriate <i>interpersonal skills</i> to clarify customer / client needs and expectations</li> <li>1.2 Communication with customers / clients is conducted in a professional and courteous manner according to <i>organisational requirements</i></li> <li>1.3 Uniform and personal grooming is maintained according to <i>assignment instructions</i></li> <li>1.4 Client confidentiality is maintained according to assignment instructions</li> </ul>  |
| 2. Deliver service to customers / clients                          | <ul style="list-style-type: none"> <li>2.1 Effective <i>customer service</i> is provided to meet identified needs in accordance with assignment procedures</li> <li>2.2 <i>Possible problems</i> are identified, anticipated and action taken to minimise impact on customer / client satisfaction</li> <li>2.3 Customer / client is informed of all relevant security matters in a timely manner according to agreed <i>reporting procedures</i></li> <li>2.4 <i>Personal limitations</i> in addressing customer needs are identified and assistance is sought when required from <i>appropriate persons</i></li> </ul> |
| 3. Respond to customer / client complaints or special requirements | <ul style="list-style-type: none"> <li>3.1 <i>Special needs</i> or requirements of customers / clients are identified and service adjusted as required in accordance with organisational requirements</li> <li>3.2 Possible causes of customer / client dissatisfaction are identified using appropriate interpersonal skills</li> <li>3.3 Complaints from customers / clients and difficult situations are handled courteously according to organisational requirements</li> <li>3.4 Unresolved complaints or customer / client dissatisfaction is reported according to organisational requirements</li> </ul>         |

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to developing an understanding of assignment instructions and organisational requirements may be shared and discussed with colleagues, supervisor and / or clients.	1
Collecting analysing and organising information	Legislative and regulatory information relevant to each assignment may be collected, analysed and complied with as required.	1
Planning and organising activities	Work tasks may be prioritised and coordinated or sequenced as required to meet assignment instructions and client requirements.	1
Working with others and in teams	Assistance may be provided among team members to carry out and fulfil assignment to customer's satisfaction and organisation's requirements.	1
Using mathematical ideas and techniques	Mathematics may be applied as an aid to measure and schedule tasks.	1
Solving problems	In the application of skills and knowledge to identify and resolve client complaints or to recognise own limitations and assignment complications.	1
Using technology	To access client information and manage scheduling and completion of assignments.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Interpersonal skills may include:

Those skills which are used to develop rapport and promote confidence including:

- using appropriate body language
- summarising and paraphrasing to check understanding of customers message
- providing an opportunity for the customer to confirm their request
- seeking feedback from the customer to confirm understanding of needs
- questioning to clarify and confirm the customers needs and expectations
- listening actively to what the customer is communicating

Organisational requirements may include:

- legal and organisational policy, guidelines and requirements
- business and performance plans including organisational goals and objectives
- procedures to be followed when reporting customer dissatisfaction
- access and equity policy, principles and practice
- Occupational Health and Safety policies, procedures and programs
- Code of Conduct and Ethics
- means for communicating with people with a disability or where English is not the first language
- terms and conditions of employment

Assignment instructions may include information obtained from:

- privacy policies and statements
- customer service policy and procedures
- verbal instructions by supervisor
- uniform requirements / personal grooming
- client brief
- duty statements

Customer service may include policies and procedures relating to:

- dealing with difficult clients
- handling and recording complaints
- allocated duties / responsibilities

Possible problems may include:

- environmental factors
- crowds
- vehicles
- limited access to assistance and resources
- problems with security or communication equipment



Reporting procedures may include:

Instructions on methods to report a range of incidents and activities which may relate to, but are not limited to, but are not limited to:

- security matters
- customer satisfaction
- requests for back up
- de-briefing requirements
- variance to assignment procedures
- occupational health and safety
- complying with legislative requirements
- adherence to organisational requirements

Personal limitations may include:

- understanding of assignment instructions
- own role and responsibilities
- legal knowledge base
- current competence level
- difficulties in meeting timelines
- complying with Occupational Health and Safety requirements
- being unsure of best method to complete task

Appropriate persons may include:

- supervisors, managers
- support services / agencies (eg emergency services)
- clients (government agencies, corporations, general public, colleagues)

Customer's special needs or requirements may include:

- non-routine information or service provision
- urgent requirements
- crowd control
- screening of property and people
- escort of people and property
- control of exit from and access to premises

**EVIDENCE GUIDE**

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide effective security services to customers. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Comply with organisation policies, procedures, relevant legislation and industry codes of practice in regard to client service
- Provide a quality service environment by treating clients in a courteous and professional manner
- Interpret requirements from information contained in the client brief and / or assignment instructions
- Establish confidence with clients by using appropriate interpersonal styles and methods
- Understand limitations of own work role and responsibility in relation to service delivery
- Monitor and act on changing client or customer needs
- Follow workplace procedures relevant to controlling risks in the workplace

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislation, codes and national standards relevant to the organisation
- Occupational Health and Safety requirements for assignments
- Knowledge of various groups represented in the local community (eg cultural, religious, language, age and disability)
- Awareness of own values and attitudes and their potential impact on clients
- Legal requirements for storage of equipment (where appropriate)
- Non operational and operational communication processes
- Uniform and personal grooming requirements of the employer and client expectations in this regard
- Limitations of own work role and responsibilities in relation to service delivery

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate effectively with clients and team members
- Be punctual
- Work as part of a team
- Handle customer complaints courteously
- Maintain records and report customer dissatisfaction
- Read and interpret assignment instructions
- Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and access to relevant communication and safety equipment
- Assignment instructions
- Case studies
- Occupational Health and Safety guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO206A Unit Descriptor

## Provide first aid

This competency standard covers the skills and knowledge required to provide essential first aid. It requires the ability to recognise and respond to an emergency using basic life support measures. The procedures described in this unit relate to providing an initial response where first aid is required. This unit does not deal with complex casualties or incidents and the functions would be carried out under routine supervision within organisational guidelines. The unit is based on Competency "A" in the National Guidelines for Integrating First Aid Competencies into National Industry Competency Standards.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |  |  |
|--|--|
| 1. Assess the situation                | <ul style="list-style-type: none"> <li>1.1 <i>Physical hazards</i> to personal and others' health and safety are identified</li> <li>1.2 Immediate risk to self and the casualty's health and safety are minimised by controlling the hazard in accordance with occupational health and safety requirements</li> <li>1.3 <i>Factors</i> which may affect the provision of first aid treatment are assessed with assistance from <i>appropriate persons</i> when required</li> </ul>  |
| 2. Apply basic first aid techniques    | <ul style="list-style-type: none"> <li>2.1 The casualty's <i>vital signs</i> and <i>physical condition</i> are assessed in accordance with first aid principles and <i>organisational requirements</i></li> <li>2.2 <i>First aid treatment</i> is provided in accordance with established <i>first aid techniques</i> and standards</li> <li>2.3 The casualty is reassured in a caring and calm manner and made comfortable using available resources</li> <li>2.4 Assistance or advice is sought from others in a timely manner and as appropriate</li> <li>2.5 The casualty's condition is monitored and responded to in accordance with effective first aid principles and organisational requirements</li> <li>2.6 <i>Information</i> on the casualty's physical condition, changes in condition, treatment and response issues are recorded in line with organisational requirements</li> </ul> |
| 3. Communicate details of the incident | <ul style="list-style-type: none"> <li>3.1 Appropriate medical assistance is requested using relevant <i>communication equipment</i></li> <li>3.2 Details of the casualty's condition and casualty management activities are accurately conveyed to emergency services / relieving personnel</li> <li>3.3 Incident observations are provided accurately and constructively when reviewing and debriefing situations</li> <li>3.4 Operational <i>records and reports</i> are prepared in a timely manner presenting all relevant facts and information in accordance with legislative requirements</li> </ul>   |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	To convey details of the casualty's condition and related management activities to emergency services or relieving personnel.	1
Collecting analysing and organising information	Relevant occupational health and safety Acts, regulations, codes of practice and first aid guidelines may be obtained and complied with as required.	1
Planning and organising activities	Response to an emergency may be organised to ensure that risks to safety are minimised.	1
Working with others and in teams	Assistance may be provided among team members to identify risks and participate in providing first aid treatment.	1
Using mathematical ideas and techniques	Mathematics may be applied as an aid to control risks when applying first aid.	1
Solving problems	In the application of skills and knowledge to monitor vital signs and respond to changes in casualties condition.	1
Using technology	In notifying need for medical assistance and communicating casualty assessment and management concerns.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Physical hazards may include:

- equipment and machinery
- mechanical and electrical
- environmental risks
- body fluids
- risk of further injury to the casualty
- risks associated with the proximity of other workers and bystanders

Factors which could affect first aid treatment may include:

- operating during any rescue or response situation
- hazardous environmental conditions (adverse weather, after dark, difficult terrain, debris, traffic, time pressure, security / safety issues)
- varying time frames (short term, sudden impacts, protracted response operations)
- location of emergency services personnel
- limited access to equipment necessitating the use of improvised techniques
- infection control

Appropriate persons may include:

- supervisors
- management
- colleagues
- emergency services

The checking of casualties vital signs may include checking:

- breathing (EAR)
- circulation (CPR)
- consciousness

Physical condition of casualty may include:

- abdominal injuries, allergic reactions, bleeding, burns-thermal, chemical, friction, electrical
- cardiac conditions, chemical contamination, cold injuries, crush injuries, drowning, and venomation (snake, spider bites)
- environmental conditions such as hypothermia, dehydration, heat stroke
- epilepsy, diabetes, asthma and other medical conditions
- eye injuries, fractures, head injuries, minor skin injuries, neck and spinal injuries, needle stick injuries, wounds
- poisoning and toxic substances, respiratory management of asthma and / or choking, shock, smoke inhalation
- soft tissue injuries including sprains, strains, dislocations, substance abuse, including drugs
- unconsciousness, including not breathing and no pulse
- penetrations and perforations such as stab wounds and those inflicted by firearm projectiles

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

First aid treatment may include:

- application of pressure bandages (band-aids to tourniquets)
- immersion in water
- pulmonary cardiac resuscitation
- clearance of blocked air passages (nose and throat)
- the application of splints
- bandages and ties to sprained or broken limbs
- medication

Established first aid techniques and standards may include:

- checking the site for danger to self, casualty and others and minimising the danger
- checking and maintaining the casualty's airway, breathing and circulation
- Australian Resuscitation Council resuscitation standards

Information may be obtained from:

- casualty
- visual assessment of scene
- others at scene
- medi-tags worn or possessed by the casualty

Communication equipment which could be used to seek medical assistance may include:

- mobile phone
- satellite phones
- two-way radio
- flags
- flares and emergency beacons
- email
- electronic equipment

Records and reports may include:

- request for assistance forms
- incident reports
- vehicle / personnel activity reports
- security logs / journals
- running sheets
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide emergency first aid. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Demonstrated knowledge of basic anatomy and physiology
- Accurately document details of the incident, the patient's condition and any actions and treatment provided
- Ability to assess the safety of self and others and minimise the risk of further injury
- Application of first aid practices and procedures- assessing and minimising danger, maintaining the casualty's airway, breathing and circulation
- Application of occupational health and safety legislation and regulations
- Maintaining State and Territory regulatory requirements relating to currency of skill and knowledge

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- How to gain access to and interpret material safety data sheets (MSDS)
- Basic anatomy and physiology
- Knowledge of the first aid provider's skills and limitations
- Methods of restraint and associated effects (eg restraint related injury / death)
- General 'duty of care' responsibilities
- Resuscitation
- Bleeding control
- Care of unconscious
- Infection control
- Legal requirements
- Airway management



**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Use assertive communication techniques when necessary
- Communicate effectively with by-standers, medical personnel and casualty
- Make decisions
- Adopt a caring approach
- Use resuscitation techniques
- Undertake safe manual handling of the casualty
- Consider the welfare of the casualty
- Prepare reports
- Communicate effectively with and relate to people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and communications equipment
- Equipped first aid kit, CPR dummy and personal protective equipment
- Emergency procedures and contacts
- HAZCHEM data sheets, first aid guidelines
- Case studies, assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO207A

### Unit Descriptor

## Respond to security risk situation

This competency standard covers the skills and knowledge required to carry out a response to a security risk situation. This unit may be assessed together with PRSSO222 Protect self and others using basic defensive techniques. It requires the ability to identify risks, determine the safest response and participate in a review and debriefing of response activities. These work functions would be carried out under routine supervision and within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |                                      |  |
|--------------------------------------|--|
| 1. Identify potential security risks | <p>1.1 <i>Environmental factors</i> are continually reviewed and monitored to identify distinctive features and any change in characteristics that might indicate suspicious behaviour</p> <p>1.2 Risk factors are accurately <i>identified</i> and analysed in accordance with <i>organisational requirements</i></p> <p>1.3 Systematic personal safety checks are regularly made in accordance with <i>assignment instructions</i>, organisational and OHS requirements</p> <p>1.4 <i>Incidents</i> are identified and possible <i>responses</i> determined in accordance with use of force guidelines, <i>legislative</i> requirements and organisational procedures</p>  |
| 2. Respond to security risk          | <p>2.1 Situations requiring advice or assistance are promptly identified and support and guidance requested in accordance with organisational procedures</p> <p>2.2 Appropriate codes / call signs are used in all <i>communication</i> in accordance with organisational policy and procedures</p> <p>2.3 Response is carried out within the scope of own responsibility and competency in accordance with legislative and organisational requirements</p> <p>2.4 The response initiative maximises the safety and protection of people and minimises the degree of risk while meeting use of force guidelines, legal and organisational requirements</p> <p>2.5 <i>Communication techniques</i> are used to maintain positive interaction and minimise aggressive behaviour and take into account <i>social and cultural differences</i></p> |

- 3. Assist in the review of the risk response
  - 3.1 *Effects of stress* and other issues related to own well-being are recognised and managed using recognised *stress management techniques*
  - 3.2 Incident observations are provided in a clear, concise and constructive manner in accordance with organisational policy and procedures
  - 3.3 Reports and relevant documentation are prepared in a timely manner, presenting all facts and information in accordance with assignment instructions and organisational requirements
  - 3.4 Summary of review and debriefing findings identify requirements for subsequent action in accordance with organisational procedures
  - 3.5 Review of briefing / debriefing processes identifies areas for improvement and recommends appropriate support processes for future practice

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective negotiation techniques may be used to maintain positive interaction with people involved in the security risk situation.	1
Collecting analysing and organising information	Legislative and legal provisions relating to specific security functions may be identified, interpreted and complied with during response activities.	1
Planning and organising activities	Assistance may be organised and prioritised appropriate to meet security risk situation requirements.	1
Working with others and in teams	Communication may be maintained with colleagues and members of the public to ensure the safety and protection of all involved in the incident.	1
Using mathematical ideas and techniques	Mathematics may be used to estimate and calculate resource and assistance requirements.	1
Solving problems	Changing circumstances of a security risk situation may be addressed by the appropriate adjustment of response activities.	1
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Environmental factors may include:

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

Risk identification may include analysis of:

- known information about the circumstances of the incident
- known information about people involved in the incident
- observation of the environment and physical conditions
- physical hazards to personal others health and safety
- the nature of the incident
- available resources and team backup
- communication channels
- range of response options available
- potential and triggers for escalation or defusing

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

- Assignment instructions may relate to:
- instructions from supervisor / management
  - specific client requirements
  - assignment objectives and timeframes
  - work tasks and procedures
  - resource and equipment requirements
  - reporting and documentation requirements
  - personal protective clothing and equipment requirements
- Incidents must include:
- theft
  - fire
  - violence and physical threat
  - security breaches
  - persons influenced by intoxicating substances
  - ejection of persons
  - situations affecting the security of self, others or property
  - persons suffering from emotional / physical distress
- Incidents may include:
- persons with criminal intent
  - conflicts between members of public
  - riots
  - destruction of property
  - bomb threats
- Responses may include:
- provision of emergency first aid
  - defusing the situation
  - tactical withdrawal
  - request for assistance
  - notifying relevant emergency services
  - use of negotiation techniques
  - detain or restraint of person
  - movements according to minimal use of force guidelines
- Applicable legislation, codes and national standards must relate to:
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
  - Occupational Health and Safety
  - environmental issues
  - equal employment opportunity
  - industrial relations
  - anti-discrimination and diversity
  - licensing arrangements
  - applicable Crimes Acts / Codes
  - general 'duty of care' responsibilities
  - use of force
  - powers and procedures for effecting an arrest
- Applicable legislation, codes and national standards may also relate to:
- Australian standards, quality assurance and certification requirements
  - relevant industry Codes of Practice
  - award and enterprise agreements
  - trade practices

Communication equipment may include:

- two-way radio
- telephone
- mobile telephone
- megaphone
- public address system

Communication techniques may include:

- effective verbal and non-verbal communication
- two-way interaction
- constructive feedback
- active listening to clarify and confirm understanding
- reflection and summarising
- use of positive, confident and co-operative language
- control of tone of voice and body language
- culturally aware / sensitive use of language and concepts
- demonstrating flexibility and willingness to negotiate

Social and cultural differences may be expressed in:

- language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Effects of stress may include:

- inability to concentrate
- unco-ordinated movements
- over talking
- frustration
- increasing aggression
- tiredness

Stress management techniques may include:

- formal personal and organisational debriefing
- informal exploration of incidents with team members and supporters
- counselling
- review of practice and resources
- conscious use of personal recreational activities

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to respond to security risk situation. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Accurately identify all factors which might impact on the safety and security of persons and property and implement appropriate responses or contingency measures
- Maximise the safety and protection of people involved in the incident while carrying out response activities
- Use effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver
- Review and evaluate response activities through a process of debriefings, feedback and exchange of information to identify areas for improvement and recommend support processes for future practice

### **What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Organisational policies and procedures related to the analysis of security risk and selection of response(s)
- Basic problem solving strategies
- Relevant legislative provisions including liquor laws, powers of arrest, site licensing requirements and 'use of force' guidelines
- Communication codes and signals
- Effects of intoxicating substances and factors which influence them
- First aid procedures and their application
- Methods of restraint and associated effects (eg restraint related injury / death)
- Co-operative team work principles
- Organisational documentation procedures and processes
- Approved communication terminology and call signs
- Principles of effective communication including interpersonal techniques

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Facilitate commonsense solutions within operating parameters
- Apply first aid
- Use standard criteria for the assessment of intoxication
- Use negotiation techniques to defuse and resolve conflict
- Operate security and communications equipment
- Communicate / negotiate using clear and concise language
- Observe and accurately record and report information
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Apply basic problem solving techniques
- Present a professional image to members of the public and colleagues
- Calculate and estimate assistance requirements

**Are there other competency standards that could be assessed with this one?**

Competency in these units should be demonstrated either prior to, or in conjunction with assessment of the current unit:

- PRSSO222 Protect self and others using basic defensive techniques

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.



**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO208A

### Unit Descriptor

## Give evidence in court

This competency standard covers the skills and knowledge required to present evidence in a judicial or quasi-judicial environment. It requires the ability to prepare for legal proceedings, present evidence and follow up outcomes of proceedings. This work would be carried out under routine supervision and within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Prepare for court proceedings              | <p>1.1 <i>Court arrangements, role and involvement</i> in proceedings is verified with <i>appropriate person(s)</i></p> <p>1.2 <i>Documentation and exhibits</i> are prepared in accordance with <i>legislative and organisational requirements</i></p> <p>1.3 All material to be used or referred to in proceedings is thoroughly reviewed prior to presentation in court to ensure familiarity, completeness and availability</p> <p>1.4 Personal presentation, manner and language are consistent with <i>court protocols</i> and organisational requirements</p> |
| 2. Present evidence                           | <p>2.1 <i>Rules of evidence</i>, procedures and protocols relevant to the jurisdiction involved are observed and adhered to throughout the proceedings</p> <p>2.2 <i>Evidence</i> is based on fact and is presented in a clear, concise and unambiguous manner and complies with the rules of evidence</p> <p>2.3 All evidence required during court proceedings is available in an original form when required</p> <p>2.4 Specialist opinion within own level of qualification and expertise is provided on request in accordance with organisational policy</p>    |
| 3. Implement relevant outcomes of proceedings | <p>3.1 The outcomes of the proceedings are obtained, noted and reports completed where required according to organisational requirements</p> <p>3.2 Any required actions are implemented in accordance with organisational policies and procedures</p> <p>3.3 Relevant documentation is completed in accordance with professional obligations in the case and organisational requirements</p> <p>3.4 <i>Feedback</i>, further information and clarification of issues associated with proceedings and outcomes is sought as required from appropriate person(s)</p>  |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Clarification of legal issues, judicial protocols, and documentation requirements may be discussed and verified with legal and / or organisational representatives.	1
Collecting analysing and organising information	Relevant legislation and codes of practice relevant to the conduct of legal proceedings are obtained, analysed and complied with.	1
Planning and organising activities	Briefings with legal and / or organisational representatives are planned and conducted as required to ensure full and complete understanding.	1
Working with others and in teams	Feedback and other relevant information may be used to review implications.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to schedule and comply with legal requirements for the preparation of documentation.	1
Solving problems	Thorough review and understanding of documentation and compliance requirements prior to presentation may minimise disruption to proceedings.	1
Using technology	Technology may be used to organise, communicate and record information.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Courts may include:

- district, local
- supreme
- federal
- tribunals
- magistrates
- criminal, coronial and civil

Arrangements, role and involvement may include:

- confirmation of time
- date and location of proceedings
- confirmation of evidence required to be presented

Appropriate persons may include:

- supervisors, management
- colleagues
- legal representatives
- clients

Documentation and exhibits may include:

- reports
- photographs
- items of evidence
- media footage
- reports of incidents
- radio / telephone records or logs

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian standards, quality assurance and certification requirements
- applicable Crimes Acts / Codes
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information and confidentiality

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Court protocols may include:

- punctuality
- voice clarity and language
- impartiality
- forms of address
- respect for people and offices held
- standards of dress, physical appearance
- readiness of self and evidence
- general demeanour

Rules of evidence may involve:

- admissibility
- contemporaneousness

Evidence may include:

- facts
- testimony
- documents
- physical exhibits

Feedback may be from:

- formal / informal performance appraisals
- comments from supervisors, colleagues or clients
- personal, reflective behaviour strategies
- workplace assessment

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to give evidence in court. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Understand and comply with protocols and procedures required for attendance in a judicial or quasi-judicial environment
- Present evidence in a clear and concise manner and, as required, provide specialist opinion within own level of qualification and expertise
- Follow up outcomes of proceedings, review implications and determine appropriate action to be implemented
- Prepare and complete documentation and maintain records and systems

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Relevant legislation including 'rules of evidence' and 'continuity of evidence'
- Procedures and protocols of judicial proceedings and contexts
- Briefing and documentation requirements
- General principles regarding admissibility of evidence in courts
- Preparation of legal documentation
- Requirements for handling and managing evidential exhibits
- Storage requirements for information that is susceptible to spoil or damage (film, computer tapes)

**What specific skills are needed to achieve the performance criteria?**

- To achieve the performance criteria, some specific skills are required. These include the ability to:
- Collate and organise information
- Prepare statements and write routine reports
- Communicate in a clear and concise manner
- Seek clarification and feedback as required
- Comply with legislative requirements and judicial protocols
- Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment (real or simulated court)
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO209A**  
**Unit Descriptor**

**Protect persons**

This competency standard covers the process of ensuring the safety of persons while escorting them between and within locations. It requires the ability to prepare for the assignment including obtaining and interpreting assignment instructions, escorting the client and identifying potential threats to client safety. This work would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                           |   |
|---------------------------|---|
| 1. Prepare for assignment | <ul style="list-style-type: none"> <li>1.1 Proposed routes, schedules and other relevant <i>assignment instructions</i> are obtained and verified with <i>appropriate person(s)</i></li> <li>1.2 <i>Legislative</i> and <i>resource</i> requirements are checked and confirmed in accordance with assignment instructions</li> <li>1.3 <i>Equipment</i> is checked for correct operation in accordance with manufacturer's instructions and <i>organisational requirements</i></li> <li>1.4 Equipment faults or damage are identified and reported for repair or replacement in accordance with assignment instructions</li> <li>1.5 Personal dress and presentation is maintained in accordance with organisational requirements and to customer's satisfaction</li> </ul>   |
| 2. Escort person(s)       | <ul style="list-style-type: none"> <li>2.1 Escort procedures are carried out in accordance with assignment instructions and organisational requirements</li> <li>2.2 Safety requirements of <i>client</i>, self and others are monitored and safety is maintained in accordance with assignment instructions</li> <li>2.3 Client movement information is effectively exchanged through identified and maintained communication channels</li> <li>2.4 Communication is conducted in a professional and courteous manner in accordance with organisational requirements</li> <li>2.5 Appropriate responses to changing circumstances are considered, formulated and reassessed throughout the assignment</li> <li>2.6 Reports and records are completed and processed in accordance with assignment instructions</li> </ul> |



- 3. Identify potential threats
  - 3.1 *Potential threats* to client safety are identified and assessed for risk in accordance with organisational requirements
  - 3.2 Response is determined and carried out within own scope of responsibility and competence in accordance with organisational requirements
  - 3.3 Situations requiring advice or assistance are readily identified and support or guidance is promptly requested
  - 3.4 Clients are advised of all factors which may affect their safety
  - 3.5 Reports to supervisors and any documentation are prepared in a timely manner presenting all relevant facts and information in accordance with organisational requirements and assignment instructions
  - 3.6 Incident observations are provided accurately and constructively when reviewing and debriefing situations

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Assignment instructions may be verified with client and / or supervisor to ensure understanding.	1
Collecting analysing and organising information	Legislative and legal provisions relating to specific security functions may be identified, interpreted and complied with during escort activities.	1
Planning and organising activities	Work tasks are prioritised or sequenced as required in accordance with client and / or assignment instructions.	1
Working with others and in teams	Regular communication may be maintained to ensure the safety and protection of client, self and others in compliance with assignment instructions.	1
Using mathematical ideas and techniques	Mathematics may be used to estimate and calculate distance, time and resource requirements.	1
Solving problems	Potential threats to client safety may be addressed by the prompt request for assistance.	1
Using technology	Technology may be used to communicate and record information.	1

**RANGE STATEMENT**

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- communication channels
- reporting procedures
- verbal or written instructions from supervisor / client
- resource and equipment requirements
- client identification and information details
- departure, route and arrival details
- schedules
- work tasks and procedures
- policy documents
- documentation requirements

Appropriate persons may include:

- supervisors, managers
- colleagues
- support services / agencies (eg emergency services)
- clients

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- general 'duty of care' responsibilities
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information and confidentiality

Resources may include:

- transport
- maps
- personal protective clothing and equipment

Equipment may include:

- telephone / mobile telephone
- computer
- two-way radio

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Clients may include:

- royalty
- heads of state
- political leaders
- executive personnel
- entertainers

Potential threats may include:

- persons under the influence of intoxicating substances
- persons causing a public nuisance
- politically motivated persons
- mentally disturbed persons
- conflict between members of the crowd
- persons blocking access to premises
- weapons
- physical objects
- thrown objects
- demonstrations

**EVIDENCE GUIDE**

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to protect persons. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Accurately interpret and confirm assignment instructions
- Accurately determine resource and equipment requirements
- Follow escort procedures while maintaining the personal safety of client, self and others
- Identify and risk assess all factors which might impact upon the safety of the escorted person
- Determine the appropriate response to identified security risk
- Communicate in a clear and concise manner
- Identify and comply with a range of legislation and procedural requirements

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including OHS, licensing requirements and 'use of force' guidelines
- Communication codes and signals
- Operational techniques of communication and security equipment
- Organisational requirements with regard to reporting procedures and documentation processes
- Emergency and evacuation procedures and instructions
- Escort procedures
- Conflict resolution techniques

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Interpret and follow instructions and procedures
- Accurately recognise and monitor the likely source of risks
- Operate security and communications equipment
- Record and process written information
- Comply with relevant legislative requirements
- Communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Resolve conflict situations

**What resources may be required for assessment?**

- Access to a suitable venue, transport and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Security procedures and manuals
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO210A**  
**Unit Descriptor**

**Control access to and exit from premises**

This competency standard covers the process of monitoring and managing the access and exit of persons and vehicles from premises. It requires the ability to manage people, inspect baggage and vehicles, and manage vehicular traffic. This work would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                      |   |
|--------------------------------------|---|
| 1. Manage people                     | <ul style="list-style-type: none"> <li>1.1 Bona fides of <i>persons</i> entering premises or restricted areas are verified through established procedures in accordance with <i>assignment instructions</i> and <i>organisational requirements</i></li> <li>1.2 Entry validations are issued and collected in accordance with assignment instructions</li> <li>1.3 <i>Incidents</i> which infringe or breach assignment instructions are acted upon and are reported and recorded in accordance with <i>legislative</i> and organisational requirements</li> <li>1.4 Persons are received in a professional and courteous manner and processed in accordance with assignment instructions</li> <li>1.5 Relevant documentation is maintained in accordance with assignment instructions</li> </ul> |
| 2. Inspect baggage and / or vehicles | <ul style="list-style-type: none"> <li>2.1 Requests to inspect baggage and / or vehicles are made in accordance with legislative requirements and assignment instructions</li> <li>2.2 Inspections are carried out procedurally in accordance with legal requirements and assignment instructions</li> <li>2.3 Prohibited and / or hazardous items found during inspections are dealt with in accordance with assignment instructions and workplace occupational health and safety requirements</li> <li>2.4 Client is notified of items found during inspection in accordance with legislative requirements and assignment instructions</li> <li>2.5 Persons refusing inspection requests are reported in accordance with legislative requirements and assignment instructions</li> </ul>        |

- 3. Manage vehicular traffic
  - 3.1 Vehicle entry validations are checked or issued and collected in accordance with assignment instructions
  - 3.2 Incidents which infringe assignment instructions are reported and recorded in accordance with organisational requirements
  - 3.3 Vehicles carrying dispatched product are checked against relevant documentation in accordance with assignment instructions
  - 3.4 Incoming vehicles are directed to appropriate unloading or parking areas in accordance with relevant laws and by-laws and site requirements
  - 3.5 All communication is conducted in a professional and courteous manner and in accordance with organisational requirements
  
- 4. Manage access control systems
  - 4.1 Keys and keycards are controlled, recorded and monitored according to assignment instructions
  - 4.2 *Barriers* are operated and controlled in accordance with assignment instructions
  - 4.3 Control systems to secure premises are used according to manufacturer's and assignment instructions
  - 4.4 Keypad and alarm entry systems are activated and deactivated according to prescribed procedures and assignment instructions
  - 4.5 Relevant documentation is maintained in accordance with assignment instructions

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective interpersonal techniques may be used to question and verify status, issue requests and instructions, and provide explanations as required.	1
Collecting analysing and organising information	Relevant legislative and regulatory information specific to work tasks may be accessed and complied with.	1
Planning and organising activities	Documentation requirements are co-ordinated with work tasks or sequenced as required in accordance with assignment instructions.	1
Working with others and in teams	Assistance may be provided among team members to carry out and fulfil job requirements within designated timelines.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to measure and calculate time and schedule work tasks.	1
Solving problems	Incidents may be dealt with by the use of effective communication techniques to inform and advise.	1
Using technology	Technology may be used to record and communicate information.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Persons may include:

- visitors
- sales representatives
- contractors
- emergency services
- demonstrators



Assignment instructions may relate to:

- instructions from supervisor / management
- specific 'sign-off' requirements
- specific client requirements
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- personal protective clothing and equipment requirements

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Incidents may include:

- lost pass, refusal to show pass
- using a pass belonging to another party
- accidents resulting in injury
- unauthorised persons
- vehicles incorrectly parked
- stolen vehicles
- forced entry of persons and / or vehicles
- unauthorised items found during inspection

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information and confidentiality

Types of barrier may include:

- security turnstiles
- airlock systems
- traffic barriers
- remotely operated doors
- shutters and gates
- keypads and card entry systems
- computerised entry systems

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to control access to and exit from premises. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Accurately verify and control authorised access and exit of persons, vehicles and dispatched goods to and from premises
- Identify and detect prohibited and / or hazardous items and goods and take necessary action
- Accurately complete documentation and maintain records
- Compliance with a range of legislation and procedural requirements
- Demonstrated ability to communicate with persons of different social and cultural backgrounds, mental and physical abilities
- Effectively operate and maintain various access control systems

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant federal, state or territory laws and local by-laws
- Alarm systems and locations
- Communication codes
- Operation of communication equipment
- Control system operation
- Risk factors
- Site layout
- Building security procedures
- Dangerous goods
- Confiscation procedures (where relevant)

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate clearly with persons
- Give instructions
- Conduct an inspection (baggage, vehicles, loads)
- Direct vehicular traffic
- Lock and unlock buildings
- Keep records
- Observe and monitor
- Record information and write reports
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue, security equipment and materials
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Security procedures and manuals, logbooks, operational manuals and manufacturer's instructions (if relevant)
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO211A

## Monitor and control individual and crowd behaviour

### Unit Descriptor

This competency standard covers the process of observing and monitoring people to maintain safety and security of people and property. It requires the ability to interpret and follow assignment instructions, accurately monitor individual and crowd behaviour, and identify and respond to potential threats and incidents. This work would be carried out under routine supervision and within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Prepare for monitoring                 | <ul style="list-style-type: none"> <li>1.1 <i>Work tasks</i>, schedules and other relevant <i>assignment instructions</i> are obtained and verified with <i>appropriate person(s)</i></li> <li>1.2 Personal dress and presentation is maintained in line with <i>organisational requirements</i> and to customer's satisfaction</li> <li>1.3 <i>Security equipment</i> is checked for operational effectiveness and serviceability in accordance with manufacturer's instructions and organisational requirements</li> <li>1.4 Faults and damage to equipment is identified and rectified, or reported and equipment replaced in accordance with organisational requirements</li> <li>1.5 <i>Site layout details</i>, <i>communication</i> arrangements and emergency procedures are considered and verified in accordance with client and assignment instructions</li> </ul>  |
| 2. Monitor individual and crowd behaviour | <ul style="list-style-type: none"> <li>2.1 Systematic personal safety checks are regularly made in accordance with assignment instructions, organisational and OHS requirements</li> <li>2.2 Crowd and individual behaviour is continually monitored to ensure the security and safety of persons and property</li> <li>2.3 Security status of the venue and crowd is communicated regularly and as required to appropriate person(s)</li> <li>2.4 <i>Potential threats</i> and <i>hazards</i> are identified and <i>appropriate action</i> taken in accordance with assignment instructions, <i>legislative</i> and OHS requirements</li> <li>2.5 Communication with clients and members of the public is conducted in a professional and courteous manner which reflects sensitivity to individual <i>social and cultural differences</i></li> <li>2.6 Relevant <i>documentation</i> is completed and processed in accordance with assignment instructions and legislative requirements</li> </ul> |

- 3. Identify and respond to incidents
  - 3.1 Persons behaving in a potentially disruptive manner are identified, monitored and *appropriate action* is taken as required in accordance with assignment instructions and established organisational procedures
  - 3.2 Response is carried out promptly within the scope of responsibility and competence and in accordance with OHS, legislative and organisational requirements
  - 3.3 Situations requiring advice or assistance are readily identified and support and guidance promptly requested
  - 3.4 Reports to supervisors and any *documentation* are prepared in a timely manner presenting all relevant facts and information in accordance with organisational requirements and site and assignment instructions
  - 3.5 Incident observations are provided accurately and constructively when reviewing and debriefing situations and *opportunities for improvement* are identified in consultation with appropriate person(s)

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Assignment instructions may be verified with client and / or supervisor to ensure understanding.	1
Collecting analysing and organising information	Legislative and legal provisions relating to specific security functions may be identified, interpreted and complied with during monitoring activities.	1
Planning and organising activities	Work tasks are prioritised or sequenced as required in accordance with client and / or assignment instructions.	1
Working with others and in teams	Regular communication may be maintained to ensure the safety and protection of self, others and property in compliance with assignment instructions.	1
Using mathematical ideas and techniques	Mathematics may be used to estimate site dimensions, calculate crowd size and resource requirements.	1
Solving problems	Potential threats to individual or crowd security may be addressed by the prompt request for assistance.	1
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work tasks may include:

- routine security monitoring of site
- crowd control
- screening of people
- escort of people
- control of exit from and access to premises
- the operation and storage of security equipment

Assignment instructions may relate to:

- instructions from supervisor / management
- specific client requirements
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- personal protective clothing and equipment requirements

Appropriate persons may include:

- supervisors, managers
- colleagues
- emergency services / support agencies
- clients

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

- Equipment may include:
- two-way radio
  - telephone and mobile telephone
  - public address system
  - megaphone
  - computer
- Sites may include:
- outdoor and indoor venues
  - private functions
  - public events
  - licensed premises
  - sporting events
  - protests
- Communication modes may include:
- verbal
  - written
  - electronic
  - hand signals
- Potential threats may include:
- under-age persons
  - persons under the influence of intoxicating substances
  - persons causing a public nuisance
  - noise build-up
  - greater concentration of crowds
  - refusals to follow directions and guidance
  - conflicts between members of public
  - ejection of persons
  - persons suffering from emotional distress
  - bystander behaviour
  - destruction of property
  - persons in an unsuitable location
- Potential hazards may include:
- conflict between members of the crowd
  - conflict between security staff and members of the crowd
  - demonstrations
  - failure to comply with direction / request from authorised person
  - noise, light, heat, smoke
  - limited space
  - fatigue
  - furniture and fittings
  - stairways
  - weapons
  - clothing and equipment
  - lack of facilities (eg toilets)



Appropriate action may include:

- determining level of intoxication
- verbal warning or ask to leave the premises
- offering assistance
- explaining the situation
- requesting assistance from appropriate persons
- checking of identification
- using conflict resolution skills

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- use of force
- licensing arrangements
- applicable Crimes Acts / Codes
- general 'duty of care' responsibilities
- liquor laws
- powers and procedures for effecting an arrest
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Social and cultural differences may be expressed in:

- language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Documentation may include:

- incident details
- written and computer reports
- logs, journals and activity reports

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to monitor and control individual and crowd behaviour. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Accurately evaluate site layout and verify communication and security requirements prior to assignment
- Communicate in a clear and concise manner details of site security status to designated personnel
- Effectively operate and maintain security and communication equipment
- Identify and respond appropriately to potential threats and hazards which increase the security risk to self, others and property
- Ability to complete and process documentation
- Observe and comply with relevant legislation and procedural requirements

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including liquor laws, powers of arrest, site licensing requirements and 'use of force' guidelines
- Communication codes and signals
- Conflict resolution skills
- Standard drinks and criteria for the assessment of intoxication
- Effects of intoxicating substances and factors which influence them
- First aid procedures and their application
- Alcohol services and the principles of patron care (responsible service of alcohol)
- Methods of restraint and associated effects (eg restraint related injury / death)
- Operational techniques of communication and security equipment
- Organisational requirements with regard to reporting procedures and documentation processes
- Emergency and evacuation procedures and instructions
- Site layout and access points

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Interpret and follow instructions and procedures
- Follow standards criteria for the assessment of intoxication
- Accurately recognise and monitor crowd behaviour, size, safety and direction
- Identify potential security threats to people, property and premises
- Operate security and communications equipment
- Record and process written information
- Use a quiet and respectful tone of voice
- Comply with relevant legislative requirements
- Communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Resolve conflict situations

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO212A**  
**Unit Descriptor**

**Screen baggage and people**

This competency standard covers the process of screening baggage and people to minimise security risks. It requires the ability to operate screening equipment, detect prohibited or dangerous goods, and carry out searches. Competency also requires knowledge of the relevant legal requirements for conducting searches and confiscating property. These work functions would be carried out under routine supervision within organisational guidelines.

**Unit Sector** Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |   |  |
|---|--|
| 1. Prepare for screening                    | 1.1 <i>Assignment instructions</i> are obtained and verified with <i>appropriate persons</i><br>1.2 Personal dress and presentation is maintained in line with client and <i>organisational requirements</i><br>1.3 <i>Screening</i> and security equipment is checked for operational effectiveness and serviceability in accordance with manufacturers specifications and organisational requirements<br>1.4 Faults and damage to equipment is identified rectified and reported, and equipment replaced in accordance with organisational requirements and manufacturers specifications |
| 2. Screen people and baggage                | 2.1 Screening equipment is operated in accordance with manufacturer's specifications and organisational requirements<br>2.2 Images and alarms are continually monitored to identify <i>prohibited or hazardous items</i><br>2.3 Unauthorised items and / or hazardous items are identified and action taken in accordance with assignment instructions, organisational and <i>legislative requirements</i><br>2.4 Communication with clients is conducted in a professional and courteous manner in accordance with organisational requirements  |
| 3. Undertake search of persons and property | 3.1 Necessity to undertake <i>search</i> of persons or property is identified according to legal requirements and assignment instructions<br>3.2 Persons are informed clearly and accurately of the purpose and procedures to be used in the search<br>3.3 Search is carried out in a professional and courteous manner in accordance with organisational and legislative requirements<br>3.4 Search techniques and physical contact is undertaken according to agreed search procedures, legislative and organisational requirements  |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Assignment instructions may be verified with colleagues and / or supervisor to ensure understanding.	1
Collecting analysing and organising information	Legislative and legal provisions relating to searching people and property may be identified, interpreted and complied with during screening activities.	1
Planning and organising activities	Screening activities are prioritised or sequenced as required in accordance with client and / or assignment instructions.	1
Working with others and in teams	Regular communication may be maintained to ensure personal safety and compliance with assignment instructions.	1
Using mathematical ideas and techniques	Mathematics may be used to estimate and calculate time, distance and resource requirements.	1
Solving problems	Potential risk and responses to safety measured through the identification of hazardous items and security breaches	1
Using technology	Technology may be used to operate screening equipment, communicate and record information.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may relate to:

- instructions from supervisor / management
- specific client requirements
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- personal protective clothing and equipment requirements

Appropriate persons may include:

- supervisors, managers
- colleagues
- emergency services / support agencies
- clients

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Screening equipment may include:

- hand held equipment
- walk through equipment
- conveyor type equipment
- x-ray machines

Prohibited or hazardous items may include:

- those specified by the client and by federal, state or territory statutes as detailed in the assignment instructions

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information and confidentiality

The searching of persons and / or property may include:

- routine or special search of property
- electronic screening
- pat search
- scanning of luggage and / or property

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to screen baggage and people. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Capacity to identify and detect unauthorised items and goods which may be problematic or inappropriate, including dangerous goods and prohibited items
- Observe and comply with relevant legislation and procedural requirements
- Apply organisational policy and procedures related to searches
- Demonstrated observation techniques
- Effectively operate and maintain security, communication and screening equipment
- Ability to complete and process documentation

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. Evidence of competency in this unit will include demonstration of knowledge and understanding in the areas of:

- Legislative and / or other legal provisions for conducting searches such as prohibited items legislation and regulations
- Duty of care, code of conduct and code of ethics
- Powers and procedures for effecting an arrest
- Occupational Health and Safety policy relevant to hazards associated with searches
- Own role, responsibility and delegation
- Requirements for reporting information and observations
- Requirements and procedures for use of security and search equipment
- Rules for the identification and handling of dangerous and prohibited goods
- Principles of communication including, questioning to get specific information and interpretation of body language
- Awareness of cultural differences related to personal contact and communication
- Principles of team work including working in a team with support staff and specialists

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate search / screening related requests
- Observe and monitor people
- Use screening equipment to accurately identify dangerous goods or prohibited items
- Interpret codes and alarm systems
- Observe and accurately record and report information
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities

**What resources may be required for assessment?**

- Access to relevant venue, baggage screening and communications equipment
- Assignment instructions
- Security procedures and manuals
- Equipment manufacturer's operating specifications and guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO213A**  
**Unit Descriptor**

**Protect valuables in transit**

This competency standard covers the process for collecting and delivering valuables. It requires the ability to observe and monitor the environment for possible risk and operate a security vehicle and related equipment. Competency also requires knowledge of communication techniques to enhance customer and public relations. This work would be carried out under routine supervision and within organisational guidelines.

**Unit Sector** Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |   |   |
|---|---|
| 1. Prepare for escort                     | <ul style="list-style-type: none"> <li>1.1 Proposed routes, schedules and other relevant <i>assignment instructions</i> are obtained and verified with <i>appropriate person(s)</i></li> <li>1.2 <i>Legislative</i> and <i>resource</i> requirements are checked and confirmed in accordance with assignment instructions</li> <li>1.3 <i>Equipment</i> is checked for correct operation in accordance with manufacturer's instructions and <i>organisational requirements</i></li> <li>1.4 Equipment faults or damage are identified and reported for repair or replacement in accordance with assignment instructions</li> <li>1.5 Personal dress and presentation is maintained in accordance with organisational requirements and to customer's satisfaction</li> </ul> |
| 2. Undertake escort and maintain security | <ul style="list-style-type: none"> <li>2.1 Escort is undertaken in a manner that ensures <i>personal safety</i> and security of <i>valuables</i> and is in accordance with assignment instructions and organisational requirements</li> <li>2.2 Continuous and active observation is maintained to identify <i>risks and incidents</i> in accordance with organisational requirements</li> <li>2.3 Situations requiring advice or assistance in response to risk assessment are readily identified and support or guidance is promptly requested</li> <li>2.4 Response to risks and incidents do not compromise personal safety and are in accordance with organisational requirements</li> </ul>   |
| 3. Complete escort                        | <ul style="list-style-type: none"> <li>3.1 Equipment is operated, maintained and serviced in accordance with manufacturers specifications and organisational requirements</li> <li>3.2 Log books, reports and records are completed in accordance with assignment instructions and legislative requirements</li> <li>3.3 Incident and potential incident observations are provided accurately and constructively when reviewing and debriefing escort operations</li> <li>3.4 Reports and records are completed according to assignment instructions and <i>reporting procedures</i></li> </ul>   |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Assignment instructions may be verified with client and / or supervisor to ensure understanding.	1
Collecting analysing and organising information	Legislative and legal provisions relating to specific security functions may be identified, interpreted and complied with during escort activities.	1
Planning and organising activities	Work tasks may be prioritised or sequenced as required in accordance with client and / or assignment instructions.	1
Working with others and in teams	Regular communication may be maintained to ensure the safety and protection of self and others in compliance with assignment instructions.	1
Using mathematical ideas and techniques	Mathematics may be used to estimate and calculate distance, time and resource requirements.	1
Solving problems	Potential threats to self and others safety may be addressed by the prompt request for assistance.	1
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- verbal or written instructions from supervisor / client
- time schedules
- communication channels
- collection and set-down locations / sites
- escort routes
- personal equipment such as clothing or other items to be carried and / or worn
- work tasks and procedures
- specified physical resources and equipment
- policies, procedures or instructions applicable to a specific site
- record and documentation systems

Appropriate persons may include:

- supervisors, managers
- colleagues
- support services / agencies (eg emergency services)
- clients

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information and confidentiality

Resources may include:

- transport
- maps
- personal protective clothing and equipment

Equipment may include:

- communication equipment (telephone, computer, two-way radio)
- receptacles for carrying valuables
- personal protective equipment

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Personal safety needs may include:

- working in a team
- provision of back-up support
- appropriate vehicle
- personal protective equipment
- access to specific security equipment
- additional training
- scope of worker's own levels of responsibility and competence
- regular communication with supervisor and / or colleagues
- taking an alternative route

Valuables to be collected and delivered at this level may include:

- documents
- precious stones
- jewellery
- artworks
- bullion
- cash

Risks and incidents could include but are not limited to:

- robbery
- theft
- actions or behaviour, whether accidental or deliberate
- vehicle accidents
- any behaviour that could threaten the security and safety of vehicle crews, vehicles and valuables

Reporting procedures may include:

- presentation of reports in a timely manner
- use of pro-formas, log books, standard documentation
- reporting accurate and constructive observations
- verbal and / or written review and debrief of situations

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to escort and carry valuables. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Assess and determine route, site(s), resource and equipment requirements to meet assignment requirements
- Maintain maximum safety and protection of self and persons while carrying out escort activities
- Identify and assess all risk factors which might impact upon escort arrangements
- Determine the appropriate response to identified security risks
- Effectively use appropriate communication strategies and equipment and accurately complete documentation requirements
- Identify and comply with a range of legislation and procedural requirements

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including OHS, licensing requirements and 'use of force' guidelines
- Communication codes and signals
- Operational principles and techniques of communication and security equipment
- Relevant legislative provisions including OHS and licensing requirements
- Basic problem solving strategies
- Premises / property security requirements and procedures
- Emergency procedures
- Reporting procedures and documentation requirements
- Principles of effective communication including interpersonal communication techniques

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Accurately determine resource and equipment requirements
- Identify site layout, communication and security requirements
- Interpret and comply with legal and procedural requirements
- Use communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver
- Report information and record and process documentation
- Operate and maintain security and communication equipment
- Present a professional image to members of the public and colleagues
- Recognise security risk situations and determine likely source of risks / threats to maintain safety of self and others
- Communicate effectively with people from different social, cultural and ethnic backgrounds and varying physical and mental abilities
- Prioritise activities and maintain work schedule

**What resources may be required for assessment?**

- Access to a suitable venue, transport and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Security procedures and manuals
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



## PRSSO214A Unit Descriptor

## Control and direct traffic

This competency standard covers the process of controlling and directing traffic. It requires the ability to interpret and follow assignment instructions, accurately monitor traffic movements and select and use traffic control equipment appropriate to the task. Competency also requires a knowledge of relevant legislation to the jurisdiction. This work would be carried out under routine supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |                           |  |
|---------------------------|--|
| 1. Prepare for assignment | <p>1.1 Traffic control schedules and other relevant <i>assignment instructions</i> are obtained and verified with <i>appropriate persons</i></p> <p>1.2 Personal dress and presentation including suitable personal protective equipment is selected and maintained in line with OHS and <i>organisational requirements</i></p> <p>1.3 <i>Traffic control and security equipment</i> is checked for effective operation and serviceability in accordance with manufacturer's specifications</p> <p>1.4 Faults and damage to equipment are identified, rectified and reported, and equipment replaced in accordance with <i>legislative</i> and organisational requirements</p> <p>1.5 Traffic routes and parking details are examined to ensure familiarity with assignment instructions</p> |
| 2. Direct traffic         | <p>2.1 Traffic is directed in a courteous and professional manner in accordance with assignment instructions</p> <p>2.2 Traffic control equipment is positioned to ensure maximum visibility and in accordance with State / Territory traffic regulations and assignment instructions</p> <p>2.3 <i>Work area conditions</i> are constantly monitored to ensure safe and secure operations</p> <p>2.4 Vehicle incidents or accidents are reported to appropriate person(s) and recorded in accordance with assignment and organisational requirements</p>  |
| 3. Complete assignment    | <p>3.1 Traffic control and security equipment is cleaned, maintained and stored in accordance with organisational requirements</p> <p>3.2 Faulty or damaged equipment is identified and rectified, or replaced according to organisational requirements</p> <p>3.3 Incident observations are provided accurately and constructively when reviewing and debriefing situations</p> <p>3.4 Site systems, reports and records are completed and processed in accordance with assignment instructions</p>   |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective interpersonal techniques may be used to issue requests and instructions, and provide explanations as required.	1
Collecting analysing and organising information	Relevant legislative and regulatory information specific to controlling vehicular traffic may be accessed and complied with.	1
Planning and organising activities	Traffic signals are coordinated with work tasks or sequenced as required in accordance with assignment instructions.	1
Working with others and in teams	To communicate problems with controlling traffic and requesting assistance.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to measure and calculate time and schedule work tasks.	1
Solving problems	Traffic flow problems may be dealt with by the use of effective communication techniques to inform and advise.	1
Using technology	Technology may be used to record and communicate information on traffic control techniques.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- work tasks and procedures
- restricted access
- exit locations and passage ways
- verbal or written instructions from supervisor / client
- communication channels
- equipment requirements
- site layout including access points
- use of personal protective equipment (gloves, eye protectors, ear protectors, safety overalls, safety boots, 15+ sunscreen, portable shade, luminous traffic control coats, traffic wands)

Appropriate persons may include:

- supervisors, managers
- colleagues
- emergency services / support agencies (eg Roads and Traffic Authority)
- clients
- workcover

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Traffic control equipment may include:

- temporary signage
- portable traffic lights
- temporary barriers
- wickets hats
- hand held traffic bats / wands

Security equipment may include:

- communication equipment (two-way radio, mobile phone)
- safety equipment (night or day vest, wide brim hats, safety boots, safety glasses)

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information and confidentiality

Work area conditions may include:

- surface conditions of the work area
- degree of visibility
- hazardous materials which may include asphalt concrete, flammable substances, cement, lime, sandstone and chemical substances
- other traffic
- obstacles
- site and nature of loads
- weather conditions

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to control and direct traffic. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Effectively control traffic in accordance with legislative requirements
- Accurately verify and control authorised access and exit of persons, vehicles and dispatched goods to and from premises
- Demonstrated ability to communicate with persons of different social and cultural backgrounds, and of varying mental and physical abilities
- Effectively operate and maintain various traffic control systems

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant Federal, State or Territory laws and local by-laws regarding directing traffic
- Use of communication codes and equipment to assist in safely directing traffic
- Knowledge of traffic control procedures
- Occupational Health and Safety requirements relating to the selection and use of personal protective equipment

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate clearly with persons to give and receive instructions
- Select appropriate personal safety equipment
- Direct vehicular traffic
- Record information and write reports
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities

**What resources may be required for assessment?**

- Access to traffic control equipment
- Access to Occupational Health and Safety legislation
- Access to legislative requirements for traffic controllers
- Access to suitable site
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO215A Unit Descriptor

## Operate basic security equipment

This competency standard covers the process of selecting and operating security equipment and resources, including computers, monitoring and communication equipment appropriate to a variety of tasks. Competence also requires a knowledge of the functions associated with operational equipment, including undertaking routine maintenance and reporting faults to appropriate persons. This work would be carried out under routine supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Select and prepare equipment for use | <ul style="list-style-type: none"> <li>1.1 <i>Equipment</i> required to complete <i>tasks</i> is identified and accessed in accordance with <i>assignment instructions</i> and <i>organisational requirements</i></li> <li>1.2 Routine <i>pre-operational checks</i> are carried out according to manufacturers specifications and organisational requirements</li> <li>1.3 Faulty and damaged equipment is identified and rectified, or replaced according to <i>legislative</i> and organisational requirements</li> <li>1.4 Any training required to operate equipment is identified and notified to <i>appropriate person(s)</i></li> </ul> |
| 2. Operate equipment                    | <ul style="list-style-type: none"> <li>2.1 Suitable <i>personal protective equipment</i> is selected, used and maintained in accordance with OHS and organisational requirements</li> <li>2.2 Equipment is operated in a safe and controlled manner in accordance with manufacturers specifications and organisational procedures</li> <li>2.3 Equipment is used for its specified purpose and in the manner intended according to assignment instructions</li> <li>2.4 Information technology is used correctly to accurately enter and check information in accordance with organisational requirements</li> </ul>                            |
| 3. Maintain equipment and resources     | <ul style="list-style-type: none"> <li>3.1 Equipment is returned to operational condition in accordance with OHS and organisational requirements</li> <li>3.2 Work area, tools and equipment are cleaned, maintained and stored in accordance with organisational requirements</li> <li>3.3 Faulty or damaged equipment is reported for repair or replacement in accordance with organisational policy and procedures</li> <li>3.4 <i>Records and reports</i> are accurately completed, processed and maintained in accordance with industry, legislative and organisational requirements</li> </ul>  |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to equipment, safety procedures and their application may be discussed with colleagues and supervisor.	1
Collecting analysing and organising information	Information with regard to the performance and efficiency of equipment may be observed and recorded for analysis and organised by reports.	1
Planning and organising activities	Activities involving maintenance and repairs to equipment may be planned and coordinated around assignment schedules or sequenced as required.	1
Working with others and in teams	Team work may be applied in methods and procedures to complete maintenance and job functions to achieve assignment requirements.	1
Using mathematical ideas and techniques	Mathematics may be applied in the calculation and measurement of resource usage to aid efficiency.	1
Solving problems	Equipment breakdown, faults or malfunctions will need to be arranged for repair or replacement to achieve assignment requirements.	1
Using technology	To communicate, measure and record information with regard to maintenance, usage and performance of equipment.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Equipment may include:

- communication equipment (two-way radio, telephone, mobile telephone, megaphone, public address system)
- office equipment (computer, fax, photocopier)
- security equipment (electronic screening equipment, video cameras and monitors, alarms and signals, motion sensors, personal duress alarms, static alarms)
- personal protective equipment and clothing
- vehicles (cars, vans, motorcycles)
- office equipment including computers



Tasks where security equipment may be used might include:

- routine security monitoring of premises
- crowd control
- screening of property and people
- escort of people and property
- control of exit from and access to premises
- responding to alarms
- preparing documents and reports

Assignment instructions may relate to:

- instructions from supervisor / management
- specific client requirements
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- maintenance schedules
- personal protective clothing and equipment requirements

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- vehicle policy and procedures
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Pre-operational checks on security equipment may include:

- checking log books, maintenance register
- reading manufacturer's instructions
- observing and monitoring noise levels for correct operation
- cleaning, priming, tightening, basic repairs and adjustments
- minor vehicle maintenance (including checking of oils, water, fuel, tyre pressure)
- identification and segregation of unsafe or faulty equipment for repair or replacement

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- Environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- Commonwealth / State / Territory road and traffic regulations
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements

Appropriate persons may include:

- security personnel
- supervisors, management
- manufacturers
- security consultants
- other professional or technical staff

Personal protective equipment may include:

- body armour
- protective shield
- masks
- safety boots
- head protection
- safety glasses
- knee pads
- gloves
- fire extinguisher, first aid kit

Records and reports may detail:

- operational details
- equipment faults and diagnosis
- repairs and / or servicing undertaken
- recommended repairs or disposal of equipment
- testing and inspection results
- materials used, parts and components replaced
- costings

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to operate basic security equipment. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Demonstrated ability to operate and check routine security equipment
- Evidence of undertaking correct recording and reporting procedures
- Ability to identify faults in equipment and take steps to rectify the situation
- Application of manufacturers' instructions and specifications

### **What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including OHS requirements
- Equipment operation specifications
- Usage rates of equipment and materials
- Pre-operational checking functions and procedures
- Routine maintenance procedures and repair techniques
- Types, characteristics and functions of tools and equipment
- Requirements for the securing and storage of equipment and materials
- Basic vehicle components and operation
- Safe workplace procedures
- Emergency procedures
- Environmental and waste disposal procedures
- Reporting and documentation requirements and processes

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret written information (eg street directory)
- Prioritise and methodically organise work activities
- Effectively operate a range of security equipment
- Apply safe workplace practices and procedures
- Maintain inventory of equipment and consumables
- Carry out routine maintenance
- Drive, park and secure vehicle under a variety of routine conditions
- Measure and calculate volumes, consumption and servicing requirements
- Work effectively individually and within a team context
- Prepare relevant documentation and maintain records
- Identify and control workplace hazards and risks

**What resources may be required for assessment?**

- Access to relevant venue and equipment
- Assignment instructions, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO216A**  
**Unit Descriptor**

**Patrol premises**

This competency standard covers the process of maintaining the security of premises and property. It requires the ability to conduct mobile security patrols, providing security for a range of separate sites or locations, detecting abnormal safety or security events, and responding to alarm activations or other warnings. This work would be carried out under routine supervision and within organisational guidelines.

**Unit Sector** Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                  |   |
|----------------------------------|---|
| 1. Prepare for patrol            | <ul style="list-style-type: none"> <li>1.1 <i>Patrol tasks</i>, schedules and other relevant <i>assignment instructions</i> are obtained and verified with <i>appropriate person(s)</i></li> <li>1.2 Personal dress and presentation is maintained in accordance with <i>organisational requirements</i> and customer satisfaction</li> <li>1.3 <i>Equipment</i> is prepared and checked for serviceability according to manufacturers specifications and organisational requirements</li> <li>1.4 Faults and damage to equipment is identified, rectified and reported, or equipment replaced in accordance with <i>legislative</i> and organisational requirements</li> <li>1.5 Patrol vehicle, if used is inspected and prepared for operation in accordance with manufacturer's instructions and organisational requirements</li> </ul> |
| 2. Monitor premises and property | <ul style="list-style-type: none"> <li>2.1 Relevant provisions of occupational health and safety regulations, policies and procedures are observed and adhered to</li> <li>2.2 Systematic personal safety checks are regularly made in accordance with assignment instructions, organisational and occupational health and safety requirements</li> <li>2.3 Patrol is conducted in accordance with site patrol schedules, routes and assignment instructions</li> <li>2.4 <i>Security systems</i> and communication equipment is operated and maintained in accordance with manufacturer's guidelines</li> <li>2.5 Communication with clients is conducted in a professional courteous and sensitive manner and in accordance with organisational requirements</li> </ul>   |

- 3. Identify potential threats
  - 3.1 Potential security *risks* are identified in terms of their nature and possible consequences
  - 3.2 Security risk responses are carried out promptly within the scope of own responsibility and competence and in accordance with legislative requirements
  - 3.3 Situations requiring advice or assistance are readily identified and support or guidance is promptly requested
  - 3.4 Reports to supervisors and any *documentation* are prepared in a timely manner presenting all relevant facts and information in accordance with organisational requirements and site and assignment instructions
  - 3.5 Incident observations are provided accurately and constructively when reviewing and debriefing situations

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Assignment instructions may be verified with colleagues and / or supervisor to ensure understanding.	1
Collecting analysing and organising information	Legislative and legal provisions relating to specific security functions may be identified, interpreted and complied with during patrolling activities.	1
Planning and organising activities	Patrol tasks are prioritised or sequenced as required in accordance with client and / or assignment instructions.	1
Working with others and in teams	Regular communication may be maintained to ensure personal safety and compliance with assignment instructions.	1
Using mathematical ideas and techniques	Mathematics may be used to estimate and calculate time, distance and resource requirements.	1
Solving problems	Potential threats to security may be addressed by the prompt request for assistance.	1
Using technology	Technology may be used to operate security systems, communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Types of patrol may include:

- foot
- vehicle

Types of patrol tasks may include:

- vehicle operation
- observation
- radio communication while moving
- response tasks
- route finding and location identification
- external inspections
- external site patrols
- internal site patrols
- site escorts
- alarm responses
- customer requests

Assignment instructions may relate to:

- instructions from supervisor / management
- specific client requirements
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- personal protective clothing and equipment requirements

Appropriate persons may include:

- supervisors, managers
- colleagues
- support services / agencies (eg emergency services)
- clients

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Equipment may include:

- communication equipment (radio, telephone)
- locks
- bolts
- door and window fastenings
- lighting
- computers
- alarms and sirens
- electronic equipment

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- preservation of a crime scene
- powers and procedures of effecting an arrest
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Security systems and equipment may include:

- electronic keypad operated intruder alarm systems
- card-operated electronic access control systems
- locks and keys including key security systems and procedures



Types of risk may include:

- flood
- fire, explosion
- intruder(s), vandals
- vehicles and equipment in suspicious places
- sensitive material or correspondence left in public view
- gas leaks, storms, power failures
- riots, demonstrations
- destruction of property
- situations affecting the security of self, others or property

Documentation may include:

- vehicle and personnel movements
- incident details
- special requests
- written and computer reports
- logs, journals and activity reports

## **EVIDENCE GUIDE**

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to patrol premises. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Correctly interpret and follow client / assignment instructions
- Effectively operate and maintain security systems and communication equipment
- Identify and appropriately respond to potential threats which increase the security risk to self, others, property and premises
- Complete and process documentation
- Observe and comply with relevant legislation and procedural requirements

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including OHS, traffic regulations, security and surveillance
- How to preserve a crime scene
- Powers and procedures for effecting an arrest
- Types of security situations which may be encountered and the ways of legally dealing with them
- Licensing requirements
- Communication codes and operation of communication equipment
- Organisational requirements with regard to reporting procedures and documentation processes
- Emergency and evacuation procedures and instructions
- Types of security systems and respective activation and deactivation processes
- Site layout and access points

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Follow instructions and procedures
- Identify potential security threats to people, property and premises
- Interpret alarm signals and respond accordingly
- Obtain appropriate licensing
- Operate and maintain a motor vehicle
- Record and maintain written information
- Comply with relevant legislative requirements
- Communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO217A

### Unit Descriptor

## Provide lost and found facility

This competency standard covers the correct management of a lost and found facility by members of the security industry. It requires the ability to establish the status of lost and found items using appropriate inquiries and procedures, record details and maintain documentation. This work would be carried out under minimum supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Establish status of item                     | <ul style="list-style-type: none"> <li>1.1 A lost and found register is established and maintained in accordance with <i>organisational requirements</i></li> <li>1.2 A description and <i>relevant details</i> of the lost or found item are recorded and verified with <i>appropriate person(s)</i></li> <li>1.3 Found items are tagged and filed in order in a <i>designated location</i> in accordance with organisational requirements</li> </ul>   |
| 2. Follow procedures for lost and claimed items | <ul style="list-style-type: none"> <li>2.1 All <i>communication</i> is conducted in a professional and courteous manner in accordance with organisational requirements</li> <li>2.2 Organisational procedures and obligations regarding lost and found items are explained clearly and sensitively to enquirer / claimant</li> <li>2.3 Lost items are investigated and traced in accordance with organisational policies and procedures</li> <li>2.4 Claimed items are signed for and dated by claimant and <i>identification</i> verified in accordance with organisational requirements</li> </ul> |
| 3. Complete documentation                       | <ul style="list-style-type: none"> <li>3.1 Register is updated to reflect whether item has been claimed or investigation is exhausted</li> <li>3.2 Reports and other <i>documentation</i> are completed as required within designated timeframes</li> <li>3.3 Incidents and recommended improvements to system arising from lost and found enquiries and claims are reported to appropriate person(s) in a timely manner</li> </ul>  |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Organisational procedures and obligations with regard to lost and found items may be explained using clear, concise and accurate language and appropriate interpersonal techniques.	1
Collecting analysing and organising information	A description and relevant details of the lot or found item may be recorded for future reference.	1
Planning and organising activities	Work tasks may be prioritised and completed in an efficient and timely manner.	1
Working with others and in teams	Information may be discussed and shared with colleagues to achieve organisational goals and objectives.	1
Using mathematical ideas and techniques	Mathematics may be used to measure processes for the scheduling of tasks.	1
Solving problems	Contradictory or ambiguous information may be clarified promptly to prevent misunderstandings.	1
Using technology	Technology may be used to communicate, source and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Relevant details may include:

- location
- date
- time

Appropriate persons may include:

- supervisors, managers
- colleagues
- members of the public
- clients
- designated human resource personnel

Designated locations may include:

- cupboard / storage facility
- safe facilities

Communication techniques may include:

- language, verbal or non-verbal
- active listening
- questioning to clarify and confirm understanding
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences

Identification documents may include:

- ID cards (eg drivers licence, proof of age card, passport)
- temporary passes
- work permits
- goods receipts

Documentation may include:

- daily / weekly reports
- 'lost and found' register
- written and computer reports
- logs, journals

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide a lost and found facility. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Effectively communicate and record information regarding lost and found items and complete and maintain workplace documentation
- Receive and relay verbal and non-verbal information in a concise and accurate manner with sensitivity to social and cultural differences
- Identify prohibited and / or hazardous items and goods and take appropriate action
- Effectively operate office technology and communication equipment

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions
- Basic problem solving strategies
- Premises and property security requirements and procedures
- Premises and property lay-out
- Rules for the identification and handling of dangerous and prohibited goods
- EEO, equity and diversity principles
- Operational techniques of communication and office equipment
- Organisational procedures and guidelines appropriate to own role, responsibility and delegation
- Reporting procedures and documentation requirements and processes
- Principles of effective communication including interpersonal techniques
- Principles of questioning to get specific information
- Use and storage requirements of equipment

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Accurately record and report information
- Effectively operate office and communication equipment
- Present a professional image to members of the public and colleagues
- Apply active listening and questioning techniques
- Solve basic problems
- Estimate and calculate resource and equipment requirements
- Collate and organise information and items
- Communicate effectively with people from different social, cultural and ethnic backgrounds and various physical and mental abilities
- Communicate in a clear and concise manner
- Comply with relevant legislative and regulatory requirements
- Enter data using basic keyboarding skills
- Estimate time to complete activities and organise personal schedule
- Prepare statements and write reports



**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO221A Unit Descriptor

## Contribute to investigative activities

This competency standard covers the process of assisting in an investigation. It requires the ability to operate basic investigative equipment, source relevant information and record details of interviews and meetings while following assignment instructions. Competence also requires a knowledge of legislative guidelines governing the functions associated with conducting surveillance operations. This work would be carried out under direct supervision and within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |                           |  |
|---------------------------|--|
| 1. Prepare for assignment | <ul style="list-style-type: none"> <li>1.1 Investigative <i>assignment instructions</i> are obtained and verified with <i>appropriate person(s)</i></li> <li>1.2 <i>Investigative equipment</i> is checked for serviceability according to manufacturers instructions and <i>organisational requirements</i></li> <li>1.3 Faulty and damaged investigative equipment is identified, rectified or replaced according to organisational requirements</li> <li>1.4 Inspection is conducted to determine and record <i>factors</i> that may impact upon assignment instructions and surveillance sites</li> </ul>    |
| 2. Gather information     | <ul style="list-style-type: none"> <li>2.1 All <i>sources of information</i> are assessed for suitability and appropriate sources are chosen in accordance with assignment instructions and <i>legislative requirements</i></li> <li>2.2 Assistance is provided in interviews in accordance with organisational requirements</li> <li>2.3 Meetings with key persons are conducted in accordance with assignment instructions, own role and under appropriate supervision</li> <li>2.4 Records are made of meetings and interviews in accordance with legal requirements and organisational procedures</li> </ul> |
| 3. Conduct surveillance   | <ul style="list-style-type: none"> <li>3.1 <i>Surveillance</i> is conducted under direct supervision and in accordance with assignment instructions</li> <li>3.2 Camera and video equipment are positioned, stabilised and operated in accordance with manufacturer's specifications assignment and organisational requirements</li> <li>3.3 Individuals or groups behaving in a suspicious or unusual manner are identified and monitored according to agreed assignment instructions</li> <li>3.4 <i>Reports and records</i> are completed and processed in accordance with assignment instructions</li> </ul> |

- 4. Complete assignment
  - 4.1 Reports to supervisors are prepared in a timely manner presenting all relevant facts and observations and are in accordance with organisational requirements
  - 4.2 Incident observations are provided accurately and constructively when reviewing and debriefing situations
  - 4.3 All case records are maintained and stored in accordance with legal requirements
  - 4.4 Equipment is checked, cleaned and stored in a safe and secure area in accordance with organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Assignment instructions may be verified with client and / or supervisor to ensure understanding.	1
Collecting analysing and organising information	Legislative and legal provisions relating to investigative functions may be identified, interpreted and complied with during monitoring activities.	1
Planning and organising activities	Work tasks may be prioritised or sequenced as required in accordance with client and / or assignment instructions.	1
Working with others and in teams	Regular communication may be maintained to ensure the safety and protection of self, others and property in compliance with assignment instructions.	1
Using mathematical ideas and techniques	Mathematics may be used to estimate site dimensions and calculate resource requirements.	1
Solving problems	Potential threats to security may be addressed by the prompt request for assistance.	1
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- verbal or written instructions from supervisor / client
- surveillance plan
- cost schedules
- time limit for inquiry
- work tasks and procedures
- specified physical resources and equipment
- information acquisition and processing criteria
- legal and regulatory issues related to the investigation activities
- record and documentation system

Appropriate persons may include:

- security personnel
- supervisors, management
- manufacturers
- security consultants
- other professional or technical staff

Investigative equipment may include:

- consumables, writing instruments, vehicle
- 35mm and video cameras, binoculars, telephoto lens, tripod, voice recorders, compass, night vision equipment
- guise, torch, mirrors, measuring tape, scales,
- communications equipment, mobile phone, lap-top computers
- telephone directories, maps, street directories

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Factors that may impact on assignment instructions may include:

- availability of specialist equipment
- technical specialist requirements
- surveillance site layouts
- resource requirements
- capability
- time limits

Sources of information may include:

- telephone directories, contacts, informants, newspaper, electoral rolls
- internet and other electronic sources
- Australian securities commission
- Credit Reference Association of Australia
- Valuer Generals Department
- professional bodies, insurance agents, churches, schools, sports and recreation clubs
- relevant authorities

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information and confidentiality

Surveillance may include:

- mobile
- static
- covert and overt

Reports and records may include:

- written or electronic notes
- photographs, film / video
- diary
- sketches
- audio

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to contribute to investigative activities. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Demonstrate the application of systematic approaches and duty of care requirements when managing information and other investigation material
- Capacity to function as a part of a team in a multiple operative (static and mobile) surveillance
- Verify communication and surveillance requirements prior to assignment
- Effectively operate and maintain investigative and communication equipment
- Identify and respond appropriately to potential threats and hazards which increase the security risk to self, others and property
- Ability to complete and process documentation
- Observe and comply with relevant legislation and procedural requirements

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Capability and limitations of investigative equipment
- The role of licensing authority and licensing legislation in relevant jurisdictions
- Federal and relevant state laws and civil laws and acts which are applicable to the investigation process
- Knowledge of continuity of evidence
- Sources of information and information gathering techniques
- Organisational requirements with regard to reporting procedures and documentation processes

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Interpret and follow instructions and procedures
- Operate investigative and communications equipment
- Record and process written information
- Comply with relevant legislative requirements
- Communicate effectively with and relate to people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Accurately record events and conversation / interviews
- Use and interpret maps and street directories
- Apply interview techniques
- Use basic photographic skills including use of video
- Undertake basic word processing

**What resources may be required for assessment?**

- A range of sites to be used for surveillance from moving and static vehicle and on foot
- 35 mm cameras and video equipment
- Surveillance vehicle
- Sources of information
- A range of investigative equipment
- A range of sites for gathering information
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



# PRSSO222A

# Protect self and others using basic defensive techniques

## Unit Descriptor

This competency standard covers the process of applying basic defensive techniques in a security risk situation. This unit should be assessed together with PRSSO207 Respond to Security Risk Situation. It requires the ability to use basic lawful defensive techniques to protect safety of self and others within requirements of applicable legislation. This work would be carried out under supervision within organisational guidelines.

## Unit Sector

Security Operations

## ELEMENT

## PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Identify need to use defensive techniques            | <ul style="list-style-type: none"> <li>1.1 <i>Factors</i> which might impact on own or others safety are identified and <i>appropriate response</i> procedures evaluated against use of force guidelines and <i>legislative</i> and <i>organisational requirements</i></li> <li>1.2 Causes of conflict and <i>harmful behaviour</i> are anticipated and appropriate responses to prevent escalation are reviewed</li> <li>1.3 Alternative response options are assessed for viability and withdrawal options are identified and incorporated into defensive options</li> <li>1.4 <i>Personal safety needs</i> are identified and if required, <i>assistance</i> is promptly sought in accordance with organisational requirements</li> </ul> |
| 2. Apply basic communication and negotiation techniques | <ul style="list-style-type: none"> <li>2.1 Communication is continually maintained with subject and instructions are clear, justified and in accordance with legal and organisational requirements</li> <li>2.2 Effective observation and active listening skills are used to elicit and interpret verbal and non-verbal information</li> <li>2.3 <i>Basic negotiation techniques</i> are used to maintain positive interaction and divert and minimise aggressive behaviour</li> <li>2.4 All communication is conducted in a courteous manner which reflects sensitivity to individual <i>social and cultural differences</i> in accordance with legal and organisational requirements</li> </ul>   |

- 3. Apply basic defensive techniques
  - 3.1 Appropriate *basic defensive techniques* are selected to ensure the protection of self and are applied within use of force guidelines in accordance with legislative requirements
  - 3.2 Movements and actions of subject are continually observed to anticipate movement and aggressive actions
  - 3.3 Stance and distance from subject maximises ability to apply recognised hold techniques quickly and discontinue contact at cessation of threat
  - 3.4 Situations requiring advice or assistance are promptly identified and support or guidance requested in accordance with legal and organisational requirements
  - 3.5 The need to restrain, secure or escort subject is established and action taken in accordance with legal requirements and assignment instructions
  - 3.6 Operational *records and reports* are prepared in a timely manner presenting all relevant facts and information in accordance with legislative requirements and assignment instructions

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective negotiation techniques may be used to maintain positive interaction and provide clear instructions to subject and bystanders	1
Collecting analysing and organising information	Legislative and legal provisions relating to the use of force may be identified and interpreted while determining response options.	1
Planning and organising activities	Regular inspections of security equipment may be organised and prioritised appropriate to meet organisational and legislative requirements.	1
Working with others and in teams	Communication may be maintained with colleagues and members of the public to ensure the safety and protection of all involved in the incident.	1
Using mathematical ideas and techniques	To estimate and calculate resource and assistance requirements.	1
Solving problems	Changing circumstances of a security risk situation may be addressed by the appropriate selection of response activities.	1
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Factors which may affect safety could include but are not limited to:

- conflicts between members of public
- riots, demonstrations
- destruction of property
- ejection of persons
- security breaches
- greater concentration of crowds
- persons suffering from emotional distress
- persons under the influence of alcohol or drugs
- persons under the influence of prohibited substances
- situations affecting the security of self, others or property
- theft
- violence and physical threat

Response options may include but are not limited to:

- separation / isolation
- use of specialists / experts
- cultural support
- defusing the situation
- request for assistance
- use of negotiation techniques
- arrest or restraint of person
- use of empty hand techniques

Legislation, codes and national standards must include:

- applicable security industry legislation and provisions including
- use of force
- reactive use of force
- misuse of force
- proactive use of force
- licensing requirements
- applicable Crimes Acts / Codes
- general 'duty of care' responsibilities Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- relevant Commonwealth / State / Territory legislation
- trade practices

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Harmful behaviour may be anticipated by considering factors such as:

- inability to concentrate
- uncoordinated movements
- over talking
- intoxication
- mental illness
- frustration
- increasing aggression
- tiredness

Personal safety needs may include:

- working in a team
- provision of back-up support
- appropriate vehicle
- personal protective equipment
- access to specific security equipment
- additional training
- clarification of own role and responsibilities

Assistance may be sought from:

- medical personnel
- colleagues
- support agencies / emergency services
- supervisor
- management
- specialist teams

Basic negotiation techniques may include:

- language, verbal or non-verbal
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting and assessing actions for risk
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

Social and cultural differences may be expressed in:

- language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Basic defensive techniques may include but are not limited to:

- body positioning
- body safety
- avoidance techniques
- take down techniques
- locking and holding techniques
- impact techniques
- blocking techniques

Records and reports may include:

- request for assistance forms
- incident reports
- vehicle / personnel activity reports
- security logs / journals
- running sheets
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to protect self and others using basic defensive techniques. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Interpreting and complying with legal and procedural requirements
- Identifying current and potential risk factors and their impact on the incident / situation
- Selecting response options within specified legal and strategic limits
- Reacting in a timely manner to the application and termination of force
- Applying empty hand techniques that avoid vital areas of the body where applicable
- Using communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver
- Use basic negotiation techniques to defuse conflict

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and / or other legal provisions (including provisions governing the use of force and the duty of care under criminal and civil law)
- Organisational policies and procedures related to the use of empty hand techniques and incident management
- Powers and procedures for effecting an arrest
- Restraint methods and their associated effects (eg restraint related injury and / or death)
- Approved communication terminology and call signs
- Principles of effective communication including interpersonal techniques
- Legislative and organisation procedures for the reporting and recording of information

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Use communication techniques to reduce the level of risk or conflict
- Apply first aid techniques
- Effectively operate security and communication equipment
- Apply problem solving strategies
- Minimise threat to self and to others by use of appropriate force options
- Communicate / negotiate using clear and concise language
- Observe and accurately record and report information
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Review response strategies and make adjustments according to changing circumstances

**Are there other competency standards that could be assessed with this one?**

Competency in these units should be demonstrated either prior to, or in conjunction with assessment of the current unit:

PRSSO207 Respond to security risk situation

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures relating to use of force
- Access to personal protective equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



**PRSSO223A**  
**Unit Descriptor**

**Monitor electronic reporting facility**

This competency standard covers the process of selecting and operating electronic reporting facility software and resources. Competency requires knowledge of the functions associated with operating a wide range of equipment, the ability to undertake routine maintenance and report faults to appropriate persons. In addition this unit covers the skills required to respond to security incidents. This work would be carried out under supervision within organisational guidelines.

**Unit Sector** Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                     |   |
|-------------------------------------|---|
| 1. Operate equipment and technology | <ul style="list-style-type: none"> <li>1.1 <i>Ergonomic</i> issues are identified and appropriate risk control measures implemented in accordance with <i>legislative</i>, OHS and <i>organisational requirements</i></li> <li>1.2 <i>Technology and software</i> applications are selected appropriate to meet client requirements and <i>assignment instructions</i></li> <li>1.3 <i>Equipment</i> is operated in a safe and controlled manner in accordance with manufacturers specifications and organisational requirements</li> <li>1.4 <i>Equipment faults</i> are promptly identified and reported to <i>appropriate person(s)</i> in accordance with organisational requirements</li> </ul>  |
| 2. Process and organise data        | <ul style="list-style-type: none"> <li>2.1 Data and information is entered and cross-checked for accuracy in accordance with organisational requirements</li> <li>2.2 Errors are identified, documented and reported in accordance with organisational requirements</li> <li>2.3 Software is used to program simple systems in accordance with organisational requirements</li> <li>2.4 Data and information is processed and safely <i>stored</i> in accordance with client, legislative and organisational requirements</li> </ul>  |
| 3. Respond to incident              | <ul style="list-style-type: none"> <li>3.1 Received data is interpreted, checked for reliability and appropriate <i>response</i> procedures carried out in accordance with assignment instructions and organisational requirements</li> <li>3.2 Regular and systematic checks are made with field staff and situations requiring <i>assistance</i> are promptly identified and reported in accordance with organisational requirements</li> <li>3.3 Personal limitations in carrying out response procedures are promptly identified and <i>assistance</i> is sought from appropriate person(s) in accordance with organisational requirements</li> <li>3.4 <i>Records and reports</i> are accurately completed, processed and maintained in accordance with industry, legislative and organisational requirements</li> </ul> |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Data and information may be reviewed to establish monitoring functions and capabilities of security equipment / system.	2
Collecting analysing and organising information	Transmitted test data is accurately interpreted and documented and organised by reports for review.	2
Planning and organising activities	Keyed in data and information is cross-checked and verified against monitoring parameters.	1
Working with others and in teams	Communication may be continually maintained with field technician and other agencies when responding to an incident.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise and schedule tasks. It may also be used to interpret test data.	1
Solving problems	Identified errors or deviations from specifications are identified and reported for remedial action.	1
Using technology	Technology may be used to communicate, source, document and record information. It may also be used to carry out testing.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Ergonomic considerations may include:

- work station height and layout
- chair height, seat and back adjustment
- screen position, keyboard and mouse position
- footrest, document holder
- posture
- avoiding radiation from computer screens
- lighting
- noise minimisation
- rest periods, exercise breaks

Applicable legislation, codes and national standards may relate to:

- duty of care in provision of services to client and protection of client privacy
- relevant Australian standards for the establishment of monitoring procedures
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- Environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Technology may include:

- computers
- printers
- radio networks
- voice recorders
- networked systems
- personal organisers
- communications equipment

Software may include:

- packaged software
- in-house development or out-sourced development
- database packages
- data tracking software

Assignment instructions may relate to:

- IT monitoring
- Radio monitoring
- GSM monitoring
- GPS monitoring
- Medical monitoring

Equipment may include:

- communication equipment (two-way radio, telephone, mobile telephone, megaphone, public address system)
- office equipment (computer, fax, photocopier)
- security equipment (electronic screening equipment, video cameras and monitors, alarms and signals, motion sensors, personal duress alarms, static alarms)
- personal protective equipment and clothing
- office equipment including computers

Equipment faults may include:

- communication equipment break-down
- computer down-time
- power failure
- programming faults
- reporting problems

Appropriate person(s) may include:

- installer
- supervisor
- technician
- manager
- client

Storage of data may include:

- storage in directories and sub-directories
- storage on CDs, hard and floppy disk drives or back up systems
- appropriate storage / filing of hard copies of computer generated documents

Response may involve:

- notifying relevant personnel
- notifying emergency services
- dispatching field support staff

Assistance may be sought from:

- medical officers
- colleagues, field staff
- support agencies / emergency services
- technician
- management
- specialist advisors

Records and reports may include:

- request for assistance forms
- logs, journal and / or activity reports
- summaries
- running sheets
- situation reports
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to monitor electronic reporting facilities. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Identify monitoring functions and capabilities of security equipment / system and monitoring station
- Gather information and data
- Accurately key in and read data and cross-check for accuracy
- Identify errors and program alarms using remote software
- Determine appropriate tests to confirm operation and performance of monitoring while maintaining clear communication with field technician
- Determine clear and appropriate response from the accurate interpretation data and complete and submit all required documentation

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and requirements of security equipment / systems
- Types and functions of communication equipment
- Templates for equipment / systems
- Common faults and procedures to rectify them
- Computer software used for monitoring functions
- Basic technical terminology
- Reporting procedures
- OHS requirements and safe work practices
- Organisational and client confidentiality requirements

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner
- Read and interpret data, information and specifications
- Program and configure basic security equipment / systems
- Operate security equipment / systems
- Download / upload information
- Prioritise and organise work tasks
- Test security equipment systems
- Accurately enter data
- Use keypads and control panels
- Solve routine problems
- Estimate resource requirements
- Apply safe and efficient work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO301A****Prepare and present security documentation and reports****Unit Descriptor**

This competency standard covers the skills and knowledge required to plan, organise and present documentation in required formats appropriate for use in the security industry. It requires the ability to gather and evaluate the quality of information and data, prepare and review drafts, and present final reports and documentation. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT****PERFORMANCE CRITERIA**

- |                                   |  |
|-----------------------------------|--|
| 1. Gather information             | <p>1.1 <i>Reporting requirements</i>, objectives and timeframes are verified in consultation with <i>appropriate person(s)</i></p> <p>1.2 <i>Business equipment</i> is used in accordance with manufacturer's specifications to collect and organise information</p> <p>1.3 Methods of collecting information are reliable and make efficient use of resources in accordance with <i>organisational requirements</i></p> <p>1.4 Relevant information is obtained from <i>information sources</i> in accordance with <i>legislative</i> and organisational requirements</p>                                   |
| 2. Check and organise information | <p>2.1 Gathered information is assessed in terms of validity, reliability and relevance against reporting requirements</p> <p>2.2 Additional information is sought as required from identified sources in accordance with organisational policy and procedures</p> <p>2.3 All material is thoroughly reviewed to ensure completeness and accuracy of information and meets reporting requirements</p> <p>2.4 Information is prioritised and organised in a logical manner to facilitate analysis and dissemination in accordance with organisational procedures</p>  |
| 3. Present information            | <p>3.1 Draft documentation is prepared and checked to ensure intended meaning is readily understood and reflect reporting requirements</p> <p>3.2 Draft documentation is forwarded to appropriate person(s) for review and constructive feedback is identified and integrated into the final document</p> <p>3.3 Final documentation is presented within designated timeframes using clear and concise language and meets organisational standards relating to style, format and accuracy</p> <p>3.4 Retained material is securely stored in accordance with legislative and organisational requirements</p> |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Clarification of reporting requirements, objectives and timeframes may be discussed and verified with supervisor.	2
Collecting analysing and organising information	Information may be sourced, collated and organised in a logical manner for incorporating into draft documentation.	2
Planning and organising activities	Circulation of draft documentation to relevant personnel for review is planned and arranged for the receipt of feedback and comments within specified timeframes.	1
Working with others and in teams	Constructive feedback may be incorporated in final documentation to ensure compliance with reporting requirements.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to measure, prioritise and schedule tasks.	2
Solving problems	Thorough review of material for validity, consistency and accuracy prior to presentation will ensure compliance with reporting requirements.	2
Using technology	Technology may be used to research, record, organise and communicate information.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Reporting requirements may include:

- the presentation of documentation in a timely manner
- reporting accurate and constructive observations
- verbal and / or written reviews and submissions

Appropriate person(s) may include:

- supervisors
- management
- security personnel
- clients



Business equipment may include:

- computers and computer applications
- personal schedulers
- e-mail
- internet / extranet / intranet
- facsimile machines
- printers
- photocopiers
- scanners

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- Emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Information sources may include:

- colleagues, supervisor, management
- records, reports, case notes
- interviews, meetings
- notices
- procedural manuals
- specialists
- internet
- library
- industry networks
- other organisations
- workshops, conferences, seminars

Applicable legislation, codes and national standards:

Must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- May relate to:
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to prepare and present security documentation and reports. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Present researched information both orally and in writing in the work environment
- Accurately comply with operating procedures and guidelines for reporting processes within the organisation
- Accurately identify procedures relevant to a complete range of reporting requirements appropriate for own role and responsibilities
- Accurately interpret and verify report requirements
- Identify, interpret and comply with legal and procedural requirements
- Ability to receive and relay verbal and non-verbal information in a concise and accurate manner

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Available and specific sources of information
- Organisational policies and procedures for reporting and recording
- Legislative and statutory requirements relevant to reporting
- Organisational records system and processes
- Basic research methods and information gathering
- Report writing methods appropriate to own role and responsibilities
- Briefing requirements for legal representatives
- Principles and techniques of effective questioning to obtain specific information

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Write standard reports
- Analyse, record and accurately report information
- Apply effective communication and negotiation techniques including active listening and questioning
- Effective time management to organise priorities and complete activities
- Solve basic problems
- Estimate and calculate resource and equipment requirements
- Collate and organise evidence
- Communicate effectively with and relate to people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Comply with relevant legislative and regulatory requirements

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO302A**  
**Unit Descriptor**

**Maintain a safe workplace and environment**

This competency standard covers the skills and knowledge required to follow defined Occupational Health and Safety policies and procedures relating to the work being undertaken in order to ensure own safety and that of others in the workplace. It requires the ability to identify hazards, apply emergency procedures and communicate OHS requirements to colleagues. This work would be carried out under limited supervision within organisational guidelines. The unit is based on Generic Competency B in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards.

**Unit Sector** Security Operations

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
1. Maintain safety policy and procedures awareness within the workplace	1.1 Relevant provisions of Occupational Health and Safety <i>legislation</i> and codes of practice are accurately and clearly explained to team members 1.2 <i>Consultation procedures</i> are implemented to encourage team members to contribute to the management of Occupational Health and Safety at the workplace 1.3 Documentation is developed and maintained to support implementation of <i>Occupational Health and Safety policies and procedures</i> 1.4 Recommendations are made to improve the effectiveness of policy and procedures
2. Implement and monitor risk control procedures	2.1 Inadequacies in existing <i>risk control</i> measures are identified in accordance with the hierarchy of control and reported to <i>appropriate persons</i> 2.2 Inadequacies in resource allocation for implementation of risk control measure are identified and reported to appropriate persons 2.3 <i>Hazardous events</i> are investigated to identify their cause in accordance with investigation procedures 2.4 Control measures to prevent recurrence and minimise risks of hazardous events are implemented based on the hierarchy of control and own role
3. Support Occupational Health and Safety training	3.1 Occupational Health and Safety <i>training needs</i> of individuals and teams are accurately identified and advice on training requirements is provided to appropriate persons 3.2 Arrangements are made for fulfilling identified Occupational Health and Safety training needs in consultation with appropriate persons 3.3 Coaching and mentoring assistance is provided to team members to support the effective development of individual and group competencies in Occupational Health and Safety

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to Occupational Health and Safety issues may be shared and discussed with colleagues and / or supervisor.	2
Collecting analysing and organising information	Relevant Occupational Health and Safety Acts, regulations and codes of practice may be obtained, analysed and complied with as required.	2
Planning and organising activities	Work tasks may be organised to ensure that risks to safety are minimised.	2
Working with others and in teams	Assistance may be provided among team members to identify risks and participate in work area safety inspections.	2
Using mathematical ideas and techniques	As an aid to control risks in the workplace.	1
Solving problems	In the application of skills and knowledge to identify and control risks in the workplace.	2
Using technology	To access Occupational Health and Safety information and record information of incidents.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation with regard to OHS:
- general duty of care
- provisions relating to roles and responsibilities of OHS representatives and / or committees
- issue resolution
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Consultative arrangements may include:

- formal and informal meetings which include Occupational Health and Safety
- Occupational Health and Safety committees
- other committees, for example, consultative, planning and purchasing
- health and safety representatives
- suggestions, requests and concerns put forward by employees to management

OHS policies and procedures may relate to:

- hazard and risk identification and reporting
- risk assessment and control measures
- incident / accident investigation
- OHS audits and safety inspections
- consultative arrangements for employees
- safe operating procedures / instructions
- use and maintenance of personal protective equipment
- emergency and evacuation procedures
- equipment maintenance and use
- use and storage of hazardous substances
- transport and storage of dangerous goods
- on site contractors, visitors and members of public
- first aid

Procedures for controlling risks may include:

- hazard, accident and incident reporting procedures
- own role and responsibilities
- safe operating procedures
- emergency, fire and accident procedures
- compliance with ergonomic and environmental requirements
- safe lifting and manual handling procedures
- procedures for the security of documents, cash, equipment and persons
- regular OHS consultations
- correct selection, use, storage and maintenance procedures for personal protective clothing and equipment

Appropriate persons may include:

- supervisors, managers
- colleagues
- emergency services / support agencies
- clients

Hazardous events may include:

- accidents resulting in injury
- greater concentration of crowds
- situations affecting the security of self, others or property
- theft, fire
- weapons
- noise, light, heat, smoke

Training needs may include:

- coaching, mentoring and / or supervision
- formal / informal learning programs
- internal / external training provision
- work experience, exchange opportunities
- personal study
- seminars, conferences
- quality assurance assessments and recommendations
- Recognition of Prior Learning



## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain a safe workplace and environment. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Ability to recognise and report hazards to designated personnel
- Apply procedures for assessing and controlling risks to health and safety associated with those hazards in accordance with the hierarchy of control
- Provide specific, clear and accurate information and advice on workplace hazards to work group
- Provide appropriate supervision of workgroup
- Communicate about hazards and risks in the workplace
- Comply with a range of legislation and procedural requirements

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislation that affects business operation, especially in regard to Occupational Health and Safety
- Knowledge of hazards and associated risks which exist in the workplace
- Knowledge of organisational policies and procedures relating to hazard management, fire, emergency, evacuation, incident (accident) investigating and reporting
- Understanding the relevance of Occupational Health and Safety management to other organisational systems and procedures
- Knowledge of characteristics and composition of the workgroup

### What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Understand workplace procedures and work instructions for identifying and reporting hazards and interpreting Occupational Health and Safety signs and symbols
- Identify hazards and assess risks in the work area
- Use data analysis skills to monitor incidents (accidents), monitor the environment, and evaluate the effectiveness of risk control measures
- Evaluate effectiveness of risk control measures
- Assess resources required to apply risk control measures
- Operate and shut down equipment
- Provide support to colleagues using coaching and mentoring skills

**What resources may be required for assessment?**

- Access to a suitable work area for identification of hazards and control measures
- Access to personal protective equipment
- Access to organisations health and safety policies and procedures
- Access to plain English version of acts, regulations and codes of practice
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO303A**  
**Unit Descriptor**

**Determine response to security risk situation**

This competency standard covers the process of determining an appropriate response to a security risk situation. It requires the ability to analyse the nature and degree of risk and determine response options according to changing circumstances. Competency also requires a knowledge of use of force guidelines and their application. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                     |   |
|-------------------------------------|---|
| 1. Identify security risk situation | 1.1 Information about <i>incidents</i> is collected from a range of different sources to allow reliable <i>assessment of risk</i><br>1.2 <i>Environmental factors</i> are continually reviewed and monitored to identify distinctive features and any change in characteristics that might indicate suspicious behaviour<br>1.3 <i>Communication</i> is maintained with <i>appropriate person(s)</i> to receive and provide accurate and relevant information in accordance with <i>organisational requirements</i>   |
| 2. Assess security risk situation   | 2.1 <i>Interpersonal techniques</i> that are sensitive to <i>social and cultural differences</i> are used to maintain positive interaction and minimise aggressive behaviour<br>2.2 Range of <i>resources and equipment</i> are assessed for availability and suitability against risk in accordance with organisational requirements<br>2.3 Systematic personal safety checks are regularly made in accordance with organisational and OHS requirements<br>2.4 Situations requiring advice or assistance are readily identified and support and guidance promptly requested  |
| 3. Determine response options       | 3.1 Clarification of instructions or further information is sought as required from appropriate person(s) in accordance with organisational policy and procedures<br>3.2 The need to take action to reduce the degree of risk is determined according to <i>personal limitations</i> and organisational requirements<br>3.3 Possible <i>responses</i> are determined in accordance with use of force guidelines, organisational and <i>legislative requirements</i><br>3.4 Possible responses are evaluated to maximise the safety and protection of people and minimise the degree of risk while meeting organisational and legislative requirements |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective negotiation techniques may be used to maintain positive interaction with people involved in the security risk situation.	2
Collecting analysing and organising information	Legislative and legal provisions relating to specific security functions may be identified and interpreted while determining response options.	1
Planning and organising activities	Assistance may be organised and prioritised appropriate to meet security risk situation requirements.	1
Working with others and in teams	Communication may be maintained with colleagues and members of the public to ensure the safety and protection of all involved in the incident.	1
Using mathematical ideas and techniques	To estimate and calculate resource and assistance requirements.	1
Solving problems	Changing circumstances of a security risk situation may be addressed by the appropriate selection of response activities.	2
Using technology	To communicate and record information.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Incidents may include but are not limited to:

- conflicts between members of public
- riots, demonstrations
- destruction of property
- ejection of persons
- security breaches
- greater concentration of crowds
- persons suffering from emotional distress
- persons under the influence of alcohol or drugs
- persons under the influence of prohibited substances
- situations affecting the security of self, others or property
- theft, fire
- violence and physical threat
- access to weapons

Risk assessment may include analysis of:

- known information about the circumstances of the incident
- known information about people involved in the incident
- observation of the environment and physical conditions
- the nature of the incident
- available resources and team backup
- communication channels
- range of response options available
- potential and triggers for escalation or defusing

Environmental factors may include:

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

Communication modes may include:

- verbal
- written
- electronic
- hand signals
- use of appropriate call codes / call signs
- alarms

Appropriate persons may include:

- supervisors
- colleagues
- support services / agencies (eg emergency services)
- members of the public

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Interpersonal techniques may include:

- effective verbal and non-verbal communication
- two-way interaction
- constructive feedback
- active listening to clarify and confirm understanding
- active silence
- reflection and summarising
- use of positive, confident and co-operative language
- control of tone of voice and body language
- culturally aware / sensitive use of language and concepts
- demonstrating flexibility and willingness to negotiate

Social and cultural differences may include:

- language, verbal or non-verbal
- beliefs and values
- religious / spiritual observances
- relationships / family structures
- social conventions
- codes of conduct

Resources and equipment may include but is not limited to:

- communication equipment (two-way radio, pager, telephone, mobile telephone)
- security equipment (batons, handcuffs, firearms, spray)
- personal protective equipment (body armour)
- fire fighting equipment
- access to emergency services and / or specialists

Personal limitations may include:

- own role and responsibilities
- legal limitations
- self assessment on competence level
- complying with Occupational Health and Safety requirements
- provision of back-up support
- access to personal protective equipment
- access to specific security equipment

Responses may include but are not limited to:

- separation / isolation
- use of specialists / experts
- intervention
- tactical withdrawal
- cultural support
- defusing the situation
- request for assistance
- use of negotiation techniques
- restraint of person
- use of empty hand techniques
- use of baton
- use of handcuffs
- use of firearm

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Commonwealth / State / Territory legislation which affect:
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements

Applicable legislation, codes and national standards may relate to:

- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to determine responses to security risk situations. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Accurately interpret and comply with legal and procedural requirements
- Identify current and potential risk factors and their impact on the incident / situation
- Select response options within specified legal and strategic limits
- Select response options which are most effective for the objective
- Provides warnings and clear directions to person(s)
- Communication techniques are used to reduce the level of risk or conflict
- Response strategies are reviewed and adjustments made according to changing circumstances

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and / or other legal provisions (including provisions governing the use of force, liquor laws, powers and procedures for effecting an arrest, and the duty of care under criminal and civil law)
- Organisational policies and procedures related to the analysis of security risk and selection of response(s)
- Surveillance and observation techniques
- Approved communication terminology and call signs
- Communication codes and signals
- Effects of intoxicating substances and factors which influence them
- First aid procedures and their application
- Methods of restraint and associated effects (eg restraint related injury / death)
- Principles of effective communication including interpersonal techniques
- Correct use and fitting of protective equipment
- Structure and responsibilities of the Commonwealth and State Emergency Services
- Emergency and evacuation procedures and instructions
- Cooperative team work principles



**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Effectively operate security and communications equipment
- Present a professional image to members of the public and colleagues
- Minimise threat to self and to others by use of appropriate force options
- Apply basic problem solving strategies
- Facilitate commonsense solutions within operating parameters
- Communicate / negotiate using clear and concise language
- Observe and accurately record and report information
- Interpret and follow instructions
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Calculate and estimate assistance requirements

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO305A Unit Descriptor

## Manage conflict through negotiation

This competency standard covers the process of using communication techniques to manage a conflict situation. It requires the ability to assess security risk situations, accurately receive and relay information, adapt interpersonal styles and techniques to varying social and cultural environments, and evaluate responses. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |                         |   |
|-------------------------|---|
| 1. Assess conflict      | <p>1.1 <i>Conflict</i> is identified and responses evaluated against use of force guidelines and <i>legal</i> and <i>organisational requirements</i></p> <p>1.2 Causes of conflict and harmful behaviour are anticipated and appropriate responses to prevent escalation are reviewed</p> <p>1.3 Effective observation and active listening skills are used to elicit and interpret verbal and non-verbal information</p> <p>1.4 Effective <i>communication techniques</i> are used to ensure understanding of information received or relayed</p> <p>1.5 When required, expert support or advice is sought from <i>appropriate person(s)</i> in accordance with organisational requirements</p>  |
| 2. Negotiate resolution | <p>2.1 Conflict is addressed and resolved constructively using strategies that comply with organisational requirements</p> <p>2.2 <i>Negotiation techniques</i> are used to maintain positive interaction, divert and minimise aggressive behaviour</p> <p>2.3 Communication with others is conducted in a courteous manner which reflects sensitivity to individual <i>social and cultural differences</i> in accordance with organisational requirements</p> <p>2.4 Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified</p> <p>2.5 Factors which might impact on the safety and security of persons are identified and appropriate responses or <i>contingency measures</i> are formulated and implemented</p> |
| 3. Evaluate response    | <p>3.1 Effectiveness of response is evaluated and reviewed in accordance with legal and organisational requirements</p> <p>3.2 Incident observations are provided accurately and constructively when reviewing and debriefing situations</p> <p>3.3 Operational <i>records and reports</i> are prepared in a timely manner presenting all relevant facts and information in accordance with legal requirements and organisational policy and procedures</p> <p>3.4 <i>Effects of stress</i> on self are recognised and managed using recognised <i>stress management techniques</i></p>   |

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective interpersonal techniques and interview strategies may be used to elicit relevant and accurate information.	2
Collecting analysing and organising information	Legislative and legal provisions relating to the use of force may be identified and interpreted while determining response options.	1
Planning and organising activities	Regular inspections of security equipment may be organised and prioritised appropriate to meet organisational and legislative requirements.	1
Working with others and in teams	Communication may be maintained with colleagues and members of the public to ensure the safety and protection of all involved in the conflict.	1
Using mathematical ideas and techniques	To estimate and calculate resource and assistance requirements.	1
Solving problems	Contradictory or ambiguous information is promptly identified and clarified to prevent misunderstandings.	2
Using technology	Technology may be used to research, record, organise and communicate information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Conflict situations may include include:

- persons with criminal intent
- persons under the influence of intoxicating substances
- refusals to follow directions and guidance
- conflicts between members of public
- ejection of persons
- situations affecting the security of self, others or property
- persons suffering from emotional distress or mental illness
- bystander behaviour
- accidents resulting in injury
- riots, demonstrations
- destruction of property
- greater concentration of crowds

Applicable legislation, codes and national standards must relate to:

- Commonwealth / State / Territory legislation which affect:
  - powers of arrest
  - removal of persons
  - trespass laws
  - rules for searching and the seizure of goods
  - control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- general 'duty of care' responsibilities
- relevant Commonwealth / State / Territory legislation
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Organisational requirements may include:

- legal and organisational policy, guidelines and requirements
- policies and procedures relating to own role, responsibility and delegation
- records and information systems
- communication channels
- reporting structures
- business and performance plans including organisational goals and objectives
- access and equity policy, principles and practice
- client service policies
- equipment maintenance and storage procedures
- Occupational Health and Safety policies, procedures and programs
- duty of care, code of conduct, code of ethics
- terms and conditions of employment
- emergency procedures

Communication techniques may include:

- language, verbal or non-verbal
- two-way interaction
- constructive feedback
- active listening
- interpreting and assessing actions for risk
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences

Appropriate person(s) may include:

- supervisors
- managers
- colleagues
- support services / agencies (eg emergency services)
- members of the public
- legal representatives

Negotiation techniques should include, but are not limited to

- using strategic questioning and listening to gather information and direct the focus of people involved
- use of positive, confident and cooperative language
- control of tone of voice and body language
- using language and concepts appropriate to the people involved
- using clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate
- using summarising of positions and agreements to move understanding

Social and cultural differences may be expressed in:

- language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Contingency measures may include:

- separation / isolation
- defusing strategies
- counselling
- specialists / experts
- intervention
- mediation
- first-aid
- selecting alternative actions which may require use of force within legal requirements
- special watch
- cultural support

Records and reports may include:

- request for assistance forms
- incident reports
- vehicle / personnel activity reports
- security logs / journals
- running sheets
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

Effects of stress may include:

- inability to concentrate
- uncoordinated movements
- over talking
- frustration
- increasing aggression
- tiredness

Stress management techniques may include:

- formal personal and organisational debriefing
- informal exploration of incidents with team members and supporters
- counselling
- review of practice and resources
- conscious use of personal recreational activities

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to manage conflict by using negotiation techniques. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Interpret and comply with legal and procedural requirements
- Identify and potential risk factors and their impact on the incident / situation
- Select response options which are most effective for the objective
- Use communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver
- Use negotiation techniques to defuse and resolve conflict
- Review conflict management strategies and adjustments made according to changing circumstances

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and / or other legal provisions (including provisions governing the use of force and the duty of care under criminal and civil law)
- Organisational policies and procedures related to managing conflict through negotiation incident management
- Powers and procedures for effecting an arrest
- Approved communication terminology and call signs
- Principles of effective communication including interpersonal techniques
- Legislative and organisation procedures for the reporting and recording of information
- Surveillance and observation techniques
- Cooperative team work principles



**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Minimise threat to self and others by using appropriate negotiation techniques
- Apply effective communication and negotiation techniques, especially under pressure
- Apply first aid techniques
- Effectively operate security and communication equipment
- Apply problem solving strategies
- Communicate / negotiate using clear and concise language
- Observe and accurately record and report information
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Review response strategies and make adjustments according to changing circumstances

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures relating to use of force
- Access to communication and personal protective equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO306A**  
**Unit Descriptor**

**Maintain effective workplace relationships**

This competency standard covers the skills and knowledge required to develop and maintain effective workplace relationships and networks. It requires the ability to carry out a range of complex communication functions to enable the effective transfer of information, promote positive and supportive workplace relationships, and participate as a work group member to achieve work group goals. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |   |   |
|---|---|
| 1. Communicate effectively in the workplace | <ul style="list-style-type: none"> <li>1.1 Effective <i>interpersonal techniques</i> and established <i>communication procedures</i> are used to facilitate an accurate and relevant exchange of information</li> <li>1.2 Information and ideas are expressed in a clear and concise manner using language appropriate to audience needs</li> <li>1.3 <i>Meetings and briefings</i> are organised to increase the level of participation in <i>work group</i> and organisational processes</li> <li>1.4 Communication techniques are appropriate to work task requirements and are sensitive to individual <i>social and cultural differences</i></li> <li>1.5 Contradictions, ambiguity, uncertainty or misunderstandings are promptly identified, mediated and clarified within the work group</li> </ul>   |
| 2. Maintain effective relationships         | <ul style="list-style-type: none"> <li>2.1 Organisational social, ethical and operational standards are observed and complied with to facilitate positive and effective relationships in the workplace</li> <li>2.2 <i>Professional networks</i> are used to build and develop relationships, maintain own skills base and knowledge and provide identifiable benefits for the organisation</li> <li>2.3 Trust and confidence of colleagues is gained and maintained through demonstration of competent work practices</li> <li>2.4 Appropriate support is provided to colleagues or sought as required to achieve identified work tasks, goals and objectives in accordance with <i>organisational requirements</i></li> <li>2.5 Difficult situations are negotiated and resolved to achieve results acceptable to the participants in accordance with organisational policy and procedures</li> </ul> |

- 3. Contribute to workplace activities
  - 3.1 Constructive contributions to team goals and workplace activities are routinely made in accordance with own role and responsibilities
  - 3.2 Effective *interaction* with colleagues promotes a productive and harmonious work environment
  - 3.3 Own work practices are regularly reviewed to meet new developments and trends in the security industry in accordance with organisational policy and procedures
  - 3.4 *Feedback* is actively sought from *appropriate person(s)* to confirm quality of personal performance and identify areas for improvement
  - 3.5 Appropriate support is sought as required to assist and improve own performance to achieve personal and organisational *goals and objectives*

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Established communication channels and procedures are used to facilitate an accurate and relevant exchange of information with colleagues.	1
Collecting analysing and organising information	Emerging trends and new developments in the security industry may be monitored, reviewed and adopted as appropriate to maintain effective work practices.	1
Planning and organising activities	Workplace meetings and briefings are organised on a regular basis to inform and encourage participative levels in work group and organisational processes.	1
Working with others and in teams	Appropriate support may be provided to colleagues or sought as required to achieve identified work tasks, goals and objectives within designated timeframes.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to measure, prioritise and schedule work tasks.	1
Solving problems	Workplace communication contradictions, ambiguity or misunderstandings are promptly identified, mediated and clarified within the work group.	1
Using technology	Technology may be used to communicate and manage scheduling and completion of tasks.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Interpersonal techniques may include:

- verbal or non-verbal language
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

Communication procedures may relate to:

- organisational networks
- organisational communication protocols
- verbal communication (pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations)

Meetings and briefings may be:

- informal
- formal
- within standard work settings
- a result of contingencies

Work groups may involve:

- permanent and temporary staff and trainees
- formal and informal arrangements of work teams
- varying functions, size, structure, lines of responsibilities, and levels of supervision

Social and cultural differences may be expressed in:

- language (verbal, non-verbal, English)
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Professional networks may relate to:

- internal and external groups
- peers
- industry associations and organisations
- internal teams and committees

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Interaction with colleagues may involve:

- providing back-up support
- explaining, clarifying
- providing assistance to comply with OHS requirements
- problem solving
- providing encouragement
- providing constructive feedback
- undertaking extra tasks as required

Feedback may be sought from:

- formal / informal performance appraisals
- comments from supervisors and / or colleagues
- personal, reflective behaviour strategies
- workplace assessment

Appropriate person(s) may include:

- supervisors
- management
- colleagues
- human resource personnel

Goals and objectives may include:

- reporting deadlines
- budgetary targets
- team participation
- team and individual learning goals

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain effective workplace relationships. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Communicate effectively on a one-to-one and group basis with colleagues, clients and supervisors and develop trust and confidence in workplace relationships
- Identify own and colleagues roles and responsibilities and develop work plans to achieve personal and organisational deadlines and targets
- Actively seek feedback from clients and colleagues to identify quality of work performance and integrate constructive advice into work routines
- Effectively and efficiently identify and resolve problems and conflicts and seek or provide advice or assistance as required to meet work goals and objectives
- Participate in internal and external networks to build and maintain effective workplace relationships

### **What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Organisational goals, objectives and direction
- Organisational procedures and guidelines appropriate to own and colleagues' roles, responsibilities and delegation
- Conflict resolution and negotiation techniques
- Different social and cultural practices and required observances
- Relationship building techniques
- Principles of effective communication
- Effective interpersonal techniques
- Routine problem solving strategies
- Teamwork principles and strategies
- Sources of information and information gathering techniques

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Interact and work constructively with colleagues to achieve required outcomes
- Access and use workplace information appropriate to work responsibilities
- Respond effectively to contingencies
- Apply principles of good practice to own work
- Develop trust and confidence with colleagues
- Identify and relate appropriately to people from different cultural and social environments
- Participate in and maintain professional networks
- Identify and resolve problems
- Use coaching and mentoring skills to provide support to colleagues
- Present a professional image to colleagues
- Apply active listening and questioning techniques
- Estimate and calculate resource and equipment requirements

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



**PRSSO307A****Maintain own work performance and development****Unit Descriptor**

This competency standard covers the skills and knowledge required to manage own performance and development in a security workplace. It requires the ability to organise own work schedules, monitor and obtain feedback on work performance and maintain required levels of competence. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT****PERFORMANCE CRITERIA**

- |                                     |  |
|-------------------------------------|--|
| 1. Determine work priorities        | <p>1.1 <i>Assignment instructions and relevant information</i> is obtained and reviewed to identify client and <i>organisational requirements</i></p> <p>1.2 Own role and responsibilities are identified and confirmed with <i>appropriate person(s)</i> in accordance with organisational procedures</p> <p>1.3 Work tasks are prioritised and scheduled for completion within designated timeframes in accordance with assignment instructions</p> <p>1.4 <i>Factors</i> affecting the achievement of assignment instructions are promptly identified and recommendations for variation to operational plans are negotiated and approved by appropriate person(s)</p> <p>1.5 <i>Business equipment</i> is used in accordance with manufacturer's specifications to manage work priorities and monitor completion of tasks</p>           |
| 2. Set and meet own work priorities | <p>2.1 Competing demands are prioritised to achieve personal, team and the organisation's goals and objectives</p> <p>2.2 Technology is used efficiently and effectively to manage work priorities and commitments</p> <p>2.3 Personal performance standards are identified and analysed through self assessment and feedback from others on the achievement of work objectives</p> <p>2.4 <i>Feedback</i> on performance is actively sought from colleagues and clients and evaluated in context of individual and group requirements</p> <p>2.5 Variations in the quality of service and products are routinely identified and reported in accordance with organisational requirements</p> <p>2.6 Factors affecting the achievement of work objectives are identified and contingencies established and incorporated into work plans</p> |

- 3. Develop and maintain professional competence
  - 3.1 Skill and knowledge levels are assessed against occupational competency standards and personal and organisational *goals and objectives* to identify areas and priorities for development
  - 3.2 *Professional networks* are used to build and develop relationships, maintain own skills base and knowledge and provide identifiable benefits for the organisation
  - 3.3 Professional excellence and a competitive edge is maintained through monitoring and adopting new developments and trends in the security industry in accordance with organisational policy and procedures
  - 3.4 *Professional development opportunities* to improve own competence are identified and confirmed with appropriate person(s) in accordance with organisational procedures
  - 3.5 Personal goals and objectives are regularly reviewed to meet changes in industry and / or organisational direction in accordance with organisational policy and procedures

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Organisational communication channels and processes may be used to seek feedback to measure quality of personal work performance.	1
Collecting analysing and organising information	Assignment instructions, objectives and timeframes may be reviewed, prioritised and organised to achieve completion within designated timeframes.	1
Planning and organising activities	Self-assessment procedures to monitor quality of performance may be planned and carried out in co-ordination with work activities or sequenced as required.	2
Working with others and in teams	Feedback on work performance may be provided by colleagues to assist with identifying areas for improvement and improve quality of performance.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to measure and schedule work tasks.	1
Solving problems	Positive action may be taken to address deficiencies in work performance and improve professional competence.	1
Using technology	Technology may be used to manage scheduling and completion of tasks.	1

**RANGE STATEMENT**

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from client / management
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements

Relevant information may include:

- operational plans
- assignment terms of reference
- operations manuals
- manufacturer's specifications
- applicable legislation and codes of practice

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- Emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Appropriate person(s) may include:

- supervisors
- management
- colleagues
- clients
- human resource personnel
- training division personnel

Factors may include:

- competing work demands
- technology / equipment breakdowns
- unforeseen incidents
- workplace hazards, risks and controls
- environmental factors (time, weather)
- non-availability of resource and materials
- budget constraints

Business equipment may include:

- computers and computer applications
- modems
- personal schedulers
- e-mail
- internet / extranet / intranet
- facsimile machines
- printers
- photocopiers
- scanners

Feedback may be sought from:

- formal / informal performance appraisals
- comments from supervisors, colleagues or clients
- personal, reflective behaviour strategies
- workplace assessment

Goals and objectives may include:

- reporting deadlines
- budgetary targets
- team participation
- team and individual learning goals

Professional networks may include:

- internal or external groups
- peers
- industry associations
- teams
- committees

Professional development opportunities may include:

- coaching, mentoring and / or supervision
- formal / informal learning programs
- internal / external training provision
- work experience / exchange opportunities
- personal study
- career planning / development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to manage own performance and development. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Identify own role and responsibilities and develop work plans to achieve personal and organisational deadlines and targets
- Use judgement, experience and knowledge of organisational operations and goals to establish work priorities
- Actively seek feedback from clients and colleagues and integrate constructive advice into work routines
- Review own strengths, weaknesses and level of competence through self-assessment
- Identify personal career path and plan learning and development opportunities to achieve professional and learning goals
- Participate in internal and external networks to develop own knowledge, skills and competence
- Communicate effectively with persons of different social and cultural backgrounds and varying mental and physical abilities
- Effectively operate business equipment and maintain records and information systems

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislation from all levels of government relevant to organisational operation
- Organisational policy on performance management
- Indicators of appropriate performance for each area of responsibility
- Methods to identify and prioritise opportunities for improving performance
- Methods to elicit, analyse and interpret feedback
- Techniques to prepare personal plans and establish priorities
- Principles and techniques of goal setting, measuring performance, time management and personal assessment
- Communication channels and reporting procedures
- Reporting procedures and documentation requirements
- Types of business technology and operational methods
- Teamwork principles and strategies

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret organisational procedures, goals and objectives
- Plan and organise work priorities and commitments
- Assess own work performance
- Manage time effectively
- Plan and sequence tasks to achieve goals
- Introduce new ways to improve own performance
- Solve routine problems
- Seek and act on constructive feedback on development needs
- Select and use available learning methods to maintain current competence
- Select and use business equipment appropriate to task
- Present a professional image to members of the public and colleagues
- Relate to people from different social, cultural and ethnic backgrounds and physical and mental abilities
- Accurately estimate time to complete activities and organise personal schedule
- Document professional development and training achievements

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO308A****Coordinate a quality security service to customers****Unit Descriptor**

This competency standard covers the process of providing a security service to customers. It requires the ability to identify the needs of customers and identify and resolve customer service problems. Competency also requires a knowledge of reviewing techniques to identify opportunities for further improvement. These work functions would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT****PERFORMANCE CRITERIA**

- |                                   |  |
|-----------------------------------|--|
| 1. Identify customer needs        | 1.1 <i>Customers</i> preferences, needs and expectations are clarified by using appropriate <i>interpersonal skills</i><br>1.2 Customers are provided with information about available <i>security services</i> and / or <i>security systems</i> to meet their needs and assisted in their selection of preferred options<br>1.3 The rights and responsibilities of customers and the organisation are identified and effectively communicated to the customer as appropriate<br>1.4 <i>Personal limitations</i> in assessing customer needs are identified and assistance is sought when required from <i>appropriate persons</i> |
| 2. Deliver a service to customers | 2.1 Effective customer service is provided to meet identified needs in accordance with <i>assignment instructions</i><br>2.2 Special requirements of customers are identified and service adjusted as required in accordance with <i>organisational requirements</i><br>2.3 Information regarding problems and delays is promptly communicated to customers and contingency management plans implemented within an appropriate timeframe<br>2.4 Complaints from customers and difficult situations are handled courteously and recorded according to organisational requirements   |
| 3. Review customer service        | 3.1 Customer satisfaction is regularly reviewed using <i>verifiable evidence</i> in accordance with assignment instructions<br>3.2 Customer feedback is reviewed in consultation with appropriate persons and is analysed to improve and modify work practices<br>3.3 Modifications to customer service are carried out within own area of responsibility according to <i>legislative</i> and organisational requirements<br>3.4 Procedural aspects of service delivery are monitored and records maintained as appropriate  |



**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to developing an understanding of client expectations and requirements may be shared and discussed with colleagues, supervisor and / or clients.	2
Collecting analysing and organising information	Legislative and regulatory information relevant to service delivery may be collected, analysed and complied with as required.	1
Planning and organising activities	Work tasks may be prioritised and coordinated or sequenced as required to meet client requirements.	1
Working with others and in teams	Assistance may be provided among team members to carry out and fulfil assignment to customer's satisfaction and organisation's requirements.	1
Using mathematical ideas and techniques	Mathematics may be applied as an aid to measure and schedule customer satisfaction	2
Solving problems	In the application of skills and knowledge to identify and resolve client complaints or to recognise own limitations and service delivery complications.	2
Using technology	To access client information and manage scheduling and completion of assignments.	1

**RANGE STATEMENT**

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

- Customers may include:
- corporations
  - general public
  - government agencies

Interpersonal skills may include:

- language, verbal or non-verbal
- two-way interaction
- active listening
- questioning to clarify and confirm understanding
- observation techniques
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

Security services may include:

- routine security monitoring of premises
- crowd control
- screening of property and people
- escorting people and property
- controlling exit from and access to premises

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Personal limitations may include:

- understanding of assignment instructions
- technical knowledge
- licensing requirements
- own role and responsibilities
- legal knowledge base
- complying with Occupational Health and Safety requirements

Appropriate person(s) may include:

- supervisors
- managers
- technical experts
- security consultant
- colleagues
- clients
- legal representatives

Assignment instructions may include:

- duty statements
- communication channels
- reporting procedures
- verbal or written instructions from supervisor / client
- resource and equipment requirements
- client identification and information details
- schedules (cost / time)
- site layout including access points
- work tasks and procedures
- documentation requirements
- protective personal equipment such as clothing or other items to be carried and / or worn
- policies, procedures or instructions applicable to work tasks

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Verifiable evidence may include:

- customer satisfaction questionnaires
- audit documentation and reports
- quality assurance data
- lapsed customers
- complaints

Applicable legislation, codes and national standards may relate to :

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide quality security services to customers. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Ability to receive and relay verbal and non-verbal information in a concise and accurate manner
- Compliance with organisation policies, procedures, relevant legislation and industry codes of practice in regard to client service
- Provision of a quality service environment by treating clients in a courteous and professional manner
- Interpretation of requirements from information contained in the client brief and / or assignment instructions
- Understanding limitations of own work role and responsibility in relation to service delivery
- Monitoring and acting on changing client or customer needs

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events.

Some of the knowledge requirements for this competency standard are listed below:

- Legislation and regulations applicable to providing security services
- Legislation and regulations applicable to recommending or supplying security equipment / systems
- Organisational policies and procedures (personal presentation, documentation procedures, records and information systems)
- Principles of duty of care, code of conduct and code of ethics
- Organisational policies and procedures related to the analysis of customer requirements and selection of services
- Principles of questioning to get specific information
- Rights and responsibilities of customers

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Accurately record and report information
- Present a professional image to members of the public and colleagues
- Apply active listening and questioning techniques
- Handle customer complaints courteously
- Communicate effectively with and relate to people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Communicate verbally and non-verbally in a clear and concise manner
- Comply with relevant legislative and regulatory requirements

**What resources may be required for assessment?**

- Access to a suitable venue and access to relevant communication and safety equipment
- Assignment instructions
- Case studies
- Occupational Health and Safety guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO309A**  
**Unit Descriptor**

**Maintain security of environment**

This competency standard covers the skills and knowledge required to maintain a safe and secure environment. It requires the ability to communicate effectively, maintain operational safety and respond appropriately to security risk situations. Competency also requires a knowledge of use of force guidelines and emergency procedures. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector** Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                 |  |
|---------------------------------|--|
| 1. Maintain effective relations | 1.1 Effective <i>interpersonal techniques</i> are used to develop, support and promote confidence with <i>appropriate person(s)</i><br>1.2 Communication techniques are appropriate to work task requirements and are sensitive to individual <i>social and cultural differences</i><br>1.3 Organisational social, ethical and operational standards are observed and complied with to facilitate positive and effective relationships with appropriate person(s)<br>1.4 Appropriate support is provided or sought as required to achieve identified work tasks, goals and objectives in accordance with <i>organisational requirements</i>  |
| 2. Maintain operational safety  | 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<br>2.2 Systematic personal safety checks are regularly made in accordance with <i>assignment instructions</i> , organisational and OHS requirements<br>2.3 <i>Communication</i> is maintained continually throughout security operations in accordance with assignment instructions and organisational procedures<br>2.4 <i>Equipment and resources</i> are operated and maintained in accordance with manufacturer's specifications and organisational procedures<br>2.5 Security <i>risk factors</i> are accurately <i>identified and assessed</i> in accordance with organisational requirements |

- 3. Respond to security risks
  - 3.1 *Response* is formulated and carried out promptly within the scope of own responsibility and competency in accordance with *legislative* and organisational requirements
  - 3.2 Response initiative maximises the safety and protection of people and premises and minimises the degree of risk while meeting legal requirements and organisational procedures
  - 3.3 Changing circumstances are identified and variations to response are determined and implemented in accordance with organisational procedures
  - 3.4 Requirements for specialist assistance or advice is identified and promptly sought in accordance with organisational procedures
  - 3.5 Operational *records and reports* are prepared in a timely manner presenting all relevant facts and information in accordance with legislative requirements and organisational policy and procedures

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Established communication channels and procedures are used to facilitate an accurate and relevant exchange of information with emergency services.	1
Collecting analysing and organising information	Legislative and procedural requirements relevant to specific security functions may be identified, interpreted and complied with during security operations.	1
Planning and organising activities	Co-ordination of responses to security incidents may be formulated and implemented promptly.	1
Working with others and in teams	Effective communication may be maintained with colleagues and clients to ensure the safety and protection of self, others and property during security risk response activities.	2
Using mathematical ideas and techniques	Mathematics may be used to estimate and calculate resource and assistance requirements.	1
Solving problems	Changing circumstances of a security risk situation may be addressed by the appropriate adjustment of response activities.	2
Using technology	Technology may be used to receive, convey, and document information. It may also be used to maintain records.	1



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Interpersonal techniques may include:

- effective verbal and non-verbal communication
- two-way interaction
- constructive feedback
- active listening to clarify and confirm understanding
- active silence
- reflection and summarising
- use of positive, confident and co-operative language
- control of tone of voice and body language
- culturally aware / sensitive use of language and concepts
- demonstrating flexibility and willingness to negotiate

Appropriate persons may include:

- supervisors
- colleagues
- support services / agencies (eg emergency services)
- members of the public

Social and cultural differences may be expressed in:

- language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Environmental factors may include:

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

Assignment instructions may relate to:

- instructions from supervisor / management
- specific client requirements
- special instructions from emergency services
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- protective clothing and equipment requirements

Communication modes may include:

- verbal
- written
- electronic
- hand signals
- use of appropriate call codes / call signs
- alarms

Equipment and resources may include:

- communication equipment (two-way radio, telephone, mobile telephone)
- fire fighting equipment
- protective equipment (body armour, protective shields)
- first aid kit
- security equipment (handcuffs, batons, firearms, spray)
- alarms, sirens, flags and flares

Risk factors may include, but are not limited to analysis of:

- situations affecting the security of self, others or property
- theft, fire
- persons under the influence of intoxicating substances
- violence and physical threat
- access to weapons
- bomb threats
- flammable materials
- explosives
- industrial gases
- chemicals
- electrical faults
- biological hazards
- armed / unarmed hold up
- suspicious package

Risk identification may include an assessment of:

- known information about the circumstances of the incident
- known information about people involved in the incident
- observation of the environment and physical conditions
- the nature of the incident
- level of intoxication
- available resources and team backup
- communication channels
- range of response options available
- potential and triggers for escalation or defusing

Responses may include:

- defusing the situation
- isolating risk
- evacuating premises
- providing access for emergency services
- notifying emergency services
- notifying mental health crisis teams
- notifying bomb disposal unit
- marking area or potential risk
- sending alarms
- tactical withdrawal
- request for assistance
- use of negotiation techniques
- restraint of person
- use of empty hand techniques

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Commonwealth / State / Territory legislation which affect:
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- general 'duty of care' responsibilities
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Records and reports may include:

- request for assistance forms
- incident reports
- vehicle / personnel activity reports
- security logs / journals / notebooks
- running sheets
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone / photographic records

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain security of environment. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Accurately identify and assess all factors which might impact on the safety and security of persons and property and formulate and implement appropriate responses or contingency measures
- Systematically monitor security activities and vary operational plans as required to meet changing circumstances
- Maximise the safety and protection of people involved in the incident while carrying out response activities
- Communicate effectively on a one-to-one and group basis with people from a range of diverse backgrounds and of varying abilities
- Provide accurate and constructive operational observations, complete documentation in appropriate style and format and maintain the security of records system

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and legal provisions applicable to specific security functions including powers and procedures for effecting an arrest
- Organisational policies and procedures related to the analysis of security risk and selection of response(s)
- Problem solving strategies
- Effects of intoxicating substances and factors which influence them
- Methods of restraint and associated effects (eg, restraint related injury / death)
- Co-operative team work principles
- Organisational documentation procedures and processes
- Approved communication terminology and call signs
- Structure and responsibilities of the Commonwealth and State Emergency services
- Principles of effective communication including interpersonal techniques
- Correct fitting and use of protective equipment
- Emergency and evacuation procedures and instructions
- First aid principles and procedures
- Bomb threat procedures

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Facilitate commonsense solutions within operating parameters
- Prioritise arrangements
- Assess level of intoxication using standard criteria
- Follow emergency procedures and comply with requests from emergency services
- Operate security and communications equipment
- Communicate / negotiate using clear and concise language
- Observe and accurately record and report information
- Interpret and follow instructions
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Apply basic problem solving techniques
- Select and use appropriate fire fighting equipment
- Present a professional image to members of the public and colleagues
- Calculate and estimate assistance requirements

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRSSO310A

# Control security risk situations using firearms

## Unit Descriptor

This competency standard covers the process of identifying when to use a firearm to respond to a life threatening situation. It requires the ability to analyse risk factors and intentions of persons and to maintain and store firearms and ammunition in accordance with legislative requirements. Competency also requires a knowledge of use of force guidelines and incident reporting procedures. This work would be carried out under limited supervision within organisational guidelines.

## Unit Sector

Security Operations

## ELEMENT

## PERFORMANCE CRITERIA

- |                            |   |
|----------------------------|---|
| 1. Maintain firearm safety | <ul style="list-style-type: none"> <li>1.1 <i>Firearm</i> carriage is secure, protected, accessible and complies with legal and organisational requirements</li> <li>1.2 Ammunition used with firearm is appropriate to firearm type and complies with manufacturer's specifications and legal requirements</li> <li>1.3 <i>Protective equipment</i> is selected and used in accordance with organisational and Occupational Health and Safety requirements</li> <li>1.4 Regular <i>pre-operational checks</i> of firearm are carried out according to manufacturer's specifications and organisational requirements to ensure safe and continuing operation of firearm</li> <li>1.5 Checks and procedures for the handling, transfer and loading or unloading of firearm are completed in accordance with Occupational Health and Safety requirements</li> </ul> |
| 2. Draw firearm            | <ul style="list-style-type: none"> <li>2.1 The need and opportunity to present firearm is assessed and evaluated against <i>risk factors</i> and <i>response options</i> in accordance with legislative requirements</li> <li>2.2 <i>Personal safety needs</i> are identified and if required, assistance is promptly sought in accordance with <i>organisational requirements</i></li> <li>2.3 <i>Communication</i> is maintained continually with source of threat and instructions are clear, justified and in accordance with <i>legislative requirements</i></li> <li>2.4 Firearm is drawn in a positive and controlled manner in accordance with legislative requirements</li> </ul>  |
| 3. Discharge firearm       | <ul style="list-style-type: none"> <li>3.1 Positioning and stance ensures that handling and grip is secure to maintain control of firearm</li> <li>3.2 Threat is continually assessed to evaluate response options in accordance with legislative requirements</li> <li>3.3 <i>Tactical positioning</i> during incident is fluid and uses available cover and protection</li> <li>3.4 Discharge of firearm is identified as only reasonable option to stop the threat in life-threatening situations</li> </ul>   |



- 4. Evaluate firearm use
  - 4.1 Presentation and discharge of firearm is reviewed against organisational and legislative procedures for firearm use
  - 4.2 Incident observations are provided accurately and constructively when reviewing and debriefing situations and *opportunities for improvement* are identified
  - 4.3 Operational *records and reports* are prepared in a timely manner presenting all relevant facts and information in accordance with legislative requirements and organisational policy and procedures
  - 4.4 *Effects of stress* on self are recognised and managed using recognised *stress management techniques*

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective negotiation techniques may be used to maintain positive interaction and provide clear instructions to source of threat.	2
Collecting analysing and organising information	Legislative and legal provisions relating to the use of firearms may be identified and interpreted while determining response options.	1
Planning and organising activities	Regular inspections of firearms may be organised and prioritised appropriate to meet organisational and legislative requirements.	1
Working with others and in teams	Communication may be maintained with colleagues and members of the public to ensure the safety and protection of all involved in the incident.	1
Using mathematical ideas and techniques	To estimate and calculate resource and assistance requirements.	1
Solving problems	Changing circumstances of a security risk situation may be addressed by the appropriate selection of response activities.	2
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Firearms may include one of the following:

- revolver
- shotgun
- semi-automatic pistol

Ammunition should include:

- manufacturer's specified ammunition
- factory loaded
- ammunition specified in legal and licensing requirements

Protective equipment may include:

- body armour
- protective shields
- masks
- fire proof clothing
- head protection
- safety glasses
- gloves
- hearing protection
- fire extinguisher
- first aid kit

Pre-operational checks may involve:

- checking log books and maintenance schedule
- visual checks for wear and tear
- observing and monitoring for correct operation
- cleaning, priming, tightening, basic repairs and adjustments
- identification and segregation of unsafe or faulty equipment for repair or replacement

Risk assessment may include analysis of:

- known information about the circumstances of the incident
- known information about people involved in the incident
- safety of self and others
- observation of the environment and physical conditions
- the nature of the incident
- available resources and team backup
- communication channels
- range of response options available
- access to weapons
- potential and triggers for escalation or defusing

Response options may include but are not limited to:

- separation / isolation
- tactical withdrawal
- sending alarms
- use of specialists / experts
- cultural support
- defusing the situation
- request for assistance
- use of negotiation techniques
- restraint of person
- use of empty hand techniques
- use of baton
- use of handcuffs
- use of spray
- use of firearm
- multiple shots discharged

Personal safety needs may include:

- working in a team
- provision of back-up support
- appropriate vehicle
- personal protective equipment (correctly fitted body armour, protective shields)
- access to specific security equipment
- additional training
- clarification of own role and responsibilities

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Communication techniques may include:

- language, verbal or non-verbal
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting and assessing actions for risk
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation
- Commonwealth / State / Territory legislation which affect:
  - powers of arrest
  - removal of persons
  - trespass laws
  - rules for searching and the seizure of goods
  - control of intoxicated persons as defined by liquor laws
  - crowd control
  - licensing arrangements
  - use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements

Applicable legislation, codes and national standards may relate to:

- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Tactical positioning may include, but is not limited to:

- stances (eg standing, kneeling, prone)
- access to cover / concealment
- capacity to reload / unload
- safety of self and others
- capacity to withdraw
- ability to move between cover

Opportunities for improvement may include:

- coaching, mentoring and / or supervision
- formal / informal learning programs
- internal / external training provision
- career planning / development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment

Records and reports may include:

- request for assistance forms
- incident reports
- vehicle / personnel activity reports
- security logs / journals
- running sheets
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

Effects of stress may include:

- inability to concentrate
- unco-ordinated movements
- over talking
- frustration
- increasing aggression
- tiredness

Stress management techniques may include:

- formal personal and organisational debriefing
- informal exploration of incidents with team members and supporters
- counselling
- review of practice and resources
- conscious use of personal recreational activities

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to defend persons using firearms. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Interpret and comply with legal and procedural requirements
- Identify current and potential risk factors and their impact on the incident / situation
- Select response options within specified legal and strategic limits
- Provide warnings and clear directions to person(s)
- Demonstrate safe handling skills of firearms
- Apply correct procedures for selecting, fitting, wearing and maintaining protective equipment including body armour
- React timely in the application and termination of force
- Maintain firearms licensing requirements
- Maintain consistent accuracy when discharging firearm

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and / or other legal provisions (including provisions governing the use of force and the duty of care under criminal and civil law)
- Organisational policies and procedures related to the use of firearms and incident management
- Powers and procedures for effecting an arrest
- Approved communication terminology and call signs
- Principles of effective communication including interpersonal techniques
- Legislative and organisation procedures for the reporting and recording of information
- Firearm safety procedures including maintenance and storage procedures
- Cooperative team work principles

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Use communication techniques to reduce the level of risk or conflict
- Maintain a firearm in a serviceable condition
- Apply first aid techniques
- Effectively operate security and communication equipment
- Apply problem solving strategies
- Minimise threat to self and to others by use of appropriate force options
- Communicate / negotiate using clear and concise language
- Observe and accurately record and report information
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Review response strategies and make adjustments according to changing circumstances

**Are there other competency standards that could be assessed with this one?**

Competency in these units should be demonstrated either prior to, or in conjunction with assessment of the current unit:

- PRSSO303A Determine response to security risk situation
- PRSSO305A Manage conflict through negotiation

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures relating to firearm use
- Access to personal protective equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO311A Unit Descriptor

## Prepare and present evidence in court

This competency standard covers the skills and knowledge required to prepare and present information which may be used in a judicial or quasi-judicial environment as evidence. It requires the ability to gather and manage information, prepare and give evidence in court, store evidence and complete documentation. This work would be carried out under limited supervision and within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |                                    |   |
|------------------------------------|---|
| 1. Gather and organise information | <p>1.1 A summary of the case history, <i>legislation</i> and other relevant <i>information</i> is gathered and collated</p> <p>1.2 Information to be used as <i>evidence</i> is relevant, recorded and organised to ensure accurate and timely identification in accordance with <i>organisational requirements</i></p> <p>1.3 All information to be used as evidence is original material when available and certified as such in accordance with organisational requirements and legal requirements</p> <p>1.4 All material is managed in accordance with <i>evidence management</i> principles, continuity of possession and other legislative requirements</p>  |
| 2. Prepare for court proceedings   | <p>2.1 Briefing sessions are held with <i>appropriate person(s)</i> to confirm <i>court arrangements, role and involvement</i> in proceedings</p> <p>2.2 Decision on what information is to be presented as evidence is made in consultation with appropriate person(s)</p> <p>2.3 Discussions are held with appropriate person(s) to define negotiation parameters and to ensure effective evidence preparation prior to proceedings</p> <p>2.4 All material to be used or referred to in court proceedings is thoroughly reviewed prior to presentation in court to ensure familiarity, completeness and availability</p> <p>2.5 <i>Documentation and exhibits</i> are prepared to ensure their acceptability for use in court in accordance with legislative and procedural requirements</p> |
| 3. Present evidence                | <p>3.1 Personal presentation, manner and language are consistent with <i>court protocols</i> and organisational requirements</p> <p>3.2 All briefs of evidence are submitted in a logical sequence appropriate to jurisdictional requirements and comply with the relevant <i>rules of evidence</i></p> <p>3.3 Evidence is based on fact and is presented in a clear, concise and unambiguous manner and complies with the rules of evidence</p> <p>3.4 Specialist opinion within own level of qualification and expertise is provided on request in accordance with organisational policy</p>  |



- 4. Store evidence and follow up outcomes of proceedings
  - 4.1 Evidence is stored according to evidence management principles to ensure its preservation, security and availability in accordance with continuity of evidence requirements
  - 4.2 *Feedback* and clarification of issues associated with proceedings and outcomes is sought as required from appropriate person(s)
  - 4.3 The outcomes of legal proceedings are reviewed for relevant implications and any required action implemented in accordance with organisational requirements
  - 4.4 The outcomes of the proceedings are noted and filed, and documentation completed where required in accordance with organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Clarification of legal issues, court protocols, and documentation requirements may be discussed and verified with legal and / or organisational representatives.	2
Collecting analysing and organising information	Information which may be used as evidence, legislation and precedents may be collected, accurately recorded and organised in a logical manner for ready availability.	2
Planning and organising activities	Review of material and participation in briefings with legal and / or organisational representatives are planned and conducted as required to ensure understanding and readiness for proceedings.	2
Working with others and in teams	Feedback and the outcomes of proceedings may be used to review any implications and determine appropriate action to be implemented.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to schedule and comply with legal requirements for the preparation of documentation.	1
Solving problems	Thorough review and understanding of documentation and compliance requirements will minimise disruption to proceedings.	1
Using technology	Technology may be used to research, organise, communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
  - Occupational Health and Safety
  - environmental issues
  - equal employment opportunity
  - industrial relations
  - anti-discrimination and diversity
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Information may include:

- precedents
- witness statements
- records of interview
- admissible and other evidence
- data
- physical items
- specimens, samples
- original, copy and negative film / photographs
- original and back-up video tapes
- tape recordings
- computer-based information

Evidence may include:

- facts
- testimony
- documents
- physical exhibits

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Evidence management may involve:

- systematic recording (such as dating and numbering)
- using written or electronic database systems
- referral to prosecution organisations at any stage
- constant reviews during an investigation

Appropriate persons may include:

- supervisors
- managers
- colleagues
- legal representatives / counsel
- clients

Courts may include:

- district
- supreme
- federal
- tribunals
- local
- magistrates
- criminal, coronial and civil
- Industrial Relations Commission
- Human Rights and Equal Opportunity Commission
- Land and Environment Court
- Royal Commissions

Arrangements, role and involvement may include:

- confirmation of time
- date and location of proceedings
- confirmation of evidence required to be presented
- documentation requirements

Documentation and exhibits may include:

- reports
- affidavits
- transcripts of conversation
- photographs
- items of evidence
- media footage
- reports of incidents
- radio / telephone records or logs

Court protocols may include:

- punctuality
- voice clarity and language
- examination and cross-examination procedures
- impartiality
- forms of address
- respect for people and offices held
- standards of dress, physical appearance
- readiness of self and evidence
- general demeanour

Rules of evidence may involve:

- admissibility
- contemporaneousness

Feedback may include:

- formal / informal performance appraisals
- comments from supervisors, colleagues or clients
- personal, reflective behaviour strategies
- workplace assessment

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to prepare and present evidence in court. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Research and select information that is determined relevant and valid for use as admissible evidence in a judicial or quasi-judicial environment
- Evidence is recorded and organised using a logical and identifiable system to ensure ready availability
- Understand and comply with court protocols, legislative and procedural requirements
- Present evidence in a clear, concise and unambiguous manner and, as required, provide specialist opinion within own level of qualification and expertise
- Follow up outcomes of proceedings and feedback, review implications and determine appropriate action to be implemented
- Effectively manage and store material to ensure its preservation and complete relevant documentation

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant industry codes of practice and legislation including 'rules of evidence' and 'continuity of evidence'
- Requirements for handling and managing evidential exhibits
- Briefing, documentation and preparation requirements
- Court protocols and procedures relevant to the jurisdiction
- General principles regarding the admissibility of evidence in courts
- Storage requirements for information that is susceptible to spoil or damage (film, computer tapes)
- Document and evidence management systems
- Organisation policies and procedures relating to own role and responsibilities and providing specialist opinion

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Research, select and organise information
- Identify relevant and valid information as admissible evidence
- Communicate verbally and non-verbally in a clear and concise manner
- Write reports using formal structure and language
- Store and preserve evidence
- Adhere to court protocols and procedures
- Select and use information technology appropriate to task
- Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO313A**  
**Unit Descriptor**

**Manage dogs for security functions**

This competency standard covers the skills and knowledge required to train and care for dogs used for security assignments. It requires the ability to implement appropriate training methods and maintain the health and welfare requirements of the dog. Competency also requires a knowledge of legislative requirements with regard to animal welfare. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector** Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |   |  |
|---|--|
| 1. Select dog                             | <ul style="list-style-type: none"> <li>1.1 Dog usage requirements for security functions are identified against <i>organisational requirements</i> and confirmed with <i>appropriate person(s)</i></li> <li>1.2 Suitable canine breeds are inspected and selected for <i>suitability</i> to meet specific <i>role</i> and organisational requirements</li> <li>1.3 Appropriate licensing and <i>legislative</i> requirements with regard to the training of dogs are identified and complied with</li> <li>1.4 Record of dog's health and other relevant <i>documentation</i> is checked in accordance with organisational and legislative requirements</li> </ul>   |
| 2. Develop and implement training program | <ul style="list-style-type: none"> <li>2.1 <i>Training, equipment and resources</i> are identified and included in the development of a training program</li> <li>2.2 Suitable protective clothing and equipment is selected, used and maintained in accordance with OHS and organisational requirements</li> <li>2.3 A <i>systematic approach</i> to training is carried out, reviewed and modified as necessary</li> <li>2.4 Training is conducted in a safe environment in accordance with animal welfare and OHS requirements</li> <li>2.5 Existing and potential hazards in the workplace are identified, risk assessed and controlled in line with organisational requirements</li> </ul>  |
| 3. Maintain welfare of dog                | <ul style="list-style-type: none"> <li>3.1 <i>Health, condition and status</i> of dog is monitored and maintained in line with breeders recommendations and animal welfare requirements</li> <li>3.2 <i>Diet</i> is provided to meet nutritional requirements in consideration of work / training program and breeder's recommendations</li> <li>3.3 <i>Preventative health treatments</i> are arranged and administered as required in line with breeders and veterinarians recommendations</li> <li>3.4 <i>Facilities and equipment</i> needs are provided and maintained in line with animal welfare requirements</li> <li>3.5 Infectious and contagious diseases are identified and appropriate action taken in accordance with animal welfare requirements</li> </ul> |

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to dog training techniques may be discussed with breeders and the supervisor.	2
Collecting analysing and organising information	Dog's health, hygiene and status may be monitored and documented for reference and organised by records and reports.	1
Planning and organising activities	Training activities may be planned and co-ordinated around work schedules or sequenced as required.	2
Working with others and in teams	Team work may be applied in the development and implementation of a training program.	1
Using mathematical ideas and techniques	Mathematics may be applied in the measurement and calculation of dietary quantities and rates and training routines.	1
Solving problems	Arrangements for additional training may be made for poorly trained or disobedient dogs.	1
Using technology	Technology may be used to research and develop training methods, communicate and record training process and outcomes.	1



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Appropriate person(s) may include:

- supervisors
- managers
- colleagues
- clients

Criteria for suitability may include:

- general health and condition
- temperament (non-biting)
- eye / bark
- sex
- breed
- age
- size

Dog roles may include:

- assisting with an arrest
- search of property
- search of baggage
- foot / motor patrols

Applicable legislation, codes and national standards:

Must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing requirements
- Commonwealth / State / Territory legislation which affect:
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control

May relate to:

- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Documentation may include:

- pedigree
- age
- desexing details
- registration
- immunisation programs

Training must include:

- basic training commands
- heel
- sit
- down (drop)
- come
- stay
- leave on or off lead
- attack and control of intruders
- search procedures
- patrol

Training equipment and resources may include:

- muzzles
- leads
- personal protective clothing and equipment
- appropriate venue
- training materials

A systematic approach to training must involve:

- selection of most appropriate training method for dog and intended purpose
- defined training objectives
- sequenced training activities
- monitoring and assessment processes
- selection of training equipment to prevent cruelty (eg no inward pointing spiked collars, no electric collars)

A health, condition and status assessment may include:

- general observation of coat condition, weight, and alertness
- routine health checks for mange, eczema, internal and external parasites
- up-to-date records of relevant vaccinations and boosters
- health checks for infectious and contagious diseases
- compliance with registration requirements

Diet may include:

- prepared dog foods
- scraps
- vegetables
- meat
- cooked offal
- cereals
- dry food

Preventative health treatments may be arranged for the treatment of:

- internal parasites
- external parasites
- vaccinations for distemper and parvo virus and other canine diseases

Facilities and equipment may include:

- collar
- chain
- identity discs
- water
- shade cover
- kennels and a safe environment

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to manage dogs for security functions. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Matching a dog to an identified role and developing and implementing effective training programs using safe handling procedures
- Maintaining the health, welfare and status of the dog including the maintenance of appropriate facilities and environment
- Recognising poor health or abnormal behaviour and arranging appropriate treatment or retraining
- Identifying and complying with licensing, legislative and documentation requirements

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Canine breeds and behaviour, health and nutritional requirements
- Effective canine training systems and procedures in a security context
- Safe animal handling methods and techniques
- Infectious and contagious diseases
- Canine preventative health treatments
- Legislative and regulatory requirements with regard to OHS, animal welfare, and the registration and care of domestic dogs
- Hazards associated with training and caring for dogs and appropriate control measures
- Organisational documentation requirements and procedures

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

Select dog to meet security role requirements

- Use safe handling procedures
- Develop training programs and apply effective training procedures
- Maintain health and welfare requirements, recognise and report abnormalities
- Provide appropriate nutritional requirements
- Arrange preventative health treatments as required
- Demonstrate safe workplace and animal handling practices
- Maintain clean and safe facilities
- Accurately record and report information
- Obtain relevant licensing
- Prioritise and complete activities within designated timeframes

**Are there other competency standards that could be assessed with this one?**

- This competency standard could be assessed on its own or in combination with other competencies relevant to the job function, for example:
- PRSSO303A Determine response to security risk situation
- PRSSO305A Manage conflict through negotiation

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO314A

### Unit Descriptor

## Handle dogs for security patrol

This competency standard covers the skills and knowledge required to handle and maintain dogs used for security assignments. It includes both the skill required to handle security dogs as well as the knowledge of where, when and how they are used. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |                           |   |
|---------------------------|---|
| 1. Prepare for dog patrol | <p>1.1 <i>Patrol tasks</i>, schedules and other relevant <i>assignment instructions</i> are obtained and verified with <i>appropriate person(s)</i></p> <p>1.2 <i>Suitability</i> and standard of efficiency of dog is confirmed against assignment instructions using <i>established criteria</i></p> <p>1.3 Dog's health, hygiene and stability is assessed and maintained in accordance with <i>animal health and welfare, legislative and organisational requirements</i></p> <p>1.4 Signs of poor health and condition or abnormal behaviour are recognised and reported for remedial action</p>   |
| 2. Conduct dog patrol     | <p>2.1 <i>Dog patrol</i> is conducted in accordance with assignment instructions and OHS requirements</p> <p>2.2 Dog is managed in a manner which provides minimal risk of injury to the public, dog and the handler</p> <p>2.3 Dog's operating efficiency is maintained and monitored in accordance with assignment instructions, organisational and animal welfare requirements</p> <p>2.4 Injuries to persons or dog is attended to promptly and reported and recorded in accordance with legislative and organisational requirements</p>  |
| 3. Respond to incidents   | <p>3.1 <i>Incidents</i> are identified and assessed in terms of their nature and possible consequences</p> <p>3.2 <i>Situations</i> requiring use of the dog as a security measure are evaluated against use of force guidelines, legislative and organisational requirements</p> <p>3.3 Response is appropriately adjusted or discontinued in accordance with changing circumstances and <i>personal safety needs</i></p> <p>3.4 Response maximises the safety and protection of persons and dog and minimises the degree of risk</p> <p>3.5 <i>Relevant documentation</i> is prepared in a timely manner presenting all relevant facts and information in accordance with organisational requirements and assignment instructions</p> |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to dog patrol procedures may be discussed with the supervisor.	2
Collecting analysing and organising information	Dog's health, hygiene and status may be monitored and documented for reference and organised by records and reports.	1
Planning and organising activities	Feed and water breaks for the dog may be planned and co-ordinated around work schedules or sequenced as required.	1
Working with others and in teams	Team work may be applied in completing assignment requirements within designated timeframes.	1
Using mathematical ideas and techniques	Mathematics may be applied in the measurement and calculation of dietary quantities and rates.	1
Solving problems	Arrangements for additional training may be made for poorly trained or disobedient dogs.	2
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Types of patrol tasks may include:

- observation
- response tasks
- route finding and location identification
- external inspections
- external site patrols
- internal site patrols
- site escorts
- alarm responses



- Assignment instructions may relate to:
- dog transportation arrangements
  - dog's feed, water and rest requirements
  - communication channels, reporting procedures
  - verbal or written instructions from supervisor / client
  - resource and equipment requirements
  - departure, route and arrival details
  - schedules
  - site layout including access points
  - work tasks and procedures
  - documentation requirements
  - personal equipment such as clothing or other items to be carried and / or worn
- Appropriate person(s) may include:
- supervisors
  - managers
  - colleagues
  - clients
- Suitability of dog may involve:
- appropriate training certification
  - temperament and attitude
  - suitability to designated task
  - relevant licencing / registration
  - compatibility with dog handler (security officer)
- Established criteria may include:
- organisational policy
  - client requirements
  - dog breeders guide book
  - accepted industry practice regarding patrols and searches
- Animal health and welfare agencies may include:
- RSPCA
  - other animal welfare organisations
- Legislation, codes and national standards may include:
- relevant Commonwealth / State / Territory legislation which affect organisational operation
  - animal welfare and handling
  - relevant industry Codes of Practice
  - 'Use of force' and its legal parameters
  - 'Duty of Care'
  - licensing requirements
  - award and enterprise agreements
  - industrial relations
  - relevant industrial instruments
  - Occupational Health and Safety
  - environment and waste management
  - equal employment opportunity
  - anti-discrimination and diversity

- Organisational requirements may include:
- legal and organisational policy, guidelines and requirements
  - organisational goals, objectives, plans, systems and processes
  - business and performance plans
  - policies and procedures relating to own role, responsibility and delegation
  - quality and continuous improvement processes and standards
  - client service standards
  - defined resource parameters
  - Occupational Health and Safety policies, procedures and programs
  - emergency and evacuation procedures
  - duty of care, code of conduct, code of ethics
  - access and equity policy, principles and practice
  - records and information systems and processes
  - communication channels and reporting procedures
  - equipment maintenance and storage procedures
  - employer and employee rights and responsibilities
- Dog patrols may include:
- search of buildings
  - patrol of buildings, sites and crowds
- Incidents may include:
- accidents resulting in injury
  - conflicts between members of public
  - riots, demonstrations
  - greater concentration of crowds
  - persons blocking access to premises
  - persons causing a public nuisance
  - security breaches
  - theft, fire
  - unauthorised items found during inspection
  - vehicles incorrectly parked
  - violence and physical threat
  - weapons
- Situations may include:
- assisting with an arrest
  - search of property
  - search of baggage
  - foot / motor patrols
- Personal safety needs may include:
- provision of back-up support
  - appropriate vehicle
  - personal protective equipment
  - access to specific security equipment
  - clarification of own role and responsibilities

Relevant documentation may include:

- incident reports
- daily / weekly reports
- message book
- continuation dog training log book
- security notebook
- vehicle and personnel movements
- written and computer reports
- logs, journals and activity reports

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to handle dogs for security patrols. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Manage the health and hygiene of a dog including detecting signs of ill health or abnormal behaviour
- Apply general safety procedures when handling a dog, both leashed and unleashed, in a working environment
- Respond appropriately to rapidly changing circumstances while handling a dog
- Apply the correct challenge release and arrest procedures for apprehending intruders
- Comply with relevant dog licensing regulations and documentation requirements
- Maximise the safety and protection of persons and dog while carrying out response activities

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Organisational policy and procedures with regard to using dogs for security assignments
- Animal health and welfare requirements
- Legal requirements in relation to the handling, use and ownership of dogs
- Kennel management including routine and emergency treatment of sick or injured dogs
- Insurance liability
- Maintenance of dog handling equipment
- Dog licensing regulations
- Continuation training
- Capabilities and limitations of a trained dog
- Principles of scent, sight and sound
- Basic problem solving strategies
- Premises and property security requirements and procedures
- Search and confiscation procedures
- Hazardous / dangerous goods and classifications

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Handle a dog weighing a minimum of 40kgs
- Use standard commands
- Observe and monitor dog's health, hygiene and stability
- Communicate effectively
- Make and implement decisions
- Document information and maintain records
- Minimise threat to self, dog and others by use of appropriate 'use of force' options
- Present a professional image to members of the public and colleagues
- Accurately recognise and monitor the likely source of risks / threats
- Estimate and calculate resource and equipment requirements
- Conduct an inspection (baggage, vehicles, property)
- Prioritise work tasks and complete activities within designated timeframes
- Identify security risk incidents and respond appropriately

**Are there other competency standards that could be assessed with this one?**

This competency standard could be assessed on its own or in combination with other competencies relevant to the job function, for example:

- PRSSO303A Determine response to security risk situation
- PRSSO305A Manage conflict through negotiation

**What resources may be required for assessment?**

- Trained security patrol dog
- Organisational dog policy and procedures
- Animal restraints suitable for patrol purposes
- Breeders guidebook and relevant veterinary codes of practice
- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO315A Unit Descriptor

## Store and protect information

This competency standard covers the process of collecting and storing information for future retrieval. It requires the ability to use technology to assess information for accuracy and store information. Competency also requires a knowledge of legislative and Occupational Health and Safety requirements for the storage and retrieval of information. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |                                   |  |
|-----------------------------------|--|
| 1. Collect and assess information | <p>1.1 <i>Information</i> to be stored is assessed for accuracy and potential future use in accordance with client and <i>legal requirements</i></p> <p>1.2 Specialist information systems are accessed in accordance with <i>organisational requirements</i></p> <p>1.3 All information is store securely after assessment of all Occupational Health and Safety and legal requirements</p> <p>1.4 Methods of storage and level of security are determined after assessment of all Occupational Health and Safety and legal factors</p> <p>1.5 <i>Business equipment</i> is used in accordance with manufacturer's specifications to collect and organise information</p>   |
| 2. Store information              | <p>2.1 Information is registered, recorded and stored for future analysis and dissemination in accordance with client and organisational requirements</p> <p>2.2 Legislative and environment factors are considered and addressed in the <i>storage of information</i></p> <p>2.3 Information technology is used to maintain information in accordance with organisational requirements</p> <p>2.4 Storage arrangements prevent the likelihood of theft, cross contamination, interference or tampering and are suitable for the effective retention of information in original condition</p> <p>2.5 Continuity logs are maintained to track movements of information in accordance with organisation requirements</p> |
| 3. Dispose of information         | <p>3.1 Disposal of information when no future use is anticipated is in accordance with <i>client's requests</i> and organisational requirements</p> <p>3.2 Disposal of physical and other items in accordance with Occupational Health and Safety, legal and environmental requirements</p> <p>3.3 Retention of original copies of information is in accordance with client's instructions and legal requirements</p>  |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Clarification of legal issues and storage requirements may be discussed and verified with legal and / or organisational representatives.	1
Collecting analysing and organising information	Information which may be used as evidence, legislation and precedents may be collected, accurately recorded and organised in a logical manner for ready availability.	2
Planning and organising activities	Storage of information is planned and conducted as required to ensure safety and security of information.	1
Working with others and in teams	Feedback of damaged information may be used to review current and future storage arrangements.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to schedule and comply with legal requirements for the disposal of information.	1
Solving problems	Sensitivity of information to be stored is taken into consideration when arranging for on-site or off-site storage	1
Using technology	Technology may be used to research, organise, communicate and store information.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Information to be stored may include:

- data
- physical items, specimens, samples etc
- original, copy and negative film / photographs
- original and back-up video tapes
- tape recordings
- computer-based information
- reports / reports of incidents
- radio / telephone records
- logs

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- Freedom of Information

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- Emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Business equipment may include:

- computers and computer applications
- personal schedulers
- e-mail
- internet / extranet / intranet
- facsimile machines
- printers
- photocopiers
- scanners



Storage of information may include assessing:

- factors determining the short term / long term storage of information
- security of information (ie store off company premises, Evidence Room)
- sensitivity of information
- commercial value
- client's requirements
- safety
- legal requirements
- cost of alternative arrangements
- intellectual property
- consequence of loss
- environmental considerations including temperature, humidity, light, electro magnetic fields
- potential to harm individuals, organisations and countries

Clients may include:

- insurance companies
- government agencies
- solicitors
- loss assessors
- corporations
- general public

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to store and protect information. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Maintain records and information systems
- Identify, interpret and comply with operating procedures and guidelines for storing information within the organisation
- Identify procedures relevant to a complete range of storage requirements appropriate for own role and responsibilities
- Identify, interpret and comply with legal and procedural requirements
- Receive and relay verbal and non-verbal information in a concise and accurate manner

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Requirements for handling and managing evidential exhibits
- Storage requirements for information that is susceptible to spoil or damage (film, computer tapes)
- Organisation policies and procedures relating to own role and responsibilities
- Legislative and / or other legal provisions (including provisions governing the retention of information)
- Technology applications and how it can be used to assist in the analysis and storage of information
- Availability of storage facilities outside the organisation
- Occupational Health and Safety requirements for the disposal of information types

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate verbally and non-verbally in a clear and concise manner
- Store and preserve evidence
- Accurately record and report information
- Communicate effectively with and relate to people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Comply with relevant legislative and regulatory requirements
- Effective time management to organise priorities and complete activities
- Solve basic problems
- Estimate and calculate resource and equipment requirements
- Collate and organise evidence

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRSSO316A

## Control persons using empty hand techniques

### Unit Descriptor

This competency standard covers the process of selecting and applying appropriate empty hand techniques to minimise risk to self and others. It requires the ability to use force in circumstances where there is a risk to safety, within requirements of applicable legislation. Competency also requires a knowledge of the procedures for conducting an arrest. This work would be carried out under limited supervision within organisational guidelines..

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Identify need to use empty hand techniques | <ul style="list-style-type: none"> <li>1.1 Movements and actions of subject are continually observed to anticipate movement and aggressive actions</li> <li>1.2 Stance and distance from subject maximises range of defensive options and tactical advantages in physical contact</li> <li>1.3 Alternative <i>response options</i> are assessed for viability and withdrawal options are identified and incorporated into defensive options</li> <li>1.4 <i>Personal safety needs</i> are identified and if required, assistance is promptly sought in accordance with <i>organisational requirements</i></li> <li>1.5 <i>Communication</i> is maintained continually with subject and instructions are clear, justified and in accordance with <i>legal requirements</i></li> </ul> |
| 2. Apply defensive techniques                 | <ul style="list-style-type: none"> <li>2.1 <i>Empty hand techniques</i> selected ensure protection of self and are applied within use of force guidelines and comply with legal requirements</li> <li>2.2 Grip on subject is secure, firm and applied using level of force proportionate to the context of the threat</li> <li>2.3 Holds are applied quickly to appropriate areas of the body using recognised techniques</li> <li>2.4 Strikes and blows from subject are anticipated in positioning adopted and parried or blocked using recognised techniques</li> <li>2.5 Contact with subject is limited to minimum necessary to removing immediate threat and discontinued at cessation of threat</li> </ul>  |

3. Isolate subject
  - 3.1 Weapons and potentially dangerous items are removed from subject and located a safe distance from incident area
  - 3.2 Situations requiring assistance are identified and support is promptly requested
  - 3.3 Subject is maintained at safe distance from members of the public and opportunities for escape are identified and limited
  - 3.4 Procedures for restraining subject are carried out in accordance with legal and organisational requirements
  - 3.5 Person is escorted from incident scene to a secure location by the shortest route
  
4. Evaluate response
  - 4.1 Applicability and effectiveness of strikes are evaluated against legal requirements and circumstances of the incident
  - 4.2 Opportunities to debrief the incident and minimise *stress* arising physical confrontations are accessed and utilised
  - 4.3 Incident observations are provided accurately and constructively when reviewing and debriefing situations
  - 4.4 Operational *records and reports* are prepared in a timely manner presenting all relevant facts and information in accordance with legal requirements and organisational policy and procedures

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective negotiation techniques may be used to maintain positive interaction and provide clear instructions to subject and bystanders	1
Collecting analysing and organising information	Legislative and legal provisions relating to the use of force may be identified and interpreted while determining response options.	1
Planning and organising activities	Regular inspections of security equipment may be organised and prioritised appropriate to meet organisational and legislative requirements.	1
Working with others and in teams	Communication may be maintained with colleagues and members of the public to ensure the safety and protection of all involved in the incident.	1
Using mathematical ideas and techniques	To estimate and calculate resource and assistance requirements.	1
Solving problems	Changing circumstances of a security risk situation may be addressed by the appropriate selection of response activities.	1
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Response options may include but are not limited to:

- separation / isolation
- sending alarms
- tactical withdrawal
- use of specialists / experts
- cultural support
- defusing the situation
- request for assistance
- use of negotiation techniques
- restraint of person
- use of empty hand techniques
- use of baton
- use of handcuffs
- use of firearm

Personal safety needs may include:

- working in a team
- provision of back-up support
- appropriate vehicle
- personal protective equipment
- access to specific security equipment
- additional training
- clarification of own role and responsibilities

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Communication techniques may include:

- language, verbal or non-verbal
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting and assessing actions for risk
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation
- Commonwealth / State / Territory legislation which affect:
  - powers of arrest
  - removal of persons
  - trespass laws
  - rules for searching and the seizure of goods
  - control of intoxicated persons as defined by liquor laws
  - crowd control
  - licensing arrangements
  - use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements

Applicable legislation, codes and national standards may relate to:

- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Empty hand techniques may include but are not limited to:

- body positioning
- body safety
- avoidance techniques
- take down techniques
- locking and holding techniques
- impact techniques
- blocking techniques

Effects of stress may include:

- inability to concentrate
- unco-ordinated movements
- over talking
- frustration
- increasing aggression
- tiredness



Records and reports may include:

- request for assistance forms
- incident reports
- vehicle / personnel activity reports
- security logs / journals
- running sheets
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

## **EVIDENCE GUIDE**

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to effectively control persons using empty hand techniques. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Interpret and comply with legal and procedural requirements
- Identify current and potential risk factors and their impact on the incident / situation
- Select response options within specified legal and strategic limits
- Provide warnings and clear directions to person(s)
- React timely in the application and termination of force
- Apply empty hand techniques that avoid vital areas of the body where applicable
- Apply appropriate use of force according to the nature of the threat

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and / or other legal provisions (including provisions governing the use of force, powers and procedures for effecting an arrest and the duty of care under criminal and civil law)
- Factors to consider when determining an appropriate response to a security risk situation
- Negotiation techniques for managing conflict
- Organisational policies and procedures related to the use of empty hand techniques and incident management
- Methods of restraint and associated effects (eg, restraint related injury / death)
- Approved communication terminology and call signs
- Principles of effective communication including interpersonal techniques
- Legislative and organisation procedures for the reporting and recording of information
- Cooperative team work principles

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Use communication techniques to reduce the level of risk or conflict
- Apply first aid techniques
- Effectively operate security and communication equipment
- Apply problem solving strategies
- Minimise threat to self and to others by use of appropriate force options
- Communicate / negotiate using clear and concise language
- Observe and accurately record and report information
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Review response strategies and make adjustments according to changing circumstances

**Are there other competency standards that could be assessed with this one?**

Competency in these units should be demonstrated either prior to, or in conjunction with assessment of the current unit:

- PRSSO303A Determine response to security risk situation
- PRSSO305A Manage conflict through negotiation

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures relating to use of force
- Access to personal protective equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO317A**  
**Unit Descriptor**

**Control persons using baton**

This competency standard covers the process of presenting and controlling a person with a baton. It requires the ability to present a baton confidently in a conflict situation, to use the baton to defend oneself or other people or both and to direct a person within the requirements of the law. Competency also requires a knowledge of legal requirements and how people behave in conflict situations where aggressive force is likely to be used. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector** Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- 1. Present baton
  - 1.1 The need and *opportunity* to present *baton* is assessed and evaluated against *risk factors* and in accordance with *legislative requirements*
  - 1.2 Hold on baton is appropriate to baton type and grip is securely maintained to ensure continuous control during presentation
  - 1.3 Stance adopted during presentation is confident, assertive, balanced and allows for additional *tactical positioning*
  - 1.4 *Personal safety needs* are identified and if required, assistance is promptly sought in accordance with *organisational requirements*
  - 1.5 *Protective equipment* is selected and used in accordance with organisational and Occupational Health and Safety requirements
  
- 2. Direct persons
  - 2.1 *Communication* is maintained continually with subject and instructions are clear, justified and in accordance with legislative requirements
  - 2.2 Intention to use baton is clearly and assertively communicated to subject
  - 2.3 Baton is used to restrain subject *recognised techniques* in accordance with legislative requirements
  - 2.4 Alternative *response options* are assessed and implemented where possible to minimise the use of force or prevent continuance of aggressive behaviour
  
- 3. Apply defensive strikes
  - 3.1 Subject is continually observed to anticipate movement and aggressive actions
  - 3.2 The response initiative is carried out promptly and accurately in accordance with organisational and legal requirements
  - 3.3 Baton contact with the subject is minimised and restricted to appropriate *target areas of the body*
  - 3.4 Force of strikes is controlled and limited to preventing continuance of aggressive force by the subject
  - 3.5 *Factors* which may affect the provision of first aid treatment are assessed with assistance from *appropriate person(s)* when required

- 4. Review use of baton
  - 4.1 Regular inspections of baton are conducted to minimise wear and tear in accordance with *manufacturer's specifications* and organisational requirements
  - 4.2 Incident observations are provided accurately and constructively when reviewing and debriefing situations
  - 4.3 Operational *records and reports* are prepared in a timely manner presenting all relevant facts and information in accordance with legislative requirements and organisational policy and procedures
  - 4.4 *Effects of stress* on self are recognised and managed using *stress management techniques*

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective negotiation techniques may be used to maintain positive interaction and provide clear instructions to subject and bystanders	1
Collecting analysing and organising information	Legislative and legal provisions relating to the use of batons may be identified and interpreted while determining response options.	1
Planning and organising activities	Regular inspections of batons may be organised and prioritised appropriate to meet organisational and legislative requirements.	1
Working with others and in teams	Communication may be maintained with colleagues and members of the public to ensure the safety and protection of all involved in the incident.	1
Using mathematical ideas and techniques	To estimate and calculate resource and assistance requirements.	1
Solving problems	Changing circumstances of a security risk situation may be addressed by the appropriate selection of response activities.	1
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Opportunities to present baton may include but are not limited to:

- lapses in concentration
- distractions
- opportunities for escape
- access to weapons
- presence of support

Batons include, but are not limited to:

- extendable
- straight
- side handle

Assessment of risk factors may include analysis of:

- known information about the circumstances of the incident
- known information about people involved in the incident
- safety of self and others
- observation of the environment and physical conditions
- the nature of the incident
- available resources and team backup
- communication channels
- range of response options available
- access to weapons
- potential and triggers for escalation or defusing

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation
- Commonwealth / State / Territory legislation which affect:
  - powers of arrest
  - removal of persons
  - trespass laws
  - rules for searching and the seizure of goods
  - control of intoxicated persons as defined by liquor laws
  - crowd control
  - licensing arrangements
  - use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements

Applicable legislation, codes and national standards may relate to:

- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Tactical positioning may include, but is not limited to:

- stances
- access to cover
- capacity to use baton
- safety of others
- capacity to withdraw or arrest subject

Personal safety needs may include:

- working in a team
- provision of back-up support
- appropriate vehicle
- personal protective equipment
- access to specific security equipment
- emergency services
- additional training
- clarification of own role and responsibilities

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Protective equipment may include:

- body armour
- masks
- fire proof clothing
- head protection
- safety glasses
- gloves
- fire extinguisher
- first aid kit

Communication techniques may include:

- language, verbal or non-verbal
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting and assessing actions for risk
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

Recognised techniques should include, but are not limited to:

- baton impact
- locking
- blocking
- redirection and interception techniques

Response options may include but are not limited to:

- separation / isolation
- tactical withdrawal
- use of specialists / experts
- cultural support
- defusing the situation
- request for assistance
- use of negotiation techniques
- restraint of person
- use of empty hand techniques
- use of baton
- use of handcuffs
- use of firearm

Target areas of the body must include:

- those areas which are non lethal (eg forearm, wrist, hands and fingers)

Factors which could affect first aid treatment may include:

- operating during any response situation
- hazardous environmental conditions (adverse weather, after dark, difficult terrain, debris, traffic, time pressure, security / safety issues)
- varying time frames (short term, sudden impacts, protracted response operations)
- location of emergency services personnel
- limited access to equipment necessitating the use of improvised techniques
- infection control



Appropriate person(s) may include:

- supervisors
- colleagues
- support services / agencies (eg emergency services)
- members of the public

Regular inspections of baton may involve:

- checking log books and maintenance schedule
- visual checks for wear and tear
- observing and monitoring for correct operation
- cleaning, priming, tightening, basic repairs and adjustments
- identification and segregation of unsafe or faulty equipment for repair or replacement

Manufacturer's specifications may be found in:

- printed instruction leaflets
- operators manuals
- equipment specifications
- attached to the equipment
- plans and diagrams
- warranty documents

Records and reports may include:

- request for assistance forms
- incident reports
- vehicle / personnel activity reports
- security logs / journals
- running sheets
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

Effects of stress may include:

- inability to concentrate
- unco-ordinated movements
- over talking
- frustration
- increasing aggression
- tiredness

Stress management techniques may include:

- formal personal and organisational debriefing
- informal exploration of incidents with team members and supporters
- counselling
- review of practice and resources
- conscious use of personal recreational activities

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to effectively control persons using a baton. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Interpret and comply with legal and procedural requirements
- Identify current and potential risk factors and their impact on the incident / situation
- Select response options within specified legal and strategic limits
- Provide warnings and clear directions to person(s)
- Demonstrate safe handling skills of baton
- Apply correct procedures for selecting, fitting, wearing and maintaining protective equipment including soft body armour
- React timely in the application and termination of force
- Apply defensive strikes that avoid vital areas of the body where applicable
- Maintain consistent accuracy when striking with baton

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and / or other legal provisions (including provisions governing the use of force, powers and procedures for effecting an arrest, and the duty of care under criminal and civil law)
- Organisational policies and procedures related to the use of batons and incident management
- Approved communication terminology and call signs
- Principles of effective communication including interpersonal and negotiation techniques to manage conflict
- Methods of restraint and associated effects (eg, restraint related injury / death)
- Legislative and organisation procedures for the reporting and recording of information
- Cooperative team work principles

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Use communication techniques to reduce the level of risk or conflict
- Maintain baton in a serviceable condition
- Apply first aid techniques
- Effectively operate security and communication equipment
- Apply problem solving strategies
- Minimise threat to self and to others by use of appropriate force options
- Communicate / negotiate using clear and concise language
- Observe and accurately record and report information
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Review response strategies and make adjustments according to changing circumstances

**Are there other competency standards that could be assessed with this one?**

Competency in these units should be demonstrated either prior to, or in conjunction with assessment of the current unit:

- PRSSO303A Determine response to security risk situation
- PRSSO305A Manage conflict through negotiation

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures relating to firearm use
- Access to personal protective equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO318A Unit Descriptor

## Restrain persons using handcuffs

This competency standard covers the process of using handcuffs to restrain a person. It requires the ability to make sound judgements on the necessity of using handcuffs and the restrictions that apply to their use. Competency also requires a knowledge of the correct procedures for applying handcuffs safely and securely within legal requirements and tactical force options. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |                      |  |
|----------------------|--|
| 1. Present Handcuffs | <p>1.1 The need and <i>opportunity</i> to use <i>handcuffs</i> is assessed and evaluated against <i>risk factors</i> and in accordance with <i>legislative requirements</i></p> <p>1.2 Presentation of handcuffs is confident, assertive and allows for additional <i>tactical positioning</i></p> <p>1.3 Movements and actions of subject are monitored and observed to ensure appropriate approach to subject and defensive distance</p> <p>1.4 Alternative <i>response options</i> are assessed and implemented where possible to minimise the use of force or prevent continuance of aggressive behaviour</p>        |
| 2. Apply Handcuffs   | <p>2.1 <i>Communication</i> is maintained continually with subject and instructions are clear and aimed at facilitating application of handcuffs in accordance with legislative and <i>organisational requirements</i></p> <p>2.2 Physical contact during restraint ensures that any humiliation or indignity suffered by the subject is minimised</p> <p>2.3 Contact with subject is limited to ensure safety of self and subject and protection of handcuffs</p> <p>2.4 Handcuffs are applied using appropriate pressure and secured to ensure to restraint of subject in accordance with legislative requirements</p> |
| 3. Direct Person     | <p>3.1 Subject is directed to position and stance that maximises control and opportunities for detention in accordance with legislative requirements.</p> <p>3.2 <i>Personal safety needs</i> and legislative requirements are considered before removal of handcuffs</p> <p>3.3 Removal of handcuffs is conducted in manner that ensures continuing control of subject</p> <p>3.4 Actions to detain subject are undertaken within the limits of legal and organisational requirements.</p> <p>3.5 Situations requiring assistance are identified and support is promptly requested</p>                                  |

- 4. Evaluate response
  - 4.1 Regular *inspections of handcuffs* are conducted to minimise wear and tear in accordance with *manufacturer's specifications* and organisational requirements
  - 4.2 Co-operation of subject and is evaluated and incident observations are provided accurately and constructively when reviewing and debriefing situations
  - 4.3 Operational *records and reports* are prepared in a timely manner presenting all relevant facts and information in accordance with legislative requirements and organisational policy and procedures
  - 4.4 *Effects of stress* on self are recognised and managed using *stress management techniques*

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective negotiation techniques may be used to maintain positive interaction and provide clear instructions to subject and bystanders	1
Collecting analysing and organising information	Legislative and legal provisions relating to the application of handcuffs may be identified and interpreted while determining response options.	1
Planning and organising activities	Regular inspections of handcuffs may be organised and prioritised appropriate to meet organisational and legislative requirements.	1
Working with others and in teams	Communication may be maintained with colleagues and members of the public to ensure the safety and protection of all involved in the incident.	1
Using mathematical ideas and techniques	To estimate and calculate resource and assistance requirements.	1
Solving problems	Changing circumstances of a security risk situation may be addressed by the appropriate selection of response activities.	1
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Opportunities to present handcuffs may include but are not limited to:

- lapses in concentration
- distractions
- opportunities for escape
- access to weapons
- presence of support

Handcuffs include, but are not limited to:

- rigid
- linking
- purpose-designed restraints or handcuffs
- security chain link

Assessment of risk factors may include analysis of:

- known information about the circumstances of the incident
- known information about people involved in the incident
- safety of self and others
- observation of the environment and physical conditions
- the nature of the incident
- available resources and team backup
- communication channels
- range of response options available
- access to weapons
- potential and triggers for escalation or defusing

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation
- Commonwealth / State / Territory legislation which affect:
  - powers of arrest
  - removal of persons
  - trespass laws
  - rules for searching and the seizure of goods
  - control of intoxicated persons as defined by liquor laws
  - crowd control
  - licensing arrangements
  - use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements

Applicable legislation, codes and national standards may relate to:

- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Tactical positioning may include, but is not limited to:

- stances
- access to cover
- capacity to use handcuffs
- safety of others
- capacity to withdraw or restrain subject

Response options may include but are not limited to:

- sending alarms
- tactical withdrawal
- separation / isolation
- use of specialists / experts
- cultural support
- defusing the situation
- request for assistance
- use of negotiation techniques
- restraint of person
- use of empty hand techniques
- use of baton
- use of firearm

Communication techniques may include:

- language, verbal or non-verbal
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting and assessing actions for risk
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate



Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Personal safety needs may include:

- working in a team
- provision of back-up support
- appropriate vehicle
- personal protective equipment
- access to specific security equipment
- additional training
- clarification of own role and responsibilities

Regular inspections of handcuffs may involve:

- checking log books and maintenance schedule
- visual checks for wear and tear
- observing and monitoring for correct operation
- cleaning, priming, tightening, basic repairs and adjustments
- identification and segregation of unsafe or faulty equipment for repair or replacement

Manufacturer's specifications may be found in:

- printed instruction leaflets
- operators manuals
- equipment specifications
- attached to the equipment
- plans and diagrams
- warranty documents

Records and reports may include:

- request for assistance forms
- incident reports
- vehicle / personnel activity reports
- security logs / journals
- running sheets
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

Effects of stress may include:

- inability to concentrate
- uncoordinated movements
- over talking
- frustration
- increasing aggression
- tiredness

Stress management techniques may include:

- formal personal and organisational debriefing
- informal exploration of incidents with team members and supporters
- counselling
- review of practice and resources
- conscious use of personal recreational activities

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to effectively restrain persons using handcuffs. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Interpret and comply with legal and procedural requirements
- Identify current and potential risk factors and their impact on the incident / situation
- Select response options within specified legal and strategic limits
- Provide warnings and clear directions to person(s)
- React timely in the application and termination of force
- Minimise harm to subject when applying handcuffs

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and / or other legal provisions (including provisions governing the use of force, powers and procedures for effecting an arrest, and the duty of care under criminal and civil law)
- Organisational policies and procedures related to the use of handcuffs and incident management
- Methods of restraint and associated effects (eg, restraint related injury / death)
- The mental and physical effects of the application of handcuffs to a person
- Approved communication terminology and call signs
- Principles of effective communication including interpersonal and negotiation techniques to manage conflict
- Legislative and organisation procedures for the reporting and recording of information
- Cooperative team work principles

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Use communication techniques to reduce the level of risk or conflict
- Maintain handcuffs in a serviceable condition
- Apply first aid techniques
- Effectively operate security and communication equipment
- Apply problem solving strategies
- Minimise threat to self and to others by use of appropriate force options
- Communicate / negotiate using clear and concise language
- Observe and accurately record and report information
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Review response strategies and make adjustments according to changing circumstances

**Are there other competency standards that could be assessed with this one?**

Competency in these units should be demonstrated either prior to, or in conjunction with assessment of the current unit:

- PRSSO303A Determine response to security risk situation
- PRSSO305A Manage conflict through negotiation

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures relating to firearm use
- Access to personal protective equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO319A**  
**Unit Descriptor**

**Defend persons using spray**

This competency standard covers the process of identifying when to use spray to respond to a threatening situation. It requires the ability to analyse risk factors and intentions of persons and to maintain and store spray in accordance with legislative requirements. Competency also requires a knowledge of use of force guidelines and incident reporting procedures. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                          |   |
|--------------------------|---|
| 1. Present spray         | <ul style="list-style-type: none"> <li>1.1 <i>Risks</i> associated with the presentation of the <i>spray</i> are assessed and evaluated to determine <i>response options</i> for containing incident</li> <li>1.2 <i>Personal safety needs</i> are identified and if required, assistance is promptly sought in accordance with <i>organisational requirements</i></li> <li>1.3 <i>Communication</i> is maintained continually with source of threat and instructions are clear, justified and in accordance with <i>legislative requirements</i></li> <li>1.4 Presentation of spray complies with legal requirements and is positive, controlled and directed to contain source of threat</li> </ul> |
| 2. Discharge spray       | <ul style="list-style-type: none"> <li>2.1 Grip and handling of spray ensures retention and continued control</li> <li>2.2 <i>Tactical positioning</i> during incident is fluid, uses available cover and protection and maintains response options</li> <li>2.3 Discharge of spray is adjusted or discontinued with changing circumstances in accordance with use of force guidelines</li> <li>2.4 Persons affected by spray are monitored and provided with adequate after care</li> </ul>  |
| 3. Maintain spray safety | <ul style="list-style-type: none"> <li>3.1 Spray complies with manufacturer's specifications and legal requirements</li> <li>3.2 <i>Protective equipment</i> is selected and used in accordance with organisational and Occupational Health and Safety requirements</li> <li>3.3 Regular inspections of spray are carried out according to manufacturer's specifications and organisational requirements to ensure safe and continuing operation of spray</li> <li>3.4 Checks and procedures for the handling and transfer of spray are completed in accordance with Occupational Health and Safety requirements</li> </ul>   |

- 4. Evaluate spray use
  - 4.1 Presentation and discharge of spray is reviewed against organisational and legislative procedures for spray use
  - 4.2 Incident observations are provided accurately and constructively when reviewing and debriefing situations and *opportunities for improvement* are identified
  - 4.3 Operational *records and reports* are prepared in a timely manner presenting all relevant facts and information in accordance with legislative requirements and organisational policy and procedures
  - 4.4 *Effects of stress* on self are recognised and managed using recognised *stress management techniques*

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective negotiation techniques may be used to maintain positive interaction and provide clear instructions to source of threat.	2
Collecting analysing and organising information	Legislative and legal provisions relating to the use of sprays may be identified and interpreted while determining response options.	1
Planning and organising activities	Regular inspections of sprays may be organised and prioritised appropriate to meet organisational and legislative requirements.	1
Working with others and in teams	Communication may be maintained with colleagues and members of the public to ensure the safety and protection of all involved in the incident.	1
Using mathematical ideas and techniques	To estimate and calculate resource and assistance requirements.	1
Solving problems	Changing circumstances of a security risk situation may be addressed by the appropriate selection of response activities.	2
Using technology	Technology may be used to communicate and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Risk assessment may include analysis of:

- known information about the circumstances of the incident
- known information about people involved in the incident
- safety of self and others
- observation of the environment and physical conditions
- the nature of the incident
- available resources and team backup
- communication channels
- range of response options available
- access to weapons
- potential and triggers for escalation or defusing

Spray may include following:

- capsicum

Response options may include but are not limited to:

- separation / isolation
- use of specialists / experts
- cultural support
- defusing the situation
- tactical withdrawal
- request for assistance
- use of negotiation techniques
- restraint of person
- use of empty hand techniques
- use of baton
- use of handcuffs
- use of firearm

Personal safety needs may include:

- working in a team
- provision of back-up support
- appropriate vehicle
- personal protective equipment (correctly fitted body armour, mask)
- access to specific security equipment
- additional training
- clarification of own role and responsibilities

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Communication techniques may include:

- language, verbal or non-verbal
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting and assessing actions for risk
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to compromise

Applicable legislation, codes and national standards relating to spray use must include:

- relevant Commonwealth / State / Territory legislation which affect organisational operation
- Commonwealth / State / Territory legislation which affect:
  - powers of arrest
  - removal of persons
  - trespass laws
  - rules for searching and the seizure of goods
  - control of intoxicated persons as defined by liquor laws
  - crowd control
  - licensing arrangements
  - use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements



Applicable legislation, codes and national standards may relate to:

- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Tactical positioning may include, but is not limited to:

- stances
- access to cover
- capacity to reload
- safety of others
- capacity to withdraw or arrest subject

Protective equipment may include:

- correctly fitted body armour
- masks
- fire proof clothing
- head protection
- safety glasses
- gloves
- fire extinguisher
- first aid kit

Opportunities for improvement may include:

- coaching, mentoring and / or supervision
- formal / informal learning programs
- internal / external training provision
- career planning / development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment

Records and reports may include:

- request for assistance forms
- incident reports
- vehicle / personnel activity reports
- security logs / journals
- running sheets
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

Effects of stress may include:

- inability to concentrate
- unco-ordinated movements
- over talking
- frustration
- increasing aggression
- tiredness

Stress management techniques may include:

- formal personal and organisational debriefing
- informal exploration of incidents with team members and supporters
- counselling
- review of practice and resources
- conscious use of personal recreational activities

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to defend persons using sprays. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Interpret and comply with legal and procedural requirements
- Identify current and potential risk factors and their impact on the incident / situation
- Select response options within specified legal and strategic limits
- Provide warnings and clear directions to person(s)
- Demonstrate safe handling skills of sprays
- Apply correct procedures for selecting, fitting, wearing and maintaining protective equipment including soft body armour
- React timely in the application and termination of force
- Maintain spray licensing requirements
- Maintain consistent accuracy when discharging spray

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and / or other legal provisions (including provisions governing the use of force, powers and procedures for effecting an arrest and the duty of care under criminal and civil law)
- Organisational policies and procedures related to the use of sprays and incident management
- Methods of restraint and associated effects (eg, restraint related injury / death)
- Approved communication terminology and call signs
- Principles of effective communication including interpersonal techniques
- Legislative and organisation procedures for the reporting and recording of information
- Spray safety procedures including maintenance and storage procedures
- Cooperative team work principles

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Use communication techniques to reduce the level of risk or conflict
- Maintain a spray in a serviceable condition
- Apply first aid techniques
- Effectively operate security and communication equipment
- Apply problem solving strategies
- Minimise threat to self and to others by use of appropriate force options
- Communicate / negotiate using clear and concise language
- Observe and accurately record and report information
- Interpret and comply with legislative requirements
- Work effectively as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Review response strategies and make adjustments according to changing circumstances

**Are there other competency standards that could be assessed with this one?**

Competency in these units should be demonstrated either prior to, or in conjunction with assessment of the current unit:

- PRSSO303A Determine response to security risk situation
- PRSSO305A Manage conflict through negotiation

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures relating to spray use
- Access to personal protective equipment
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO320A**  
**Unit Descriptor**

**Plan and conduct evacuation of premises**

This competency standard covers the skills and knowledge required to plan and conduct an evacuation of premises while providing for the maximum safety and protection of self and others. It requires the ability to contribute to the development of an evacuation policy, arrange and participate in evacuation drills, maintain regular communication with designated fire wardens, and conduct evacuations. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |   |  |
|---|--|
| 1. Contribute to writing of policy and procedures for an evacuation situation | <ul style="list-style-type: none"> <li>1.1 Organisational <i>evacuation</i> policy and procedures are analysed and discussed in consultation with <i>appropriate person(s)</i></li> <li>1.2 Possible emergency scenarios are identified and a system of emergency alerting is defined according to emergency type, workplace characteristics and resources</li> <li>1.3 Draft policy incorporate outcomes of the consultative process and complies with <i>legislative</i> and <i>organisational requirements</i></li> <li>1.4 A document is produced using clear and concise language in a standardised format outlining organisational evacuation policy and procedures for staff and clients</li> <li>1.5 Industry information is regularly reviewed to establish the need for new or revised evacuation policy and procedures within the organisation</li> </ul> |
| 2. Participate in conducting staff evacuation drills                          | <ul style="list-style-type: none"> <li>2.1 Official evacuation policy and procedures is accurately communicated to staff and clients in accordance with legislative, OHS and organisational requirements</li> <li>2.2 Further information is readily available and accessible in accordance with legislative, OHS and organisational requirements</li> <li>2.3 Evacuation drills are planned and scheduled on a regular basis in accordance with organisational policy and procedures</li> <li>2.4 Evacuation drills are conducted in accordance with organisational evacuation policy and procedures</li> <li>2.5 Feedback on evacuation implementation is evaluated and any modifications to policy and procedures are made in a timely manner and communicated to staff and clients</li> </ul>  |
| 3. Communicate regularly with fire wardens                                    | <ul style="list-style-type: none"> <li>3.1 Fire wardens are identified and verified in strategic locations of the organisation in accordance with OHS and organisational requirements</li> <li>3.2 Regular meetings are established and conducted to discuss and review emergency policy and procedures</li> <li>3.3 Spontaneous meetings are conducted with fire wardens as determined by appropriate person(s)</li> <li>3.4 Fire wardens are provided with necessary documentation or notices relating to evacuation procedures</li> </ul>   |

- 4. Conduct evacuations
  - 4.1 Evacuation need is identified and *emergency services* are notified in accordance with organisational policy and procedures
  - 4.2 *Safety hazards* are identified and appropriate *risk control measures* implemented in accordance with OHS and organisational requirements
  - 4.3 An *evacuation of premises* is conducted in accordance with organisational evacuation plan and / or assignment instructions
  - 4.4 Special arrangements are made for the safe evacuation of mobility impaired people
  - 4.5 Process for accounting for evacuated personnel in an emergency is provided
  - 4.6 Relevant reports and documentation are accurately completed and processed in accordance with legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Consultative processes are conducted to ascertain and establish emergency and evacuation requirements for inclusion in organisational policy and procedures.	1
Collecting analysing and organising information	Organisational evacuation policy and procedures may be effectively communicated and made readily available to staff and clients and additional information provided as required.	1
Planning and organising activities	Evacuation drills may be planned and conducted in co-ordination with work schedules or sequenced as required.	1
Working with others and in teams	Team work may be applied in the efficient removal of staff and clients from premises during evacuation drills or emergency situations.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise and roster activities and schedule evacuation drills.	1
Solving problems	The appropriate implementation of risk control measures will reduce potential hazards and threats during evacuation procedures.	1
Using technology	Technology may be used to communicate, record and maintain information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Types of evacuation may include:

- fire (electrical, gaseous substances, flammable liquids and fats, combustible materials)
- bomb
- poisonous gases
- highly flammable material
- explosive device

Appropriate person(s) may include:

- building manager
- supervisors, managers
- colleagues
- emergency services
- clients

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Commonwealth / State / Territory legislation which affect:
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements

Applicable legislation, codes and national standards may relate to:

- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Emergency services may include:

- fire
- ambulance
- state / territory emergency services
- police
- army bomb disposal unit

Notification may be made by:

- telephone and mobile phone
- 2-way radio (portable and installed)
- dedicated communications link
- direct alarm link

Safety hazards may include:

- falling debris
- smoke inhalation
- incorrect / insufficient information on evacuation
- blocked stairway exits
- incorrect use of fire fighting equipment
- potential explosives
- pressure levels

Risk control measures may include:

- removal of potential hazard
- closing off area
- marking area or potential hazard
- notify management

Evacuation of premises may be made via:

- prescribed primary route(s)
- designated alternative route(s)
- to designated assembly point



## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to plan and conduct evacuation of premises. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Assess a variety of potentially dangerous situations requiring the movement of persons and initiate appropriate action to eliminate, reduce or otherwise deal with the security risk situation
- Select and use appropriate security equipment and follow emergency procedures in compliance with emergency services requirements
- Implement plans and procedures to control the movement of persons including persons with reduced mobility
- Accurately complete and maintained documentation including logbooks and incident reports

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislation and regulations including OHS
- Organisational emergency and evacuation policy and procedures
- Potential safety hazards and risks
- Premises layout and access points
- Location of emergency and security systems
- Bomb threat procedures
- Principles of effective communication

### What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Use basic fire fighting equipment and other security equipment
- Safely and efficiently conduct evacuation procedures
- Maximise the safety and protection of self and others
- Comply with relevant legislation including OHS
- Accurately complete reports and process documentation
- Prioritise activities and meet designated timeframes
- Apply effective communication techniques, especially under pressure
- Accurately recognise and monitor the likely source of risks / threats
- Identify potential security threats to people, property and premises
- Interpret codes and alarm signals and respond accordingly

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO321A**  
**Unit Descriptor**

**Provide for the safety of persons at risk**

This competency standard covers the skills and knowledge required to ensure the safety of persons at risk under various security assignment conditions. It requires the ability to plan and prepare security arrangements, implement organisational security and safety policies, escort persons, and monitor and review the effectiveness of the security assignment. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

1. Prepare for security assignment

- 1.1 *Assignment instructions and relevant information* is obtained to review *client* and *organisational requirements* after appropriate threat assessment has been conducted
- 1.2 *Security equipment* is checked for operational effectiveness in accordance with manufacturer's specifications and organisational procedures
- 1.3 Faults, malfunctions or damage to equipment are identified and reported for repair or replacement in accordance with organisational procedures
- 1.4 *Communication channels and processes* are established with *appropriate person(s)* in accordance with organisational procedures
- 1.5 *Contingency plans* are structured and clearly documented using a standardised format to facilitate understanding and consistency of response in accordance with threat assessment
- 1.6 Personal conduct, manner and presentation is maintained in accordance with organisational requirements and codes of conduct

2. Monitor and maintain safety of VIPs
  - 2.1 *Security procedures* are conducted and confirmed in accordance with assignment instructions
  - 2.2 Security operations are continually monitored and adjusted as required to maintain maximum security in accordance with client and organisational requirements
  - 2.3 Communication is maintained continually throughout security operations in accordance with assignment instructions and organisational procedures
  - 2.4 *Potential threats* to VIP safety are identified, risk assessed and *responded* to within own scope of responsibility and competence in accordance with *legislative* and organisational requirements
  - 2.5 VIPs and relevant persons are advised of all factors which may affect their personal safety in accordance with organisational procedures
  - 2.6 Need for extra *assistance* or advice is promptly identified and sought from appropriate person(s) in accordance with organisational procedures
  - 2.7 All relevant operational information is recorded in a timely, chronological and accurate manner and complies with legislative and organisational guidelines
  
3. Review and evaluate security operations
  - 3.1 A process of continual *assessment* is applied to review and evaluate the efficiency and effectiveness of security operations
  - 3.2 Reports and other relevant *documentation* are prepared in a timely manner presenting all relevant facts and information in accordance with organisational requirements and assignment instructions
  - 3.3 Incident observations are provided accurately and constructively and *opportunities for improvement* are identified in consultation with appropriate person(s)
  - 3.4 Security operations are reviewed and written findings and recommendations are forwarded to appropriate person(s) to inform future practice

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Operational plans and contingency measures may be discussed and verified with VIPs, security personnel and other relevant persons.	1
Collecting analysing and organising information	Assignment instructions, client requirements and other relevant information may be reviewed and used in the formulation of a tailored security plan.	1
Planning and organising activities	A search of premises, staff checks and other security procedures may be planned and carried out prior to the scheduled arrival of the VIP.	1
Working with others and in teams	The accurate assessment and assignment of tasks and locations compatible with the strengths / interests of personnel may be used for effective and efficient security operations.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to calculate personnel and equipment requirements for specific security assignments.	1
Solving problems	The prompt correction or replacement of faulty or malfunctioning equipment will facilitate effective security operations.	1
Using technology	Technology may be used to set up, test and use communication and security equipment. It may also be used to document and maintain records.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from client / management
- work tasks, objectives and schedules
- resource and equipment requirements
- reporting and documentation requirements
- organisational policies and procedures applicable to the conduct of security operations

Relevant information may include:

- security operational plans
- communication and reporting channels
- operations manuals, manufacturer's specifications
- applicable legislation and codes of practice
- client identification and information details
- departure, route and arrival details
- schedules

Clients may include:

- royalty
- heads of state
- political leaders
- executive personnel
- entertainers

Organisational requirements may include:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Security equipment may include:

- communication equipment (two-way radio, pager, telephone, mobile telephone)
- security equipment (electronic screening equipment, video cameras and monitors, alarms and signals,)

Communication channels and processes may include:

- organisational networks
- formal communication pathways
- direct line supervision paths
- lateral supervision paths
- communication protocols
- verbal communication procedures (pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations)

Appropriate persons() may include:

- clients
- management
- colleagues
- support agencies / emergency services

Contingency measures may include:

- separation / isolation
- defusing strategies
- counselling
- specialists / experts
- intervention
- mediation
- special watch
- cultural support

Security procedures may include:

- escort procedures
- security checks of relevant persons
- search of premises
- establishment of communication strategies
- establishment and guarding of 'no go zones / areas'
- keying off lifts
- negotiation and communication with VIPs own security staff
- issuance of ID cards for relevant persons
- communication of 'need to know' information to relevant persons
- installation and operation of surveillance and communication equipment
- appropriate positioning of relevant persons
- setting up a central 'command post'

Potential threats may include:

- conflict between security staff and members of public
- riots, demonstrations
- forced entry of persons and / or vehicles
- greater concentration of crowds
- hysteria of fans
- people blocking access to premises
- failure to comply with direction / request from authorised person
- lost pass / ID, refusal to show pass / ID
- noise build-up
- persons with criminal intent
- physical objects, thrown objects
- security breaches
- theft, fire
- vehicles incorrectly parked
- violence and physical threat
- weapons

Responses may include:

- defusing the situation
- tactical withdrawal
- request for assistance
- use of negotiation techniques
- restraint of person
- use of empty hand techniques

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Commonwealth / State / Territory legislation which affect:
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements

Applicable legislation, codes and national standards may relate to:

- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Assistance may involve:

- providing back-up support
- explaining / clarifying
- problem solving
- providing encouragement
- providing feedback to another team member
- undertaking extra tasks as necessary

Assessment may include:

- review to specifications and other documentation within organisational and industry policy guidelines
- competency assessment for recording purposes



Documentation may include:

- request for assistance forms
- logs, journal and / or activity reports
- summaries
- running sheets
- situation reports
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

Opportunities for improvement may include:

- on-job instruction
- provision of learning opportunities
- demonstration
- structured feedback
- self paced learning packages
- coaching, mentoring and / or supervision
- seminars, conferences
- career planning and development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide for the safety of VIPs. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Accurately assess assignment needs and instructions and determine approaches and resources to be applied
- Systematically monitor security activities and vary operational plans as required to meet changing circumstances
- Accurately identify and assess all factors which might impact on the safety and security of VIPs and formulate and implement appropriate responses or contingency measures
- Review and evaluate security operations through a process of continual assessment, feedback and exchange of information with relevant personnel

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative and organisational policies and procedures
- Organisational and client confidentiality requirements
- Security risk assessment methods
- Types and functions of communication and security equipment
- Security alarms and appropriate responses
- Basic problem solving strategies
- Principles of effective communication
- Reporting procedures and documentation requirements and processes

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner and relate to persons from different cultural and social backgrounds
- Escort persons
- Assess security requirements
- Apply safe and efficient work practices
- Organise work tasks in a methodical manner
- Prioritise tasks and complete work within designated timeframes
- Present a professional image to members of the public and colleagues
- Comply with relevant legislative and regulatory requirements
- Identify potential security threats and the likely source of risks
- Operate and maintain a range of communication and security equipment
- Identify and diagnose operational faults or deficiencies in security equipment
- Analyse and implement responses to information
- Prepare and present written / computer-based information
- Estimate and calculate resource and equipment requirements

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO322A Unit Descriptor

## Operate specialised security equipment

This competency standard covers the skills and knowledge required to operate a range of specialised equipment in a security context. It requires the ability to employ safe work practices and obtain relevant licensing, prepare and use specialised security equipment to carry out designated tasks, monitor operational effectiveness and diagnose faults and malfunctions, and maintain accurate records. This work would be carried out under limited within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Select and prepare specialised equipment for use | <p>1.1 <i>Specialised security equipment</i> required to complete work tasks is selected in accordance with <i>assignment instructions</i> and <i>organisational requirements</i></p> <p>1.2 <i>Routine pre-operational checks</i> are carried out in accordance with <i>manufacturer's specifications</i> and organisational requirements</p> <p>1.3 Faulty or damaged specialised security equipment is identified and rectified, or replaced in accordance with manufacturer's specifications and organisational requirements</p> <p>1.4 Appropriate training, licensing and <i>legislative</i> requirements are identified and complied with prior to and during the operation of specialised security equipment</p>   |
| 2. Operate specialised equipment                    | <p>2.1 Potential and existing risks and hazards in the workplace are identified and controlled in accordance with legislative and OHS requirements</p> <p>2.2 Suitable personal protective equipment is selected, used and maintained in accordance with OHS and organisational requirements</p> <p>2.3 Specialised security equipment is operated in a safe and controlled manner in accordance with manufacturer's specifications and organisational requirements</p> <p>2.4 Specialised security equipment is operated for its specified purpose in the manner intended and in accordance with assignment instructions</p> <p>2.5 Technology is used to accurately enter data and check information in accordance with manufacturer's specifications, assignment instructions and organisational requirements</p> |

- 3. Maintain specialised equipment and resources
  - 3.1 Cleaning and maintenance of specialised security equipment is carried out in accordance with manufacturer's specifications
  - 3.2 Complex faults or repair requirements outside area of responsibility or competence are reported for specialist advice in accordance with organisational procedures
  - 3.3 Specialised security equipment is stored in accordance with manufacturer's specifications and organisational procedures
  - 3.4 Records and *documentation* are completed and maintained in accordance with industry, legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Operational methods and techniques for specialised security equipment may be discussed and verified with colleagues and the supervisor.	1
Collecting analysing and organising information	Specialised equipment performance may be monitored for efficiency and effectiveness, faults and malfunctions noted, documented for reference and organised by reports.	2
Planning and organising activities	Maintenance and repair activities may be planned and coordinated around work tasks or sequenced as required.	1
Working with others and in teams	Team work may be applied in methods and procedures to complete maintenance and work tasks within designated timeframes.	1
Using mathematical ideas and techniques	Mathematics may be used to calculate and measure resource requirements to maintain the operational efficiency of specialised security equipment.	1
Solving problems	Prompt remedial action to repair or replace faulty or malfunctioning specialised security equipment will minimise operational delays.	1
Using technology	Technology may be used to communicate, measure and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Specialised security equipment may include:

- detection devices
- audible and visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- biometrics
- electric and mechanical fire safety and fire locking systems

Assignment instructions may include:

- work schedules, job requirements and tasks
- assignment timeframes
- specific client requirements
- equipment and resource requirements
- maintenance schedules
- personal protective clothing and equipment

Organisational requirements may include:

- legal and organisational policy, guidelines and procedures
- organisational goals, objectives, plans, systems and processes
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- equipment maintenance and storage procedures
- employer and employee rights and responsibilities
- insurance policy agreements
- client and organisational confidentiality requirements

Routine pre-operational checks may include:

- checking log books and maintenance schedule
- visual checks for wear and tear
- observing and monitoring noise levels for correct operation
- cleaning, priming, tightening, basic repairs and adjustments
- identification and segregation of unsafe or faulty equipment for repair or replacement

Manufacturers specifications may be found in:

- printed instruction leaflets
- operators manuals
- equipment specifications
- attached to the equipment
- plans and diagrams
- warranty documents

Applicable legislation, codes and national standards may include:

- Occupational Health and Safety regulations and legislation including manual handling
- relevant Australian Standards and certification requirements
- privacy requirements
- quality assurance procedures
- emergency procedures
- relevant industry Codes of Practice
- 'Use of Force' and its legal parameters
- 'Duty of Care'
- award and enterprise agreements
- relevant industrial instruments
- environment and waste management
- Equal Employment Opportunity
- anti-discrimination and diversity

Documentation may include:

- incident reports
- shift reference file
- written and computer reports
- logs, journals and activity reports

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to operate specialised security equipment. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Specialised security equipment is selected appropriate to carry out work tasks and is operated using safe workplace practices in compliance with applicable legislative and licensing requirements
- Correctly carry out pre-operational checks, carry out routine maintenance, and accurately identify and report faulty, malfunctioning or damaged equipment for repair or replacement
- Prepare workplace documentation in a suitable style and format and accurately maintain records systems
- Correctly clean, maintain and store specialised equipment and maintain clear and safe operating areas

### **What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Relevant legislative provisions including OHS and licensing requirements
- Operational principles, functions and limitations of a range of specialised equipment
- Pre-operational checking functions and procedures
- Common and complex specialised equipment faults
- Routine maintenance procedures
- Requirements for the securing and storage of specialised equipment and materials
- Emergency procedures
- Environmental and waste disposal procedures
- Reporting and documentation requirements and processes



**What specific skills are needed to achieve the performance criteria?**

- To achieve the performance criteria, some specific skills are required. These include the ability to:
- Read and interpret written information
- Prepare and process workplace documentation
- Communicate in a clear and concise manner
- Solve routine problems
- Identify faults and determine appropriate repair or replacement action
- Effectively operate a range of specialised equipment
- Work individually and within a team context
- Prepare documentation and maintain records
- Identify and control workplace hazards and risks
- Measure and calculate volumes, consumption and servicing requirements
- Apply safe workplace practices and procedures

**What resources may be required for assessment?**

- Access to relevant venue and equipment
- Assignment instructions, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSO323A

## Lead small teams

### Unit Descriptor

This competency standard covers the skills and knowledge required to lead and develop small teams to achieve designated assignment instructions within a security context. It requires the ability to allocate duties and schedule rosters, set and maintain team and individual performance standards, facilitate open communication and resolve individual or team concerns. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Security Operations

### ELEMENT

### PERFORMANCE CRITERIA

- |                             |   |
|-----------------------------|---|
| 1. Facilitate team planning | <ul style="list-style-type: none"> <li>1.1 Individual and team purpose, roles and responsibilities are clarified, agreed upon and defined in accordance with <i>organisational goals and objectives</i></li> <li>1.2 <i>Assignment instructions</i> are identified and clearly communicated to team members in accordance with <i>legislative and organisational requirements</i></li> <li>1.3 Open <i>communication</i> within the team is encouraged and facilitated to ensure full understanding and accurate exchange of information</li> <li>1.4 Team effort is rewarded and support provided to develop mutual concern and camaraderie and to maximise benefit from team diversity</li> </ul>   |
| 2. Monitor team performance | <ul style="list-style-type: none"> <li>2.1 Duties, rosters and responsibilities are assessed against and matched to team capabilities and is in accordance with assignment instructions, legislative and organisational requirements</li> <li>2.2 Performance of the team and individual members is systematically monitored against defined measurable performance criteria to ensure the satisfactory completion of assignment instructions</li> <li>2.3 Adequate consideration is given to <i>contingencies</i> when allocating specific rosters duties and responsibilities to team members</li> <li>2.4 Performance expectations are assessed objectively against assignment and client expectations, team and individual capabilities</li> <li>2.5 Performance expectations are communicated clearly to individual team members and the team as a whole</li> <li>2.6 Industrial relations requirements are considered and adhered to in maintaining the team and addressing team and individual concerns</li> </ul> |

3. Develop team performance
  - 3.1 Effective working relationships are established and maintained through the provision of appropriate support, communication and feedback
  - 3.2 *Constructive feedback* on quality of performance is regularly provided to team members for integration into work practices
  - 3.3 Positive action to address deficiencies or areas for improvement in team performance is taken and handled sensitively
  - 3.4 Team is supported and encouraged to achieve its goals and changing priorities through active reflection and participation in team activities and communication processes
  - 3.5 Team concerns are acknowledged and addressed as required and wherever possible discussed and resolved within the team
  - 3.6 In the event of non-resolution, team concerns are constructively presented to and discussed with appropriate personnel in a timely and objective manner using established dispute resolution procedures

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Individual or team concerns may be addressed and resolved through facilitated discussion within the group.	2
Collecting analysing and organising information	Roles, responsibilities and organisational goals and objectives may be defined and clearly communicated to individual and team members.	1
Planning and organising activities	Individual and team performance may be systematically monitored and feedback regularly provided or sequenced as required.	1
Working with others and in teams	Open communication and constructive feedback may be used to encourage and support individual and team members to improve their performance and meet designated tasks within timeframes.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise work tasks and schedule rosters.	1
Solving problems	Established dispute resolution procedures may be used to sensitively resolve individual or team problems.	1
Using technology	Technology may be used to communicate, record and manage information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Organisational goals and objectives may include:

- reporting deadlines
- budgetary targets
- team participation
- team and individual learning goals

Assignment instructions may include:

- client brief
- instructions from the supervisor
- roster / shift details
- reporting procedures and documentation requirements
- resource and equipment requirements
- schedules
- work tasks and procedures
- personal protective equipment requirements

Applicable legislation, codes and national standards:

Must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing requirements
- Australian Standards, quality assurance and certification requirements

May relate to:

- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

- Communication techniques may include:
- two-way interaction
  - constructive feedback
  - active listening to clarify and confirm understanding
  - active silence
  - non-verbal positive actions
  - reflection and summarising
  - use of positive, confident and co-operative language
  - control of tone of voice and body language
  - culturally aware / sensitive use of language and concepts
  - demonstrating flexibility and willingness to negotiate
- Contingencies may involve:
- preferences
  - impending leave
  - domestic considerations
  - team dynamics and combinations
  - individual strengths and weaknesses
- Constructive feedback may include:
- formal / informal performance appraisals
  - comments from supervisors, colleagues or clients
  - personal, reflective behaviour strategies
  - workplace assessment

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to lead small teams. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

- What critical aspects are required for evidence of competency?**
- Clearly define and communicate roles and responsibilities, assignment instructions and organisational goals and objectives to individual and team members
  - Select and allocate duties and responsibilities appropriate to individual knowledge, skill, aptitude and assignment requirements
  - Communicate performance expectations for a range of tasks and duties within the team and provide constructive feedback
  - Assess and monitor team and individual performance against set measurable criteria and create opportunities to maintain or improve individual and / or team performance
  - Communicate effectively on a one-to-one and group basis with colleagues, clients and supervisors and develop trust and confidence in workplace relationships
  - Acknowledge individual or team concerns and facilitate discussion and resolution within the group

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Organisational policies, procedures, goals, objectives and direction
- Individual and team roles, responsibilities and accountability
- Relevant legislation and regulations including OHS
- Organisational performance standards, criteria and assessment techniques
- Teamwork principles and strategies and relationship-building techniques
- Organisational procedures and guidelines appropriate to own role, responsibility and delegation
- Reporting procedures and documentation requirements and processes
- Rights and responsibilities of employers and employees
- Site layout and access points
- Types of security systems and respective activation and deactivation processes
- Technology applications and how it can be used to assist in the scheduling of tasks

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate, interact and provide constructive feedback to individual and team members
- Use coaching and mentoring skills to provide support and build effective workplace relationships
- Apply effective interpersonal techniques including active listening
- Apply conflict resolution and negotiation techniques
- Provide effective informal performance counselling
- Acknowledge and resolve individual or team problems
- Prioritise work tasks to meet designated schedules
- Accurately maintain records and documentation

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



**PRSSO325A**  
**Unit Descriptor**

**Monitor security from control room**

This competency standard covers the skills and knowledge required to monitor the security of personnel, clients and premises from a control room perspective. It requires the ability to effectively operate security systems to monitor security activities, co-ordinate appropriate responses to security incidents and organise back-up support to field staff as required. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector** Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                |  |
|--------------------------------|--|
| 1. Prepare for operations      | <ul style="list-style-type: none"> <li>1.1 <i>Assignment instructions and relevant information</i> is obtained and verified with appropriate person(s)</li> <li>1.2 <i>Security systems</i> are checked for correct operation in accordance with manufacturer's specifications, <i>legislative and organisational requirements</i></li> <li>1.3 Faults or malfunctions in security systems are promptly identified, corrected or reported for remedial action in accordance with organisational procedures</li> <li>1.4 Security systems are cross-checked with <i>companion monitoring systems</i> to ensure accurate and consistent exchange of information in accordance with organisational procedures</li> <li>1.5 Established <i>communication channels and processes</i> are verified with appropriate person(s) in accordance with organisational procedures</li> <li>1.6 Occupational Health and Safety and environmental issues are identified and appropriate risk control measures implemented in accordance with legislative and organisational requirements</li> </ul> |
| 2. Monitor security activities | <ul style="list-style-type: none"> <li>2.1 Security systems are operated and monitored in accordance with assignment instructions and organisational procedures</li> <li>2.2 Information conveyed by security systems is understood and promptly acted upon in accordance with legislative guidelines and organisational procedures</li> <li>2.3 Regular and systematic checks are made with field staff in accordance with assignment instructions and situations requiring <i>assistance</i> are promptly identified and arranged</li> <li>2.4 Irregular or non-responses from field staff are identified and dealt with in accordance with organisational policy and procedures</li> <li>2.5 Incidents are risk assessed on available information and <i>response</i> is implemented in accordance with assignment instructions, legislative requirements and organisational procedures</li> <li>2.6 All relevant information is recorded in a timely, chronological and accurate manner and complies with legislative and organisational guidelines</li> </ul>                   |

- 3. Maintain security systems and information
  - 3.1 Change of shift procedures are carried out to ensure system and monitoring continuity in accordance with assignment instructions and organisational procedures
  - 3.2 Security database is updated using established styles and formats to ensure accuracy and consistency of information in accordance with organisational procedures
  - 3.3 Identified faults or deficiencies in security systems are corrected or reported for remedial action in accordance with organisational procedures
  - 3.4 Relevant *documentation* is completed and records are kept current and accurate, accessible to appropriate person(s), and securely stored in accordance with legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Appropriate communication channels and processes may be used to accurately receive and convey information to field staff and other relevant persons.	2
Collecting analysing and organising information	Conveyed information with regard to the monitoring of security activities in both routine and non-routine situations may be accurately documented, securely stored and organised for future reference.	1
Planning and organising activities	Systematic monitoring of security activities may be conducted to maximise safety and security of field staff and ensure compliance with individual assignment instructions.	1
Working with others and in teams	Team work may be used in the accurate exchange of information to facilitate appropriate responses to security incidents.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise and co-ordinate routine tasks and emergency responses.	1
Solving problems	Faults or deficiencies in operational capability of security systems may be promptly identified and dealt with to ensure consistent monitoring coverage and minimise downtime.	1
Using technology	Technology may be used to receive and convey information, document and maintain records.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from client / management
- work tasks, objectives and schedules
- resource and equipment requirements
- reporting and documentation requirements
- organisational policies and procedures applicable to the conduct of security activities
- relevant information (security operational plans, field personnel schedules, manufacturer's specifications, operational manuals)

Relevant information may include:

- security operational plans
- personnel schedules
- terms of reference
- copy of contract documentation
- communication and reporting channels
- operations manuals
- manufacturer's specifications
- organisational operating procedures and policies
- applicable legislation and codes of practice

Appropriate persons may include:

- clients
- management
- colleagues, field staff
- support agencies / emergency services

Security systems may include:

- closed circuit television
- infra-red sensors
- movement detectors
- wide angle cameras
- intelligent building systems
- electronic field detection systems
- acoustic sensors
- automatic entrance and exit devices
- other intruder alarm systems
- other access control systems
- weighbridge operation
- fire alarms

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Companion monitoring systems are:

- parallel systems and may be a written record or electrical monitoring systems

Communication channels and processes may include:

- organisational networks
- formal communication pathways
- direct line supervision paths
- lateral supervision paths
- communication protocols
- verbal communication procedures (pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations)

Assistance may involve:

- providing back-up support
- explaining / clarifying
- problem solving
- providing encouragement
- providing feedback to another team member
- undertaking extra tasks as necessary

Response may involve:

- notifying relevant personnel
- notifying emergency services
- dispatching field support staff

Documentation may include:

- request for assistance forms
- logs, journal and / or activity reports
- summaries
- running sheets
- situation reports
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to monitor security from control room. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Operate security systems and use established communication channels and processes to accurately receive and convey information in both routine and non-routine circumstances
- Diagnose faults or malfunctions in security systems and make prompt arrangements for repair or replacement
- Systematically carry out monitoring activities and implement prompt and appropriate contingency measures in the event of irregular or non-response from field staff
- Interpret and evaluate security alarms and communication status signals and formulate and co-ordinate appropriate responses based on the information available
- Implement and monitor the routine hand-over of duties and accurately complete documentation and maintain records in a suitable and secure manner

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Relevant legislative provisions including OHS and licensing requirements
- Operational principles and functions of security systems and equipment
- Appropriate information responses and procedures
- Organisational back-up procedures
- Verification requirements for assessing authenticity of client requests
- Principles of effective communication
- Reporting, documentation requirements and processes
- Security risk assessment methods
- Basic problem solving strategies
- Communication terminology (approved company greeting, call signs, codes, signals)
- Emergency procedures

**What specific skills are needed to achieve the performance criteria?**

- To achieve the performance criteria, some specific skills are required. These include the ability to:
- Operate and maintain a range of security systems and equipment
- Identify and diagnose faults or deficiencies in operation of security systems
- Communicate in a clear and concise manner when sending and relaying information
- Interpret security codes and alarm signals
- Monitor, evaluate and interpret information
- Analyse and implement response to information
- Prepare and present written / computer-based information
- Prioritise work tasks and maintain schedules
- Appreciate different cultural and social practices
- Estimate and calculate resource and equipment requirements
- Comply with relevant legislative and regulatory requirements

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO326A**  
**Unit Descriptor**

**Maintain and use security database**

This competency standard covers the skills and knowledge required to maintain and use database software and hardware in a security context. It requires the ability to select appropriate software and hardware appropriate to the task, input verifiable data in a standardised style and format, fully backup and recover a database, identify and solve common database performance problems and compile reports. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security Operations

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |   |
|--|---|
| <p>1. Prepare to use security database</p> | <p>1.1 <i>Ergonomic and conservation</i> issues are identified and appropriate risk control measures implemented in accordance with <i>legislative, OHS and organisational requirements</i></p> <p>1.2 Software and hardware is identified to meet task requirements and installed as required in accordance with manufacturer's specifications and organisational procedures</p> <p>1.3 Virus protection is monitored and maintained regularly updated to ensure integrity and protection of data in accordance with legislative and organisational requirements</p> <p>1.4 Database storage, <i>security and access</i> requirements are identified and complied with to ensure the security of data in accordance with legislative and organisational requirements</p> <p>1.5 Established housekeeping, maintenance and <i>backup</i> procedures are identified and routinely conducted in accordance with legislative and organisational requirements</p> <p>1.6 Stand-by database and alternative strategies are identified and implemented as required to address operational faults and deficiencies in database systems</p> |
|--|---|



2. Use security database
  - 2.1 *Data entry, output and presentation* requirements are identified and complied with in accordance with *assignment instructions*, legislative and organisational requirements
  - 2.2 Data is obtained from verifiable *sources*, *checked* for consistency and monitored for variations on data quality in accordance with organisational policy and procedures
  - 2.3 Data is entered, checked for accuracy and updated as required in accordance with organisational procedures
  - 2.4 Errors and lags in data processing or discrepancies are identified, *diagnosed* and promptly rectified in accordance with network requirements, manufacturer's specifications and organisational procedures
  - 2.5 Complex faults or repair requirements outside area of responsibility or competence are reported for specialist assistance in accordance with organisational procedures
  - 2.6 Ways to improve the database content, interfaces or effectiveness are identified and confirmed with *appropriate person(s)* in accordance with organisational procedures
  
3. Compile reports
  - 3.1 Reports are prepared in a timely manner using appropriate formats and presentation methods in accordance with industry standards and organisational requirements
  - 3.2 Reports are produced using relevant data and are reviewed and checked for accuracy in accordance with organisational procedures
  - 3.3 Reports are forwarded to appropriate person(s) in accordance with legislative guidelines and organisational procedures
  - 3.4 *Feedback* is sought and all constructive advice confirmed with appropriate person(s) and acted upon in order to improve and maintain security database systems
  - 3.5 Procedures for the safe *storage and protection* of data are identified and complied with in accordance with legislative and organisational requirements
  - 3.6 *Records and reports* with regard to the maintenance, use and operation of databases is maintained in accordance with legislative and organisational requirements

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Operational information may be communicated effectively through the production of accurate and relevant database reports.	1
Collecting analysing and organising information	Data is collected from verifiable sources, checked for consistency and variations in data quality and organised in appropriate database formats.	2
Planning and organising activities	Regular database housekeeping and maintenance activities are planned and co-ordinated with operational tasks or sequenced as required.	1
Working with others and in teams	Team work may be used to determine database outputs and printing requirements.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to estimate times, costs and disruptions to traffic flows.	1
Solving problems	Errors or discrepancies in data processing may be promptly identified and rectified to minimise operational downtime.	1
Using technology	Technology may be used to communicate, document and disseminate information.	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Ergonomic considerations may include:

- work station height and layout
- chair height, seat and back adjustment
- screen position, keyboard and mouse position
- footrest, document holder
- posture
- avoiding radiation from computer screens
- lighting
- noise minimisation
- rest periods, exercise breaks

Conservation techniques may include:

- double-sided paper
- use re-used paper for rough drafts (observing confidentiality requirements)
- recycling used and shredded paper
- utilising power-save options for equipment

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Security and access procedures may relate to:

- write permission
- data inputting
- viewing and operation
- search and browse authorities

Backup facilities may range from:

- a single tape unit to more comprehensive and complex backup facilities across the network

Data entry, output and presentation procedures may relate to:

- log-on
- standard formats
- authors instructions
- use of templates
- data input
- start-up / shutdown
- fault-finding
- troubleshooting
- coding
- installation / de-installation of software / hardware
- password protection
- location and storage of data

Assignment instructions may include:

- instructions from supervisor / management
- specific client requirements
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- maintenance schedules

Sources of data may include:

- computer data files
- statutes
- statistical summaries
- policy statements and media reports
- local, state and commonwealth government documents and registers

Checks may relate to:

- proofreading
- accuracy of data
- spelling
- accuracy of formulae
- outcome of sorting
- filtering
- ensuring instructions with regard to content and format have been followed

Diagnoses may identify faults or deficiencies in:

- output
- running
- input
- hardware / software

Appropriate persons may include:

- security personnel
- supervisors, management
- manufacturer's
- security consultants
- other professional or technical staff

Feedback may be sought from:

- formal / informal performance appraisals
- comments from supervisors, colleagues or clients
- personal, reflective behaviour strategies
- workplace assessment

Procedures for the storage and protection of data may include:

- storage in folders and sub-folders
- storage on hard / floppy disk drives
- CDROM tape backup
- hard copies
- secure filing locations
- security, authorised access requirements

Records and reports may detail:

- operational details
- equipment faults and diagnosis
- repairs and / or servicing undertaken
- recommended repairs or disposal of equipment
- testing and inspection results
- materials used, parts and components replaced
- costings

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain technical security databases. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Implement a broad application of database functions using accurate data inputting techniques to complete work tasks within designated timeframes
- Use established storage, protection and backup procedures and security and access systems to maintain database effectiveness and data integrity
- Accurately diagnose and rectify errors and lags in data processing and refer complex faults for specialist advice
- Produce reports in required formats in a timely manner and review and assess for accuracy, compatibility and reliability of data
- Monitor and review database effectiveness and use and constructive advice to improve and maintain database systems

**What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Database software / hardware and their applications
- Relevant legislation including OHS
- Database administration, security and storage requirements
- Database diagnostic tools and their functions
- Data analysis techniques
- Backup and recovery methodologies
- Common database performance problems
- Energy and resource conservation
- Organisational policies and procedures with regard to data entry and report formats

**What specific skills are needed to achieve the performance criteria?**

- To achieve the performance criteria, some specific skills are required. These include the ability to:
- Interpret and evaluate the purposes and uses of various features of databases
- Read and interpret complex instructions
- Use a variety of strategies for planning and reviewing own work
- Conduct checks for accurate and consistent information
- Use processes flexibly and interchangeably to solve routine problems
- Collate and present data
- Apply keyboarding skills to maintain data
- Relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Create simple queries using simple formulae
- Prepare reports for analysis and evaluation of information in a defined range of areas
- Apply best practice in backup and recovery strategies
- Apply safe and effective ergonomic workplace practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSO327A****Unit Descriptor****Provide advanced first aid**

This competency standard covers the skills and knowledge required to provide advanced first aid response. It requires the ability to recognise and respond to an emergency providing life support measures, managing the casualty and other first aiders until the arrival of medical or other assistance. The functions would be carried out under limited supervision within organisational guidelines. The unit is based on Competency "B" in the National Guidelines for Integrating First Aid Competencies into National Industry Competency Standards

**Unit Sector**

Security Operations

**ELEMENT****PERFORMANCE CRITERIA**

- |                           |   |
|---------------------------|---|
| 1. Assess the situation   | <ul style="list-style-type: none"> <li>1.1 <i>Physical hazards</i> are identified and minimised using <i>established first aid principles</i> according to Occupational Health and Safety requirements and workplace procedures</li> <li>1.2 <i>Risks</i> to first aider and others are assessed and appropriate response determined to ensure prompt control of situation</li> <li>1.3 The need for emergency services / medical assistance is ascertained and prioritised and triage undertaken where required</li> <li>1.4 Resources are deployed to appropriate locations as required in accordance with workplace procedures</li> </ul>  |
| 2. Manage the casualty(s) | <ul style="list-style-type: none"> <li>2.1 Agreement for management of the casualty's injury / illness is sought from person(s) where relevant</li> <li>2.2 Welfare procedure is determined and implemented according to casualty(s) needs</li> <li>2.3 Effects of injury are controlled and appropriate <i>first aid management</i> is determined and applied to meet the needs of the casualty and situation</li> <li>2.4 <i>Medication</i> is administered according to relevant legislation and manufacturer's / supplier's instructions and subject to casualty's regime</li> <li>2.5 <i>Casualty(s) condition</i> is monitored and responded to in a timely manner in accordance with effective first aid principles</li> <li>2.6 Life support equipment is correctly operated where appropriate according to relevant legislation and manufacturer's / supplier's instructions</li> <li>2.7 Management is finalised according to casualty(s) needs and first aid principles</li> </ul> |



- 3. Coordinate first aid activities until arrival of medical assistance
  - 3.1 Available *resources* required are identified and communication links with appropriate personnel, emergency management services and medical assistance are established as appropriate
  - 3.2 Correct amount of resources are deployed to appropriate locations in an effective manner to ensure timely arrival of required resources
  - 3.3 The provision of resources is documented and modifications recommended
  - 3.4 The management of casualties is monitored in accordance with first aid principles and workplace procedures
  - 3.5 Evacuation of casualties is coordinated according to worksite evacuation procedures
  - 3.6 Support services are arranged for personnel involved in the incident in accordance with workplace principles and procedures
  
- 4. Communicate essential incident details
  - 4.1 *Communication* is maintained with relevant personnel using appropriate media and equipment
  - 4.2 First aid information is communicated with other providers / carers as appropriate to meet their needs and in accordance with workplace procedures
  - 4.3 Information is calmly provided to reassure casualty, adopting a communication style to match the casualty's level of consciousness
  
- 5. Evaluate the incident
  - 5.1 Management of the incident is evaluated and where required an action plan is developed in consultation with relevant parties
  - 5.2 Participation in debriefing / evaluation occurs either by self or others or both in order to improve future operations and address individual's needs
  - 5.3 Access is provided to bona fide critical stress facilitators where required / requested
  - 5.4 Site management / procedures are implemented and evaluated in accordance with risk assessment
  - 5.5 Contingency planning is formulated and reviewed to identify and select alternative management and principles

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	To convey details of the casualty's condition and related management activities to emergency services or relieving personnel	2
Collecting analysing and organising information	Relevant Occupational Health and Safety Acts, regulations, codes of practice and first aid guidelines may be obtained and complied with as required	2
Planning and organising activities	Response to an emergency may be organised to ensure that risks to safety are minimised	2
Working with others and in teams	Assistance may be provided among team members to identify risks and participate in providing first aid treatment	2
Using mathematical ideas and techniques	Mathematics may be applied as an aid to control risks when applying first aid	2
Solving problems	In the application of skills and knowledge to monitor vital signs and respond to changes in casualties condition	2
Using technology	In notifying need for medical assistance and communicating casualty assessment and management concerns	1

### RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Physical hazards may include:

- workplace hazards
- environmental hazards
- proximity of other people
- hazards associated with the casualty management processes

Established first aid principles include:

- checking the site for danger to self, casualty and others and minimising the danger
- checking and maintaining the casualty's airway, breathing and circulation

Risks may include:

- worksite equipment, machinery and substances
- first aid equipment (oxygen cylinders, defibrillator)
- environmental risks
- body fluids
- risk of further injury to the casualty
- risks associated with the proximity of other workers and bystanders

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

First aid management will need to account for:

- location and nature of the workplace
- the environmental conditions for example electricity, biological risks, weather, motor vehicle accidents
- location of emergency services personnel
- number of casualties and potential casualties
- the use and availability of first aid equipment, resources and pharmaceuticals
- confined spaces, subject to industry need
- workplace policies and procedures
- industry / site specific regulations, codes etc.
- Occupational Health and Safety requirements
- State and territory workplace health and safety requirements

First aid management may include:

- administration of analgesic gases
- cardiopulmonary resuscitation (CPR)
- infection control
- semi-automated external defibrillator (SAED)
- expired air resuscitation (EAR)

Medications may include:

- oxygen
- pain relief-paracetamol in accordance with state and territory legislation, analgesics (penthrane, entonox-used in mining industry)
- asthma-bronchodilator drugs and aerosol bronchodilators-casualty's own or from the first aid kit in accordance with state and territory legislation
- severe allergic reactions-adrenaline-subject to casualty's own regime
- heart attack-aspirin

Casualty's condition is managed for:

- abdominal injuries
- allergic reactions
- bleeding
- burns-thermal, chemical, friction, electrical
- cardiac conditions
- chemical contamination
- cold injuries
- crush injuries
- dislocations
- drowning
- envenomation-snake, spider, insect and marine bites
- environmental conditions such as hypothermia, dehydration, heat stroke
- epilepsy, diabetes, asthma and other medical conditions
- eye injuries
- fractures
- head injuries
- insect / marine bites
- minor skin injuries
- neck and spinal injuries
- needle stick injuries
- poisoning and toxic substances
- respiratory management of asthma and / or choking
- shock
- smoke inhalation
- soft tissue injuries including sprains, strains, dislocations
- substance abuse-illicit drugs
- unconsciousness including not breathing and no pulse

Resources and equipment are used appropriate to the risk to be met and may include:

- blood pressure cuff
- oxygen resuscitation / cylinders
- defibrillation units
- pressure bandages
- thermometers
- injections (for diabetes sufferers where the injured person is not capable of self-administering insulin using their own kit and permission has been given by the injured person to the First Aider to administer the insulin injection using that kit)
- back boards
- stretchers
- soft bag resuscitator
- first aid kit
- eyewash
- thermal blankets
- pocket face masks
- rubber gloves
- dressing
- spacer device
- cervical collars

Communication systems may include but not be limited to:

- mobile phone
- satellite phones
- HF / VHF radio
- flags
- flares
- two way radio
- email
- electronic equipment
- hand signals

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide emergency first aid. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Demonstrated knowledge of basic anatomy and physiology
- Accurately document details of the incident, the patient's condition and any actions and treatment provided
- Ability to assess the safety of self and others and minimise the risk of further injury
- Application of first aid practices and procedures- assessing and minimising danger, maintaining the casualty's airway, breathing and circulation
- Application of Occupational Health and Safety legislation and regulations
- Maintaining State and Territory regulatory requirements relating to currency of skill and knowledge

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Occupational Health and Safety legislation and regulations
- Legal responsibilities and duty of care
- Basic anatomy, physiology and toxicology
- Respiratory / circulatory system
- How to gain access to and interpret material safety data sheets (MSDSS)
- Company standard operating procedures (SOPS)
- Debriefing counselling procedures
- Dealing with social problems and confidentiality
- Capabilities of emergency management services
- Knowledge of the first aiders' skills and limitations
- Methods of restraint and associated effects (eg restraint related injury / death)
- General 'duty of care' responsibilities

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Use resuscitation techniques
- Use a semi-automated defibrillator
- Use appropriate transport techniques
- Deliver oxygen
- Carry out infection control
- Carry out bleeding control
- Care of unconscious
- Demonstrate first aid principles
- Use adequate infection control procedures
- Use safe manual handling techniques
- Consider the welfare of the casualty
- Undertake initial casualty assessment
- Prepare reports
- Communicate effectively with by-standers, medical personnel and casualty(s)
- Use incident management skills
- Interpret and use listed documents
- Communicate effectively with and relate to people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and communications equipment
- Equipped first aid kit, CPR dummy and personal protective equipment
- Emergency procedures and contacts
- HAZCHEM data sheets, first aid guidelines
- Case studies, assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



## PRSBIO201A Unit Descriptor

## Monitor biometrics equipment/systems

This unit of competency specifies the outcomes required to monitor the operational effectiveness of a range of biometric equipment/systems in a workplace environment. It requires the ability to monitor and respond to biometric equipment/systems data and information, receive and verify data, identify discrepancies and potential breaches of security, and implement appropriate responses. It also requires the ability to interpret and apply effective principles and requirements relating to confidentiality, privacy and security in own work.

The unit involves change of shift duties, including the processing and maintenance of workplace information.

An understanding of the operating principles of biometric equipment, systems and technology is required.

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

### Employability Skills Application of the Unit

This unit contains employability skills.

This unit has been developed for application in any industry involved with the maintenance of workplace security. It supports the attainment of skills and knowledge required for competent workplace performance in security operations of all sizes. Skills and knowledge are to be used within the scope of the person's job and authority.

### Unit Sector

Security Operations - Biometrics

### Functional Area

Biometrics

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| <p>1. Apply the principles of confidentiality, privacy and security in own work.</p> | <p>1.1 Applicable <b>occupational health and safety (OHS), legislative</b> and <b>organisational requirements</b> relevant to <b>monitoring biometric equipment/systems</b> are identified and complied with.</p> <p>1.2 Relevant <b>privacy legislation</b> and code of ethics relating to the workplace application of biometric technology are accessed and interpreted.</p> <p>1.3 Privacy and confidentiality of verbal and written client data and information are securely maintained according to legislative and organisational requirements.</p> <p>1.4 Potential confidentiality issues are promptly identified and clarified as required with <b>appropriate personnel</b>.</p> <p>1.5 Effective <b>communication</b> and <b>interpersonal techniques</b> are used that reflect sensitivity to individual <b>social and cultural differences</b>.</p> |
|--|---|

2. Prepare to monitor data and information.
  - 2.1 **Work order** requirements are reviewed and confirmed as required with appropriate personnel according to workplace procedures.
  - 2.2 Location and **mode** of biometric equipment/systems are identified and confirmed according to workplace procedures.
  - 2.3 **Resources** relevant to work requirements are identified and organised according to workplace procedures.
  - 2.4 **Administrative requirements** are identified and arranged according to organisational requirements.
  - 2.5 Potential and existing **risks** and **hazards** in the work area are identified and controlled according to OHS and organisational requirements.
  
3. Monitor data and information.
  - 3.1 All work is conducted using established **ergonomic** practices according to OHS and organisational requirements.
  - 3.2 **Enrolment** procedures are conducted in a systematic manner to ensure accuracy and currency of data according to organisational requirements and standards.
  - 3.3 Data and information are routinely monitored for consistency and compliance with established authorisations and standards.
  - 3.4 Data and information are collected and organised in a logical and sequential manner according to workplace procedures and standards.
  - 3.5 Data and information are checked for accuracy, relevance and compliance with security, legal and privacy requirements.
  - 3.6 Received data and information are processed and securely stored according to workplace procedures.
  - 3.7 Errors or irregularities in received data and information are identified and reported according to workplace procedures.
  - 3.8 Potential breaches of information security are identified and promptly reported to appropriate personnel according to workplace procedures.
  
4. Complete monitoring activities.
  - 4.1 Change of shift procedures is complied with to ensure monitoring continuity is maintained according to workplace procedures.
  - 4.2 Identified faults or deficiencies in biometric equipment/systems are identified and reported according to workplace procedures.
  - 4.3 Monitoring operations are reviewed and findings are accurately documented and processed according to workplace procedures.
  - 4.4 Recommendations or identified opportunities to improve monitoring operations are recorded and forwarded to appropriate personnel to inform future practice.
  - 4.5 **Records and reports** are completed and maintained according to legislative and organisational requirements.

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required skills:

Required skills include:

- accurately and securely maintain records, reports and other workplace information
- comply with applicable confidentiality and privacy requirements
- comply with legislation, regulations, standards and codes of practice relevant to monitoring biometric equipment/systems
- conduct change of shift procedures
- identify and control risks and hazards
- identify basic faults or deficiencies in operation of biometric equipment/systems
- identify potential breaches of security
- monitor biometric data and information and identify errors
- organise work priorities and arrangements and complete work tasks within designated timeframes
- read and interpret data, information and instructions
- relate effectively to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- resolve problems within scope of responsibilities
- select and use equipment and technology appropriate to the work task
- undertake effective enrolment of biometric and biographical data
- use appropriate communication and interpersonal skills, including speaking clearly and questioning
- written communication skills sufficient to document findings and complete relevant records and reports

### Required knowledge:

Required knowledge and understanding include:

- applicable federal and state or territory legislation, regulations, standards and codes of practice relevant to the full range of processes relating to monitoring biometric equipment/systems
- appropriate mathematical procedures for estimating, measuring and calculating
- biometric equipment/system configurations and programs
- biometric terminology
- change of shift practices and procedures
- ergonomic and safe work practices and procedures
- established threshold levels and their impact on security
- information security management processes
- initial enrolment procedures
- monitoring and response requirements
- operational principles of information technology
- organisational standards, policies and procedures for monitoring biometric equipment/systems
- organisational procedures for recording, reporting and maintaining workplace information
- principles of cultural diversity and access and equity
- types, functions and parameters of biometric equipment/systems and databases
- verification procedures and requirements for confirming authenticity of received information
- virus protection procedures
- workplace communication channels, protocols and procedures.

## 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.

***OHS requirements*** are to be in accordance with federal and state or territory legislation and regulations, and organisational safety policies and procedures. Requirements relate to:

- identifying hazards
- controlling and minimising risks
- eliminating hazardous materials and substances
- safe use of equipment, including:
  - personal protective clothing and equipment
  - safety equipment
  - first aid equipment
  - fire safety equipment
  - business technology
- correct manual handling, including shifting, lifting and carrying
- safety procedures for the protection of self and others.

***Legislative requirements*** are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may relate to:

- award and enterprise agreements
- industrial relations
- Australian standards
- confidentiality and privacy
- OHS
- environment
- equal opportunity
- relevant industry codes of practice
- duty of care
- anti-discrimination and diversity
- licensing arrangements
- Compliance Policy Guidelines.

***Organisational requirements*** may relate to:

- legal, organisational and site guidelines, policies and procedures relating to own role and responsibility
- standard operating procedures
- quality assurance
- procedural manuals
- continuous improvement processes and standards
- OHS
- emergency and evacuation procedures
- ethical standards
- recording and reporting
- access and equity principles and practices
- equipment use, maintenance and storage
- ergonomic practices
- environmental management (e.g. waste disposal, recycling and re-use guidelines)
- procedures for following instructions and accessing information
- physical environment.

**Monitoring** parameters may relate to:

- integrity of biometric equipment/systems
- integrity of data and information
- functions (e.g. alarms, system on and off, access times, levels of access and identity of users gaining access)
- security incident and response requirements
- recording and reporting functions.

**Biometrics** refers to:

- a measurable physical characteristic or personal behavioural trait used to recognise the identity or verify the identity of an individual.

**Biometric equipment/systems** are:

- automated systems able to capture a biometric sample from an individual person, extract biometric data from the sample, compare the data with one or more reference template, determine the quality of a match, and indicate whether or not an identification or verification of identity has been achieved.

**Biometric equipment/systems** may include:

- acquisition devices:
  - optical scanners
  - microphones
  - cameras (e.g. video, infra-red enabled video and single-image)
  - chip or reader embedded in peripheral device
- software:
  - server-based authentication software for biometric authentication and logging
  - software associated with acquisition devices
- hardware
- interconnecting infrastructure
- biometric servers.

**Privacy legislation** may include:

- national privacy principles
- national information privacy principles
- federal and state or territory Privacy Acts.

**Appropriate personnel** may include:

- managers
- supervisors
- colleagues
- clients
- information technology specialists
- biometric technology specialists.

**Communication** may be:

- face-to-face
- verbal or non-verbal
- in languages other than English
- in Indigenous languages
- through the use of assistive technology
- via an interpreter
- listening and understanding
- speaking clearly and directly
- writing to audience needs
- group interaction
- questioning to obtain information and/or clarify information and understanding
- oral reporting
- participating in routine meetings
- recording of discussions.

**Interpersonal techniques** may include:

- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- using and interpreting verbal and non-verbal language
- observation techniques
- use of positive, confident and cooperative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate.

**Social and cultural differences** may include:

- verbal and non-verbal language
- languages other than English
- traditional practices and observations
- beliefs, values and practices
- food and diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender and sexuality.

**Work order** may include details of:

- specifications and components of biometric equipment/system
- location of biometric equipment/system
- monitoring parameters
- OHS, privacy and other legal requirements
- resource requirements
- access and authorisation requirements
- reporting requirements
- work schedule.

**Mode** may be:

- single
- multiple (a biometric system that integrates two or more biometric technologies).

**Resources** may include:

- computer equipment
- hardware and software
- communications equipment
- procedural manuals
- standard operating procedures.

**Administrative requirements** may relate to:

- licensing
- access
- authorisations.

**Risks** may relate to:

- personnel
- data and information
- property.

**Hazards** may be:

- ergonomic (e.g. improper manual handling methods)
- environmental (e.g. improper use of materials and chemicals)
- obstructive (e.g. blocked access to emergency entry or exit points)
- associated with electrical or mechanical faults.

**Ergonomic** considerations may include:

- work station height and layout
- chair height, seat and back adjustment
- screen position
- keyboard and mouse position
- footrest
- posture
- avoiding radiation from computer screens
- lighting
- noise minimisation
- rest periods and exercise breaks.

**Enrolment** relates to:

- the initial process of collecting biometric data from a user and storing it in a template for future comparison.

**Records and reports:**

- may be:
  - manual
  - computer-based
  - other appropriate organisational communication system
- may detail:
  - biometric equipment/system specifications
  - activity reports
  - faults and irregularities in operations
  - data and information errors
  - change of shift procedures
  - security incidents or breaches
  - recommendations for improvements to processes.

**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**

Evidence gathered is to be related to:

- complying with organisational policies and procedures, including OHS, relevant to biometric work tasks
- complying with applicable legislation and code of ethics applicable to privacy and client confidentiality
- organising resources and relevant authorisations required to undertake monitoring work appropriate to type and mode of biometric equipment/system
- responding to biometric equipment/systems, data and information in a systematic manner and implementing procedures to verify accuracy and reliability of received information
- prioritising and responding promptly to data and information in compliance with monitoring parameters
- implementing and monitoring change of shift procedures and accurately completing and maintaining documentation, records and reports.



**Context of and specific resources for assessment**

Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. It is to comply with relevant regulatory requirements or Australian standards requirements.

The following resources must be available:

- materials and equipment relevant to monitoring biometric equipment and systems
- work instructions and related documentation

Where applicable, physical resources should include equipment modified for people with disabilities.

**Method of assessment**

Assessment methods must satisfy the endorsed Assessment Guidelines of PRS03 Asset Security Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.

Assessment may be in conjunction with assessment of other units of competency.

**PRSBIO301A**  
**Unit Descriptor**

**Maintain biometrics database**

This unit of competency specifies the outcomes required to maintain optimal performance of a biometric database. It requires the ability to monitor and respond to biometric equipment/systems data and information, receive and verify data, identify discrepancies and potential breaches of security, and implement appropriate responses. It also requires the ability to interpret and apply effective principles and requirements relating to confidentiality, privacy and security in own work.

The unit involves change of shift duties, including the processing and maintenance of workplace information.

An understanding of the operating principles of biometric equipment, systems and technology is required.

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

**Employability Skills**  
**Application of the Unit**

This unit contains employability skills.

This unit has been developed for application in any industry involved with the maintenance of workplace security. It supports the attainment of skills and knowledge required for competent workplace performance in security operations of all sizes. Skills and knowledge are to be used within the scope of the person's job and authority.

**Unit Sector**

Security Operations - Biometrics

**Functional Area**

Biometrics

**ELEMENT**

**PERFORMANCE CRITERIA**

1. Apply the principles of confidentiality, privacy and security in own work.

- 1.1 Applicable **occupational health and safety (OHS), legislative** and **organisational requirements** relating to **biometric database maintenance** are identified and complied with.
- 1.2 Relevant **privacy legislation** and code of ethics relating to the workplace application of biometric technology are accessed and interpreted.
- 1.3 Privacy and confidentiality of verbal and written client data and information are securely maintained according to legislative and organisational requirements.
- 1.4 Potential confidentiality issues are promptly identified and clarified as required with **appropriate personnel**.
- 1.5 Effective **communication** and **interpersonal techniques** are used that reflect sensitivity to individual **social and cultural differences**.

2. Manage database security and access.
  - 2.1 Database **security and access** arrangements are implemented and maintained according to legislative and organisational requirements.
  - 2.2 Processes are implemented and monitored to ensure only authorised personnel access data and information.
  - 2.3 Processes are established to monitor and maintain the quality and integrity of data and information retained on the database.
  - 2.4 Processes are established and maintained for the routine monitoring of the network server and **computer system** for security breaches.
  - 2.5 Procedures for the safe **storage and protection** of data and information are implemented and maintained.
  
3. Maintain database.
  - 3.1 Biometric equipment/systems **performance** history is accessed and assessed and faults or breaches of security are promptly identified.
  - 3.2 Database is identified and relevant software and hardware are installed as required according to manufacturer specifications.
  - 3.3 **Relevant information** regarding software and hardware maintenance is accessed and reviewed as required.
  - 3.4 **Enrolment** procedures are conducted in a systematic manner to ensure accuracy and currency of data.
  - 3.5 Virus protection is checked and updated as required to ensure continuous integrity and protection of data.
  - 3.6 Database **backup** procedures are identified that are appropriate for type and method of data storage and maintained according to established housekeeping procedures.
  
4. Monitor database performance problems.
  - 4.1 Operational performance-based biometric testing and reporting requirements are established and conducted according to organisational requirements.
  - 4.2 **Performance problems** are identified and recorded.
  - 4.3 Appropriate database performance **diagnostic tool** is identified and used according to manufacturer specifications.
  - 4.4 Appropriate fixes are undertaken based on diagnostic results in consultation with appropriate personnel.
  - 4.5 Complex faults outside area of responsibility or competence are reported for specialist assistance.

- 5. Compile reports.
  - 5.1 Results of maintenance operations are accurately and clearly recorded according to workplace procedures.
  - 5.2 Maintenance operations are reviewed and procedures to **improve** effectiveness are confirmed in consultation with appropriate personnel.
  - 5.3 Reports are prepared using **appropriate formats** and presentation methods according to organisational requirements.
  - 5.4 Reports are produced based on gathered data and reviewed and checked for accuracy.
  - 5.5 **Records and reports** are securely maintained according to legislative and organisational requirements.

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required skills:

Required skills include:

- accurately and securely maintain records, reports and other workplace information
- apply best practice in backup and recovery strategies
- collate, interpret and record data
- comply with applicable confidentiality and privacy requirements
- comply with legislation, regulations, standards and codes of practice relevant to the use of biometric technology and systems, including databases
- conduct checks for accurate and consistent information
- create simple queries using simple formulae
- facilitate effective change control mechanisms
- implement and maintain security of biometric technology and systems, including databases
- organise work priorities and arrangements and complete work tasks within designated timeframes
- relate effectively to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- resolve routine problems
- select and use appropriate information technology
- undertake effective enrolment of biometric and biographical data
- written communication skills sufficient to document performance problems and results of monitoring operations, and to complete relevant records and reports
- use appropriate communication and interpersonal skills, including speaking clearly and questioning.

### Required knowledge:

Required knowledge and understanding include:

- applicable federal and state or territory legislation, regulations, standards and codes of practice relevant to the full range of processes relating to the use of biometric technology and systems, including databases
- appropriate mathematical procedures for estimating, measuring and calculating
- backup and recovery methods
- common database performance problems
- data analysis techniques
- database administration, security and storage requirements
- database maintenance procedures
- ergonomic and safe work practices and procedures
- established threshold levels and their impact on security
- initial enrolment procedures
- management of enrolment data
- operational principles of information technology
- operational principles of local area networks (LANs) and wide area networks (WANs)
- organisational standards, requirements, policies and procedures for maintaining a biometric database
- organisational procedures for recording, reporting and maintaining workplace information
- principles of cultural diversity and access and equity
- types and features of database design
- virus protection procedures

- types, functions and parameters of biometric database technology, including hardware and software and their application
- types, functions and parameters of diagnostic tools
- workplace communication channels, protocols and procedures.

## 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.

***OHS requirements*** are to be in accordance with federal and state or territory legislation and regulations, and organisational safety policies and procedures. Requirements relate to:

- identifying hazards
- controlling and minimising risks
- eliminating hazardous materials and substances
- safe use of equipment, including:
  - personal protective clothing and equipment
  - safety equipment
  - first aid equipment
  - fire safety equipment
  - business technology
- correct manual handling, including shifting, lifting and carrying
- safety procedures for the protection of self and others.

***Legislative requirements*** are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may relate to:

- award and enterprise agreements
- industrial relations
- Australian standards
- confidentiality and privacy
- OHS
- environment
- equal opportunity
- relevant industry codes of practice
- duty of care
- anti-discrimination and diversity
- licensing arrangements
- Compliance Policy Guidelines.

**Organisational**

**requirements** may relate to:

- legal, organisational and site guidelines, policies and procedures relating to own role and responsibility
- standard operating procedures
- quality assurance
- procedural manuals
- continuous improvement processes and standards
- OHS
- emergency and evacuation procedures
- ethical standards
- recording and reporting
- access and equity principles and practices
- equipment use, maintenance and storage
- ergonomic practices
- environmental management (e.g. waste disposal, recycling and re-use guidelines)
- procedures for following instructions and accessing information
- physical environment.

**Biometrics** refers to:

- a measurable physical characteristic or personal behavioural trait used to recognise the identity or verify the identity of an individual.

**Biometric database**

includes:

- data describing individual behavioural and/or physiological characteristics.

**Maintenance** parameters may relate to:

- integrity of biometric equipment/systems
- integrity of data and information
- functions (e.g. alarms, system on and off, access times, levels of access and identity of users gaining access)
- security incident and response requirements
- recording and reporting functions.

**Privacy legislation** may include:

- national privacy principles
- national information privacy principles
- federal and state or territory Privacy Acts.

**Appropriate personnel** may include:

- managers
- supervisors
- colleagues
- clients
- information technology specialists
- biometric technology specialists.

**Communication** may be:

- face-to-face
- verbal or non-verbal
- in languages other than English
- in Indigenous languages
- through the use of assistive technology
- via an interpreter
- listening and understanding
- speaking clearly and directly
- writing to audience needs
- group interaction
- questioning to obtain information and/or clarify information and understanding
- oral reporting
- participating in routine meetings
- recording of discussions.

**Interpersonal techniques** may include:

- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- using and interpreting verbal and non-verbal language
- observation techniques
- use of positive, confident and cooperative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate.

**Social and cultural differences** may include:

- verbal and non-verbal language
- languages other than English
- traditional practices and observations
- beliefs, values and practices
- food and diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender and sexuality.

**Security and access** may relate to:

- written permission
- data inputting
- viewing and operation
- search and browse authorities.

**Computer system** may include:

- the hardware and software components that run a computer.



**Storage and protection**

of data procedures may include:

- storage in folders and sub-folders
- storage on CD ROM, and hard and floppy disk drives
- backups
- security and authorised access requirements.

**Performance** may relate to:

- improvements in response time
- simultaneous access
- compacting database files
- repairing the database.

**Relevant information**

may include:

- standards (ISO, IEC and AS)
- version control
- schedule of maintenance
- user recommended activities
- technical specialist activities
- identification and supply of parts.

**Enrolment** relates to:

- initial process of collecting biometric data from a user and storing it in a template for future comparison.

**Backup:**

- facilities may be a single tape unit or a more comprehensive, complex networked system
- may include quality control and procedural information.

**Performance problems**

may relate to:

- false accept rate (FAR)
- false non-match or reject rate (FRR)
- failure to enrol rate (FTE or FER).

**Diagnostic tools** may

include:

- software
- electronics equipment (e.g. volt-meter, oscilloscope and data analyser).

**Improvements** may relate

to:

- threshold levels
- changes to biometric settings
- backup systems
- contingency plans.

**Appropriate formats** may

include:

- formats that cater for those with special needs, e.g. producing documents in large print.

**Records and reports:**

- may be:
  - manual
  - computer-based
  - other appropriate organisational communication systems
- may detail:
  - operational details
  - faults and diagnosis
  - security breaches
  - maintenance undertaken
  - recommended repairs
  - testing and inspection results.

**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**

Evidence gathered is to be related to:

- complying with organisational policies and procedures, including OHS, relevant to biometric work tasks
- complying with applicable legislation and code of ethics applicable to privacy and client confidentiality in maintaining biometric and biographical data
- documenting and maintaining operational reports
- establishing processes to monitor and maintain user access and the secure management of a biometric database
- identifying performance problems of a biometric database and carrying out appropriate fixes under relevant supervision
- implementing operational procedures and best practice standards for the maintenance of a biometric database and the secure storage of data.

**Context of and specific resources for assessment**

Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. It is to comply with relevant regulatory requirements or Australian standards requirements.

The following resources must be available:

- materials and equipment relevant to maintaining biometric database
- work instructions and related documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

**Method of assessment**

Assessment methods must satisfy the endorsed Assessment Guidelines of PRS03 Asset Security Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.

Assessment may be in conjunction with assessment of other units of competency.

**PRSBIO303A**  
**Unit Descriptor**

**Coordinate biometrics equipment/systems**

This unit of competency specifies the outcomes required to coordinate processes for the implementation of biometric equipment/systems in a workplace environment. It requires the ability to determine requirements for biometric equipment/systems based on an evaluation of risk assessment information, existing architecture and security requirements. It also requires the ability to interpret and apply effective principles and requirements relating to confidentiality, privacy and security in own work.

The unit involves allocating roles and responsibilities, and organising schedules and applicable security authorisations. It also involves the systematic monitoring of biometric equipment/systems to maintain operational security and ensure integrity of data and information.

An understanding of the operating principles of biometric equipment, systems and technology is required.

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

**Employability Skills**  
**Application of the Unit**

This unit contains employability skills.

This unit has been developed for application in any industry involved with the maintenance of workplace security. It supports the attainment of skills and knowledge required for competent workplace performance in security operations of all sizes. Skills and knowledge are to be used within the scope of the person's job and authority.

**Unit Sector**

Security Operations - Biometrics

**Functional Area**

Biometrics

**ELEMENT**

**PERFORMANCE CRITERIA**

- |   |  |
|---|--|
| 1. Apply the principles of confidentiality, privacy and security in own work. | <p>1.1 Applicable <b>occupational health and safety (OHS), legislative</b> and <b>organisational requirements</b> relevant to the coordination of workplace <b>biometric equipment/systems</b> are identified and complied with.</p> <p>1.2 Relevant <b>privacy legislation</b> and code of ethics relating to the workplace application of biometric technology are accessed and interpreted.</p> <p>1.3 Privacy and confidentiality of verbal and written client data and information are securely maintained according to legislative and organisational requirements.</p> <p>1.4 Potential confidentiality issues are promptly identified and clarified as required with <b>appropriate personnel</b>.</p> <p>1.5 Effective <b>communication</b> and <b>interpersonal techniques</b> are used that reflect sensitivity to individual <b>social and cultural differences</b>.</p> |
|---|--|

2. Evaluate requirements for biometric equipment/systems.
  - 2.1 **Work order** requirements are reviewed and verified in consultation with appropriate personnel.
  - 2.2 Risk assessment information is reviewed and assessed for existing and potential **threats** or **risks** to organisational security.
  - 2.3 **Existing architecture** is identified and assessed for effective integration with biometric equipment/systems.
  - 2.4 Purpose, functions, **modes** and threshold levels of biometric equipment/systems are investigated and assessed against work order requirements.
  - 2.5 Biometric equipment/systems are recommended, recorded and presented to appropriate personnel according to workplace procedures.
  
3. Coordinate and implement processes.
  - 3.1 Work schedules, roles and responsibilities are organised and allocated to appropriate personnel according to workplace procedures.
  - 3.2 **Resources** are organised and scheduled according to workplace procedures.
  - 3.3 Relevant **administrative requirements** are organised according to legislative and organisational requirements.
  - 3.4 Biometric equipment/systems are organised and located according to work order requirements.
  - 3.5 Required isolations of systems, networks and equipment are coordinated with appropriate personnel according to workplace procedures.
  
4. Maintain biometric equipment/systems and information.
  - 4.1 Biometric equipment/systems are systematically and routinely monitored for optimum performance to ensure integrity of data and information.
  - 4.2 Operational variations or non-conformance of biometric equipment/systems are identified and reported according to workplace procedures.
  - 4.3 Errors and deficiencies in data and information are identified and reported according to workplace procedures.
  - 4.4 Alternative options or recommendations for biometric equipment/systems to meet changing workplace needs and industry trends are reported according to workplace procedures.
  - 4.5 **Records and reports** are completed and maintained according to legislative and organisational requirements.

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required skills:

Required skills include:

- accurately and securely maintain records, reports and other workplace information
- conduct a risk assessment and identify potential threats or risks to organisational security
- comply with applicable confidentiality and privacy requirements
- comply with legislation, regulations, standards and codes of practice relevant to workplace biometric equipment/systems
- coordinate systems, networks and equipment isolations
- coordinate the implementation of biometric equipment/systems
- determine type and mode of biometric equipment/system to meet security requirements
- identify errors and deficiencies in received data and information
- identify operational variations or non-conformance of biometric equipment/systems
- make effective decisions
- organise work priorities and arrangements and complete work tasks within designated timeframes
- read and interpret technical information, including plans, designs and specifications
- relate effectively to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- resolve problems
- select and use equipment and technology appropriate to the work task
- undertake effective enrolment of biometric and biographical data
- written communication skills sufficient to recommend and record biometric equipment and to complete records and reports
- use appropriate communication and interpersonal skills, including speaking clearly and questioning.

### Required knowledge:

Required knowledge and understanding include:

- applicable federal and state or territory legislation, regulations, standards and codes of practice relevant to the full range of processes relating to workplace biometric technology
- appropriate mathematical procedures for estimating, measuring and calculating
- biometric equipment/systems installation and implementation processes, procedures and requirements
- ergonomic and safe work practices and procedures
- established threshold levels and their impact on security
- information gathering techniques
- initial enrolment procedures
- operational principles of information technology
- organisational security plans, goals and objectives
- organisational standards, requirements, policies and procedures for the use of biometric technology
- organisational procedures for recording, reporting and maintaining workplace information
- performance testing methods
- principles of cultural diversity and access and equity
- privacy and ethics issues associated with biometric equipment/systems
- problem identification and resolution procedures

- project management tools and techniques
- security risk management processes and techniques
- threats, risks and hazards associated with biometric equipment/systems
- types, functions and parameters of biometric technology, including software, hardware and acquisition devices
- workplace communication channels, protocols and procedures.

## 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.

***OHS requirements*** are to be in accordance with federal and state or territory legislation and regulations, and organisational safety policies and procedures. Requirements relate to:

- identifying hazards
- controlling and minimising risks
- eliminating hazardous materials and substances
- safe use of equipment, including:
  - personal protective clothing and equipment
  - safety equipment
  - first aid equipment
  - fire safety equipment
  - business technology
- correct manual handling, including shifting, lifting and carrying
- safety procedures for the protection of self and others.

***Legislative requirements*** are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may relate to:

- award and enterprise agreements
- industrial relations
- Australian standards
- confidentiality and privacy
- OHS
- environment
- equal opportunity
- relevant industry codes of practice
- duty of care
- anti-discrimination and diversity
- licensing arrangements
- Compliance Policy Guidelines.

**Organisational requirements** may relate to:

- legal, organisational and site guidelines, policies and procedures relating to own role and responsibility
- standard operating procedures
- quality assurance
- procedural manuals
- continuous improvement processes and standards
- OHS
- emergency and evacuation procedures
- ethical standards
- recording and reporting
- access and equity principles and practices
- equipment use, maintenance and storage
- ergonomic practices
- environmental management (e.g. waste disposal, recycling and re-use guidelines)
- procedures for following instructions and accessing information
- physical environment.

**Biometrics** refers to:

- a measurable physical characteristic or personal behavioural trait used to recognise the identity or verify the identity of an individual.

**Biometric equipment/systems** are:

- automated systems able to capture a biometric sample from an individual person, extract biometric data from the sample, compare the data with one or more reference template, determine the quality of a match, and indicate whether or not an identification or verification of identity has been achieved.

**Biometric equipment/systems** may include:

- acquisition devices:
  - optical scanners
  - microphones
  - cameras (e.g. video, infra-red enabled video and single-image)
  - chip or reader embedded in peripheral device
- software:
  - server-based authentication software for biometric authentication and logging
  - software associated with acquisition devices
- hardware
- interconnecting infrastructure
- biometric servers.

**Privacy legislation** may include:

- national privacy principles
- national information privacy principles
- federal and state or territory Privacy Acts.



**Appropriate personnel**

may include:

- managers and supervisors
- colleagues
- clients
- information technology specialists
- biometric technology specialists.

**Communication** may be:

- face-to-face
- verbal or non-verbal
- in languages other than English
- in Indigenous languages
- through the use of assistive technology
- via an interpreter
- listening and understanding
- speaking clearly and directly
- writing to audience needs
- group interaction
- questioning to obtain information and/or clarify information and understanding
- oral reporting
- participating in routine meetings
- recording of discussions.

**Interpersonal techniques**

may include:

- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- using and interpreting verbal and non-verbal language
- observation techniques
- use of positive, confident and cooperative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate.

**Social and cultural**

**differences** may include:

- verbal and non-verbal language
- languages other than English
- traditional practices and observations
- beliefs, values and practices
- food and diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender and sexuality.

**Work order** may include details of:

- security goals and objectives
- client requirements
- risk and threat assessments
- available resources
- funding
- work schedules
- reporting requirements
- OHS, privacy and other legal requirements.

**Threats:**

- are intentional or unintentional potential events that could compromise the security integrity of physical and technical organisational systems.

**Risks** may relate to:

- personnel
- data and information
- property.

**Existing architecture** may include:

- servers
- websites
- local area networks (LANs)
- wide area networks (WANs)
- mainframe systems
- desktop PCs.

**Modes** may be:

- single
- multiple (a biometric system that integrates two or more biometric technologies).

**Resources** may include:

- biometric equipment/systems
- human resources
- tools
- equipment.

**Administrative requirements** may relate to:

- licensing
- access
- authorisations.

**Records and reports:**

- may be:
  - manual
  - computer-based
  - other appropriate organisational communication system
- may detail:
  - biometric equipment/systems
  - security requirements
  - technical data and specifications
  - resource requirements
  - work schedules
  - allocated roles and responsibilities
  - activity reports
  - errors in received data and information
  - operational faults and deficiencies.

**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**

Evidence gathered is to be related to:

- allocating roles and responsibilities, and organising schedules, resources, security authorisations and isolations appropriate to coordinating biometric equipment/systems
- complying with organisational policies and procedures, including OHS, relevant to biometric work tasks
- complying with applicable legislation and code of ethics applicable to privacy and client confidentiality
- determining requirements for biometric equipment/systems based on an accurate assessment of immediate security requirements
- evaluating operational effectiveness of integrating biometric equipment/systems with existing architecture
- maintaining operational security and ensuring integrity of data and information by systematically monitoring biometric equipment/systems
- recommending alternative options or improvements to biometric equipment/systems to meet changing workplace needs and industry trends.

**Context of and specific resources for assessment**

Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. It is to comply with relevant regulatory requirements or Australian standards requirements.

The following resources must be available:

- materials and equipment relevant to coordinating biometric equipment/systems
- work instructions and related documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

**Method of assessment**

Assessment methods must satisfy the endorsed Assessment Guidelines of PRS03 Asset Security Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.

Assessment may be in conjunction with assessment of other units of competency.

## PRSSM401A

## Manage a safe workplace

### Unit Descriptor

This competency standard covers OHS responsibilities of employees with supervisory responsibilities to implement and monitor the organisation's Occupational Health and Safety policies, procedures and programs in the relevant work area to meet legislative requirements. This unit has been adapted from Generic Competency B in the National Guidelines for Integrating Occupational Health and Safety Competencies into National Industry Competency Standards.

### Unit Sector

Security and Risk Management

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| 1. Provide information to the work group about Occupational Health and Safety policies and procedures    | 1.1 Relevant provisions of <i>Occupational Health and Safety legislation</i> are accurately explained to the work group<br>1.2 Information on the organisation's Occupational Health and Safety <i>policies, procedures and programs</i> is provided in a readily accessible manner to the work group<br>1.3 Information about <i>identified hazards</i> and the outcomes of <i>risk assessment</i> and control is regularly provided and clearly explained to the work group   |
| 2. Implement and monitor participative arrangements for the management of Occupational Health and Safety | 2.1 The importance of effective consultative mechanisms in managing health and safety risks are explained<br>2.2 Consultative procedures are implemented and monitored to facilitate participation of work group in management of work area hazards<br>2.3 Issues raised through consultation are promptly dealt with in accordance with <i>organisational consultation procedures</i><br>2.4 The outcomes of consultation over Occupational Health and Safety issues are recorded and communicated promptly to the work group                                  |
| 3. Implement and monitor procedures for Occupational Health and Safety training                          | 3.1 <i>Occupational Health and Safety training</i> needs are systematically identified in line with organisational requirements<br>3.2 Arrangements are made to meet Occupational Health and Safety training needs of team members in consultation with relevant individuals<br>3.3 Workplace <i>learning opportunities</i> are provided to facilitate team and individual achievement of identified training needs<br>3.4 Costs associated with provision of training for work team are identified and reported to management for inclusion in financial plans |

- 4. Implement and monitor procedures for identifying hazards, assessing and controlling risks
  - 4.1 Hazards in work area are identified and reported in accordance with Occupational Health and Safety policies and procedures
  - 4.2 Team member hazard reports are actioned promptly in accordance with organisational procedures
  - 4.3 Procedures to control risks are implemented using the hierarchy of controls and organisational requirements
  - 4.4 Inadequacies in existing risk control measures are identified and reported in accordance with hierarchy of controls
  
- 5. Implement and monitor procedures for maintaining Occupational Health and Safety records
  - 5.1 *Occupational Health and Safety records* of incidents of occupational injury and disease in work area are accurately completed and maintained in accordance with OHS legal requirements
  - 5.2 Aggregate information and data from work area records are used to identify hazards and monitor risk control procedures in work area

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to developing an understanding of the organisational requirements and individual job requirements may be shared and discussed with colleagues and / or the supervisor.	3
Collecting analysing and organising information	Legislative and regulatory information relevant to each assignment may be collected, analysed and complied with as required.	3
Planning and organising activities	Resources may be prioritised and co-ordinated.	3
Working with others and in teams	Assistance may be provided among team members to carry out and fulfil job requirements within designated timelines.	3
Using mathematical ideas and techniques	Mathematics may be applied as an aid to measure and schedule tasks.	3
Solving problems	In the application of skills and knowledge to complete work tasks.	3
Using technology	To aid access to enterprise information and manage scheduling and completion of tasks.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Relevant Occupational Health and Safety legislation may include:

- State / Territory / Commonwealth Occupational Health and Safety Acts, regulations and codes of practice
- general duty of care under Occupational Health and Safety legislation and common law
- provisions relating to roles and responsibilities of health and safety representatives and / or Occupational Health and Safety committees
- provision relating to Occupational Health and Safety issue resolution

Organisational Occupational Health and Safety policies, procedures and programs may include:

- procedures for hazard identification
- procedures for risk assessment, selection and implementation of risk control measures
- incident (accident) investigation
- OHS audits and safety inspections
- consultative arrangements for employees in work area
- hazard reporting procedures
- safe operating procedures / instructions
- use and care of personal protective equipment
- emergency and evacuation procedures
- purchasing policy and procedures
- plant and equipment maintenance and use
- hazardous substances use and storage
- dangerous goods transport and storage
- OHS arrangements for on site contractors, visitors and members of public
- first aid provision / medical practitioner contact and attention
- site access

Hazards may be recognised through the following activities:

- workplace inspections in area of responsibility
- consulting work team members
- checking equipment before and during work
- review of records, eg injury, hazardous substances including labels and MSDS register, dangerous goods storage list, training, plan and equipment maintenance, etc
- checking equipment or the work area before work commences and during work
- workplace inspections
- housekeeping

Workplace procedures for controlling risks may include:

- hazard reporting procedures
- job procedures and safe work instructions and allocation of responsibilities
- emergency, fire and accident procedures
- safe sitting, lifting and handling
- security of documents, cash, equipment, people
- accident and near miss reporting and recording procedures
- consultation on Occupational Health and Safety issues
- correct selection, use, storage and maintenance procedures for safety equipment and personal protective equipment
- removing the cause of a risk at its source (eliminating the hazard)

Organisational procedures for consultation may include:

- formal and informal meetings which include Occupational Health and Safety
- health and safety committees
- other committees, for example, consultative, planning and purchasing
- election of health and safety representatives in accordance with legislative requirements
- attendance of health and safety representatives at management and OHS planning meetings
- early response to suggestions, requests and concerns put forward to management
- counselling / disciplinary processes

Occupational Health and Safety training may include:

- induction training
- specific hazard training
- specific task or equipment training
- emergency and evacuation training
- training as part of broader programs (eg equipment operation)

Workplace learning opportunities may include:

- coaching, mentoring and / or supervision
- formal / informal learning programs
- internal / external training provision
- work experience / exchange opportunities
- personal study
- career planning / development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment



Occupational Health and Safety records may include:

- Occupational Health and Safety audits and inspection reports
- health surveillance and workplace environmental monitoring records
- records of instruction and training
- manufacturers and suppliers information, including materials safety data sheets and dangerous goods storage lists
- hazardous substances registers
- maintenance and testing reports
- workers compensation and rehabilitation records
- first aid / medical post records

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to manage a safe workplace. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Apply organisational management systems and procedures to Occupational Health and Safety within work group area
- Identify and comply with Occupational Health and Safety legal and organisational requirements
- Apply procedures for Identifying hazards in the work area
- Apply procedures for assessing and controlling risks to health and safety associated with those hazards, in accordance with the hierarchy of control.
- Provide specific, clear and accurate information and advice on workplace hazards to work group
- Provide appropriate supervision of work group

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Knowledge of the legal responsibilities of employers, supervisors and employees in the workplace
- Knowledge of hazards and associated risks which exist in the workplace
- Knowledge of organisational policies and procedures relating to hazard management, fire, emergency, evacuation, incident (accident) investigating and reporting
- Understanding the relevance of consultation as a key mechanism for improving workplace Occupational Health and Safety culture
- Knowledge of the principles and practices of Occupational Health and Safety management
- Knowledge of characteristics and composition of the workgroup

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Analysing skills to identify hazards and assess risks in the work area
- Data analysis skills including:
- Incident (accident) monitoring
- Environmental monitoring
- Evaluation of effectiveness of risk control measures
- Assessment skills to assess resources required to apply risk control measures
- Literacy skills for comprehending documentation and interpreting Occupational Health and Safety requirements
- Technology skills including the ability to operate and shut down equipment
- Coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable work area for identification of hazards and control measures
- Access to personal protective equipment
- Access to organisational health and safety policies and procedures
- Access to plain English version of Acts, regulations and codes of practice
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSM402A

## Implement effective communication techniques

### Unit Descriptor

This competency standard covers the skills and knowledge required to select and use appropriate communication techniques within a security context. It requires the ability to assess situations and adapt communication techniques accordingly, use clear and concise language, and utilise appropriate skills to address conflict situations. This work would be carried out under minimal supervision within organisational guidelines.

### Unit Sector

Security and Risk Management

### ELEMENT

### PERFORMANCE CRITERIA

- |  |  |
|--|--|
| 1. Communicate effectively in the workplace              | <ul style="list-style-type: none"> <li>1.1 Workplace issues are assessed and accurately interpreted to facilitate an accurate exchange of information with the work team</li> <li>1.2 Problems and conflicts are negotiated, mediated and resolved within the work team in accordance with organisational policies and procedures</li> <li>1.3 Meetings, briefings and group working sessions are conducted by team members to increase the level of participation in the team processes</li> <li>1.4 Communication between work team members is clear, concise and informative</li> <li>1.5 <i>Interpersonal communication techniques</i> and manner reflects organisational professional standards</li> </ul>                        |
| 2. Assess and apply appropriate communication techniques | <ul style="list-style-type: none"> <li>2.1 Verbal communication is selected from a range of communication approaches and is appropriate to the identified audience</li> <li>2.2 Body language and non-verbal behaviour is correctly assessed and responded to in an appropriate manner</li> <li>2.3 Active listening skills are employed and questioning techniques are used to clarify issues</li> <li>2.4 Communication strategies reflect a sensitivity to <i>social and cultural differences</i> in accordance with legislative and <i>organisational requirements</i></li> <li>2.5 Contradictions, ambiguities, uncertainty or misunderstandings are identified and clarified using appropriate sources and references</li> </ul> |

- 3. Utilise conflict resolution / negotiation skills
  - 3.1 Control and objectivity is maintained at all times in *conflict situations*
  - 3.2 Effective verbal and non verbal communication techniques are used during negotiations
  - 3.3 Feedback is given assertively and received non-defensively during negotiations
  - 3.4 Persons involved in conflict are separated where appropriate and relevant *solutions* negotiated or imposed that comply with *legislative* and organisational policies and procedures
  - 3.5 Expert advice and / or assistance is sought as required in accordance with organisational procedures

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Ideas and information may be communicated clearly to individuals and the work team to ensure an accurate exchange of information.	2
Collecting analysing and organising information	Information may be collected, analysed and organised to contribute to the work team's information needs.	2
Planning and organising activities	Workplace meetings and briefings may be planned and organised.	2
Working with others and in teams	Team work may be used to collect and prepare workplace information.	2
Using mathematical ideas and techniques	Mathematical ideas and techniques may be used in the scheduling of workplace meetings and briefings.	1
Solving problems	Problem solving skills may be used to de-escalate conflict situations.	2
Using technology	Technology may be used to communicate and manage information.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Interpersonal communication techniques may include:

- verbal or non-verbal language
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

Social and cultural differences may be expressed in:

- language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Conflict situations may include:

- workplace grievance situations
- workplace disputes, workplace complaints
- disruptive public behaviour
- disputes at traffic accident sites
- disputes over procedural issues (eg rallies, demonstrations)
- life threatening situations (eg family hostage situations, confrontations with armed persons)
- controlling crowds

Solutions may include:

- the issuing of instruction / direction
- employment of de-escalation processes
- the 'use of force'
- accessing additional assistance from emergency / support agencies
- provision of on-the-spot counselling

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to implement effective communication techniques. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Interact and communicate with colleagues, clients and members of the public in an appropriate and effective manner which reflects sensitivity to individual social and cultural differences
- Use clear and concise language that is appropriate to the identified audience which reflects the professional standards of the organisation
- Accurately assess body language and non-verbal behaviour
- Select and use effective verbal and non-verbal communication techniques in conflict situations to reduce the situation where possible to a controllable level

### **What specific knowledge is needed to achieve the performance criteria?**

- Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:
- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Principles of effective communication and interpersonal techniques
- Teamwork principles and strategies
- The communicative process and internal / external barriers to effective communication
- Impacts of social and cultural differences on the communicative process
- Types of conflict situations and negotiation techniques
- Meanings of various body language forms
- Available support agencies and the types of services offered



**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Access and use workplace information
- Research, analyse and interpret information from a variety of people and reporting
- Use consultation skills effectively
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- Communicate in a clear and concise manner
- Demonstrate ethical and professional behaviour
- Recognise and respond to conflict situations
- Use active listening
- Negotiate / mediate conflict situations
- De-escalate incidents
- Use verbal communication to take control of situations
- Adapting personal communication style to a variety of situations

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM404A**  
**Unit Descriptor**

**Advise on security needs**

This competency standard covers the skills and knowledge required to determine a client's security requirements and security risk. It requires the ability to provide accurate security services recommendations and alternative options, analyse security risk, present advice in a suitable format, and monitor and evaluate client feedback. This work would be carried out under minimal supervision within organisational guidelines.

**Unit Sector**

Security and Risk Management

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                        |   |
|------------------------|---|
| 1. Assess client needs | <ul style="list-style-type: none"> <li>1.1 Consultative processes are conducted to verify the immediate, short and long term security requirements of the <i>client</i> in accordance with organisational policies and procedures</li> <li>1.2 <i>Interpersonal techniques</i> are appropriate to <i>assignment requirements</i> and reflect sensitivity to individual <i>social and cultural differences</i></li> <li>1.3 Security and / or <i>risk</i> assessment analyses is undertaken as required in accordance with <i>legislative</i> and <i>organisational requirements</i></li> <li>1.4 Existing or potential security issues are identified and / or anticipated and discussed with the client in accordance with organisational policy and procedures</li> <li>1.5 A range of suitable security services and options are discussed and confirmed with the client in accordance with organisational procedures</li> <li>1.6 Personal limitations in assessing <i>client requirements</i> are identified and assistance is sought as required from <i>appropriate person(s)</i></li> </ul> |
| 2. Provide advice      | <ul style="list-style-type: none"> <li>2.1 <i>Business equipment</i> is used in accordance with manufacturers specifications to source, organise and present information</li> <li>2.2 Presented information uses clear and concise language, is free of inconsistencies and meets organisational standards of style, format and accuracy</li> <li>2.3 Clients are provided with comprehensive advice about available security products and services to meet identified security requirements outlining clear benefits to the client and organisation</li> <li>2.4 Recommendations and alternative options are supported by gathered and verifiable information and are presented for review in accordance with organisational requirements</li> <li>2.5 Feedback is sought and all queries are responded to promptly, courteously and accurately with appropriate regard to client concerns and organisational interest</li> <li>2.6 All information is handled safely and securely in accordance with client confidentiality, legislative and organisational requirements</li> </ul>               |

- 3. Evaluate effectiveness of advice
  - 3.1 A process of continual *assessment* is applied to review and evaluate client services to ensure high standard of service is maintained in accordance with organisational policy and procedures
  - 3.2 Industry trends are identified and options for upgrading services are explored and presented to the client in accordance with organisational procedures
  - 3.3 Client security requirements are continually monitored, analysed and recommendations to modify advice are discussed with appropriate person(s) in accordance with organisational procedures
  - 3.4 Client satisfaction with service delivery is reviewed using verifiable data in accordance with organisational policy and procedures
  - 3.5 Relevant *reports and records* are completed and processed in accordance with organisational procedures

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Security services recommendations and alternative options may be presented to the client for consideration.	2
Collecting analysing and organising information	Security risk assessment may be conducted and organised by records or reports for analysis.	2
Planning and organising activities	Client services may be continually monitored and feedback sought to evaluate effectiveness of advice.	2
Working with others and in teams	Team work may be applied in the assessment and development of security services recommendations to meet client requirements within designated timeframes.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to estimate resource requirements and plan and schedule work tasks.	2
Solving problems	Client complaints may be dealt with in a courteous and professional manner and reported in line with organisational policy.	2
Using technology	Technology may be used to communicate, schedule, source and document information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Client may be:

- owner
- property agent
- tenant
- building supervisor
- manager
- project manager
- agent
- government and legal instruments / agencies

Interpersonal techniques may include:

- verbal or non-verbal language
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

Assignment requirements may include:

- instructions from client / management
- work tasks, objectives and schedules
- resource and equipment requirements
- reporting and documentation requirements

Social and cultural differences may be expressed in:

- language (verbal, non-verbal, English)
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Security risks may include:

- vandalism
- trespass
- break-in
- burglary
- assault or harm
- sabotage
- unauthorised access
- theft
- pilferage
- deliberate or accidental damage
- threats of loss, harm or damage to persons or property

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- Emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (eg grooming, personal presence, uniform standards, attitude, professional expectations on staff)

Client requirements may include:

- protection of persons
- property or assets
- conformance with insurance, government or other requirements
- assets / areas to be protected
- systems / function requirements
- available security system options
- budgetary parameters

Appropriate person(s) may include:

- client
- management
- colleagues
- manufacturers
- security consultants
- other professional or technical staff

Business equipment may include:

- computers
- computer applications (including email)
- modems
- personal schedulers
- palmtop or handheld devices
- personal information managers
- internet / extranet / intranet
- facsimile machines
- printers
- photocopiers
- scanners

- Assessment may involve:
- review to specifications and other documentation within organisational and industry policy guidelines
  - competency assessment for recording purposes

- Reports and records may include:
- written reports
  - security / risk assessments
  - oral briefings
  - operations log
  - telephone notification
  - activity reports
  - running sheets
  - task allocation sheets
  - radio / telephone records

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to advise on security needs. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Accurately assess client security requirements and determine appropriate security options to meet client needs and expectations
- Provide and present in a suitable format appropriate security recommendations and alternative options to benefit client and organisation
- Use appropriate security assessment methods to determine client and risk assessment requirements
- Monitor client services, evaluate feedback and modify client services as required
- Accurately and concisely complete all necessary documentation summarising security requirements and assessed security risk

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and organisational policies and procedures
- Organisational and client confidentiality requirements
- Duty of Care
- Relevant industry standards and codes of conduct
- Security risk assessment methods
- Types and functions of security equipment and systems
- Building construction methods and types
- Basic requirements for installation of security systems
- Basic problem solving strategies
- Operational principles of information technology
- Principles of effective communication
- Reporting procedures and documentation requirements and processes
- Interpretation of security systems, including how and where security manpower fits into the picture

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner
- Prepare and present reports
- Apply active listening
- Seek feedback and take appropriate action
- Assess security requirements
- Read and interpret plans, designs and specifications
- Apply safe and efficient work practices
- Organise work tasks in a methodical manner
- Prioritise tasks and complete work within designated timeframes
- Present a professional image to members of the public and colleagues
- Comply with relevant legislative and regulatory requirements
- Enter data using basic keyboarding skills
- Identify potential security threats to people, property and premises

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSM406A Unit Descriptor

## Monitor and review security operations

This competency standard covers the skills and knowledge required to supervise field work teams during the conduct of various security activities. It requires the ability to source and apply relevant information, organise technology and equipment suitable to the assignment, deal with operational problems, assess and evaluate operational effectiveness and report findings accordingly. This work would be carried out under minimal supervision within organisational guidelines.

### Unit Sector

Security and Risk Management

### ELEMENT

### PERFORMANCE CRITERIA

- |                                    |  |
|------------------------------------|--|
| 1. Prepare for security operations | 1.1 Assignment instructions and relevant information is obtained and reviewed to identify client and <i>organisational requirements</i>  |
|                                    | 1.2 <i>Operating environment</i> and any <i>special equipment or resource requirements</i> are identified  |
|                                    | 1.3 <i>Security technology and equipment</i> requirements are checked for operational effectiveness in accordance with manufacturers specifications, <i>legislative</i> and organisational requirements          |
|                                    | 1.4 <i>Communication channels and processes</i> are established with <i>appropriate person(s)</i> in accordance with organisational procedures   |
|                                    | 1.5 Operational phases are prioritised in accordance with the required sequence of activities and structured to allow for future operational reviews   |
|                                    | 1.6 Occupational Health and Safety and environmental issues are identified and appropriate risk control measures implemented in accordance with organisational requirements                                      |
| 2. Monitor security operations     | 2.1 Security operations are systematically <i>monitored</i> to ensure industry standards, legislative and organisational requirements are met  |
|                                    | 2.2 Security systems and technology are used effectively to monitor security operations in accordance with manufacturers specifications, legislative requirements and organisational procedures                  |
|                                    | 2.3 Operational plan is reviewed and adjusted as required to maintain and / or improve efficiency and effectiveness of security operations   |
|                                    | 2.4 <i>Factors</i> affecting the achievement of assignment instructions are promptly identified and recommendations for variation to operational plans are negotiated with and approved by appropriate person(s) |
|                                    | 2.5 Requests by personnel for <i>assistance</i> are identified and promptly arranged to ensure compliance with OHS, legislative and organisational requirements  |
|                                    | 2.6 All relevant operational information is recorded in a timely, chronological and accurate manner in accordance with legislative and organisational guidelines   |

- 3. Review operations
  - 3.1 A process of continual *assessment* is applied to review and evaluate security operations
  - 3.2 Regular briefings and debriefings of all relevant personnel are conducted to ensure effective exchange of information
  - 3.3 Incident observations and relevant information is provided accurately and constructively and *opportunities for improvement* are identified
  - 3.4 Security operations are reviewed and written findings and recommendations are forwarded to appropriate person(s) to inform future practice
  - 3.5 Client satisfaction with service delivery is reviewed using verifiable data in accordance with organisational procedures
  - 3.6 All relevant workplace *documentation* is completed and processed in accordance with legislative and organisational procedures

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Communication channels and processes may be established and verified with relevant personnel.	3
Collecting analysing and organising information	A process of systematic assessment, constructive feedback and other information from relevant personnel may be collected and reviewed to ascertain effectiveness of security operations.	3
Planning and organising activities	Operational phases may be planned and prioritised to assist with the review and evaluation of security operations.	3
Working with others and in teams	Team work may be used to source information, provide feedback and facilitate effective interaction to achieve assignment tasks.	3
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise and schedule work tasks, and estimate equipment and resource requirements.	2
Solving problems	A systematic and flexible approach to the monitoring of security activities may be used to promptly address problems and implement adjustments as required.	3
Using technology	Technology may be used to communicate, source, review and document information.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from client / management
- work tasks, objectives and schedules
- resource and equipment requirements
- reporting and documentation requirements
- licensing requirements
- organisational policies and procedures applicable to the conduct of security operations

Relevant information may be included in:

- security operational plans
- personnel schedules
- terms of reference
- copy of contract documentation
- communication and reporting channels
- operations manuals
- manufacturers specifications
- organisational operating procedures and policies
- applicable legislation and codes of practice

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (eg grooming, personal presence, uniform standards, attitude, professional expectations on staff)

Operating environment  
may relate to:

- nature of operations
- type of industry
- neighbours
- situational issues
- environmental issues
- financial markets
- competitors
- stability of company, organisation, industry and market
- size of company
- workforce
- core business functions
- key stakeholders
- scale of operations
- market share

Special equipment or  
resource requirements  
may relate to:

- specialised communication equipment (such as radio head sets, or covert communication equipment)
- specialised access control systems (eg bioscan or similar technology)
- additional staff (with or without specialist training)
- defensive equipment such as batons, firearm, and the relevant licenses, permits and storage facilities

Security technology and  
equipment may include:

- communication equipment (two-way radio, pager, telephone, mobile telephone)
- office equipment (computers, computer applications)
- security equipment (electronic screening equipment, video cameras and monitors, alarms and signals,)

Applicable legislation,  
codes and national  
standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

Communication channels and processes may include:

- organisational networks
- formal communication pathways
- direct line supervision paths
- lateral supervision paths
- communication protocols
- verbal communication procedures (pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations, hand signals)

Appropriate person(s) may include:

- clients
- management
- colleagues
- support agencies / emergency services
- human resource personnel
- legal representatives

Monitoring may be conducted:

- visually
- by camera (optical recording device)
- audio recording device
- electronically / digitally

Factors may include:

- competing work demands
- technology / equipment breakdowns
- unforeseen incidents
- workplace hazards, risks and controls
- environmental factors (time, weather)
- resource and materials availability
- budget constraints

Assistance may involve:

- providing back-up support
- explaining / clarifying
- problem solving
- providing encouragement
- providing feedback to another team member
- undertaking extra tasks as necessary

Assessment may include:

- review against specifications and other documentation within organisational and industry policy guidelines
- competency assessment for recording purposes

Opportunities for improvement may include:

- on-the-job instruction
- provision of learning opportunities
- demonstration
- structured feedback
- self paced learning packages
- coaching, mentoring and / or supervision
- seminars, conferences
- career planning and development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- operational effectiveness assessment
- risk analysis / risk assessment
- gaps in operational coverage as determined in internal auditing or assessment processes
- other relevant organisational changes such as need to alter policies or procedures
- organisational assessment and evaluations

Documentation may include:

- written / computer-based information
- reports / reports of incidents
- radio / telephone records
- shift reference files
- daily / weekly reports
- logs, journal and / or activity reports
- field notes and security notebooks

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to monitor and review security operations. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Accurately interpret and carry out assignment instructions using established communication channels and equipment and resources appropriate to support range of designated work tasks
- Continually monitor work carried out by individuals or a team to ensure the efficiency and effectiveness of security operations is maintained
- Identify problems or issues with operational efficiency and implement suitable contingency measures to maintain security operations
- Review and evaluate security operations through a process of continual assessment, feedback and exchange of information with relevant personnel
- Accurately complete and present documentation in a suitable style and format to designated personnel

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including OHS and licensing requirements
- Briefing and debriefing techniques
- Security issues and incident management techniques
- Principles of effective communication and interpersonal techniques
- Reporting, documentation requirements and processes
- Time management principles
- Teamwork principles and strategies
- Security risk assessment methods
- Operational principles and functions of security technology, equipment and systems
- Basic problem solving strategies
- Communication terminology (approved company greeting, call signs, codes, signals, phonetic alphabet)
- Emergency and evacuation procedures

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Apply safe and efficient work practices
- Communicate in a clear and concise manner
- Maintain effective client and colleague relations
- Prepare and present written / computer-based information
- Display team leadership
- Prioritise work tasks and maintain schedules
- Appreciate different cultural and social practices
- Estimate and calculate resource and equipment requirements
- Comply with relevant legislative and regulatory requirements
- Interpret security codes and alarm signals

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services



**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRSSM407A

# Facilitate workplace briefing and debriefing processes

## Unit Descriptor

This competency standard covers the skills and knowledge required to lead and manage a briefing or debriefing. It requires the ability to source and integrate information into a suitable format, use effective interpersonal skills to encourage positive contributions, follow up and action findings and prepare documentation. This work would be carried out under minimal supervision within organisational guidelines.

## Unit Sector

Security and Risk Management

## ELEMENT

## PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Plan and prepare for briefing / debriefing | <ul style="list-style-type: none"> <li>1.1 <i>Briefing / debriefing</i> requirements are identified, <i>planned and prepared</i> in accordance with <i>assignment instructions and organisational requirements</i></li> <li>1.2 Briefing / debriefing <i>content and format</i> is determined and confirmed with <i>appropriate person(s)</i></li> <li>1.3 Debriefing is scheduled as soon as possible following the incident in accordance with organisational procedures</li> <li>1.4 Briefing / debriefing <i>location</i> is accessible and non-threatening and encourages comfort, confidentiality and confidence in accordance with organisational policy and procedures</li> <li>1.5 Suitable <i>feedback techniques</i> are identified to ensure the needs of personnel are accurately identified in accordance with organisational procedures</li> </ul>          |
| 2. Facilitate briefing / debriefing           | <ul style="list-style-type: none"> <li>2.1 Purpose and structure of the briefing / debriefing is outlined and discussed with colleagues in accordance with organisational requirements</li> <li>2.2 Effective <i>interpersonal techniques</i> are used to encourage discussion of individual experiences, anticipated or actual roles in security activities</li> <li>2.3 Contributions from personnel are continually sought and encouraged and constructive feedback is provided as required</li> <li>2.4 A systematic approach is taken to the conduct of briefings / debriefings and is revised and modified as required to meet specific needs of personnel and assignment requirements</li> <li>2.5 Potential threats or risk to safety of self and others are identified and appropriate action implemented in accordance with organisational procedures</li> </ul> |

- 3. Conclude briefing / debriefing
  - 3.1 Issues related to the well-being of colleagues are identified and promptly acted upon in accordance with *legislative* and organisational requirements
  - 3.2 Follow up meetings with personnel are scheduled to review priorities and strategies in accordance with organisational procedures
  - 3.3 Briefing / debriefing findings are summarised and presented to appropriate person(s) for review and *subsequent action* in accordance with organisational procedures
  - 3.4 Presented information uses clear and concise language, is free of inconsistencies and meets organisational standards of style, format and accuracy
  - 3.5 Review of briefing / debriefing processes identifies areas for improvement and recommends appropriate support processes for future practice

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Briefing / debriefing purpose and structure are clearly defined and communicated to personnel.	3
Collecting analysing and organising information	Security activity and incident background information may be collected from organisational sources to structure the content and format of briefings / debriefings.	3
Planning and organising activities	Briefings / debriefings may be planned and co-ordinated prior to or after security activity as required.	3
Working with others and in teams	Team work may be used to source information and facilitate effective interaction to achieve briefing / debriefing objectives.	3
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise work tasks and schedule briefings / debriefings.	2
Solving problems	A systematic and flexible approach to the conduct of briefings / debriefings may be used to meet specific personnel requirements.	3
Using technology	Technology may be used to communicate, research, prepare and deliver briefings / debriefings, review and document outcomes.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Briefings may be planned:

- prior to undertaking operational activities
- when significant changes are anticipated at an incident
- prior to undertaking training
- prior to undertaking workplace projects and other work-related activities
- at regular intervals
- prior to implementation of changes within the organisation or operational activities

Debriefings may be planned:

- when incident personnel have been relieved
- immediately after an incident
- when personnel return to their home base
- at a convenient time after the incident
- after a meeting / event
- at shift change-overs
- after changes to the organisation or operational activities
- at regular intervals

Planning and preparation may relate to:

- notification of participating personnel
- location and timing
- purpose and subject matter
- methodology
- brief / debrief checklist
- incident background
- incident response
- fatalities, injuries, loss, damage
- welfare, stress
- control and command
- communications
- resources committed to the incident
- assessment of response strategies
- strategies to improve response
- adequacy of initial briefing
- analysis of planning
- analysis of performance against aims and objectives
- analysis of reports and other documentation

Assignment instructions may include:

- instructions from management
- work tasks, objectives and schedules
- resource and equipment requirements
- reporting and documentation requirements
- organisational policies and procedures applicable to the conduct of briefings and debriefings

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- Emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (eg grooming, personal presence, uniform standards, attitude, professional expectations on staff)

Content and format may relate to:

- facilitator-led
- collaborative
- problem based
- descriptive / illustrative
- level of language used

Appropriate person(s) may include:

- security personnel
- human resource personnel
- supervisors, management
- steering committees
- training division personnel
- industry / government agencies

Location may be determined:

- according to the timing of the brief / debrief which may be before, during or following an activity under non-operational or operational conditions

Feedback techniques may include:

- formal / informal performance appraisals
- comments from supervisors, personnel or clients
- personal, reflective behaviour strategies
- workplace assessment

Interpersonal techniques may include:

- verbal or non-verbal language
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

Subsequent action may include:

- reporting to other organisations / authorised personnel
- review of procedures
- review of organisational policies
- disciplinary action
- changes to work schedules
- recommendation of professional development activities

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to facilitate workplace briefing and debriefing processes. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Structure workplace briefing / debriefing sessions to incorporate suitable content and format to meet identified personnel requirements
- Provide a safe environment to conduct the briefing / debriefing and respond promptly to any identified risk or threat to personal safety of self and others
- Select and use suitable interpersonal methods and strategies to facilitate effective discussion and elicit and encourage contributions in a constructive and positive way
- Evaluate and reflect upon the effectiveness of the briefing / debriefing sessions in terms of meeting objectives and complete appropriate reports and documentation

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Applicable legislation including OHS
- Training methods and strategies
- Briefing and debriefing techniques
- Principles of effective communication and interpersonal techniques
- Reporting, documentation requirements and processes
- Time management principles
- Teamwork principles and strategies

### What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate clearly in a group setting
- Facilitate group discussions and apply effective questioning techniques
- Provide feedback and encourage contributions from group members
- Manage group processes and monitor group dynamics
- Prepare a briefing / debriefing plan
- Plan own work priorities
- Demonstrate ethical and professional behaviour
- Evaluate and review briefings / debriefings
- Recognise and respond to safety risk / threats
- Accurately document briefing / debriefing outcomes and maintain records
- Use active listening

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



## PRSSM408A

## Lead work teams

### Unit Descriptor

This competency standard covers the skills and knowledge required to participate in, lead and facilitate work teams. It requires the ability to facilitate team planning, monitor and assess individual performance and develop opportunities for professional development. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Security and Risk Management

### ELEMENT

### PERFORMANCE CRITERIA

- |                             |   |
|-----------------------------|---|
| 1. Facilitate team planning | <ul style="list-style-type: none"> <li>1.1 Purpose, roles, responsibilities and accountabilities of the <i>team</i> are identified and determined by the team and are in accordance with <i>organisational goals and objectives</i></li> <li>1.2 Work tasks and schedules are planned with team members to enable achievement of team goals and objectives in accordance with organisational procedures</li> <li>1.3 Team requirements are identified and clarified within the team to ensure an accurate interpretation and understanding of work specifications</li> <li>1.4 Performance measures and requirements are agreed upon within the team in accordance with organisational continuous improvement policies and processes</li> <li>1.5 Appropriate support is provided to the team as required to identify and resolve problems which may impede its performance</li> </ul>          |
| 2. Assess team performance  | <ul style="list-style-type: none"> <li>2.1 Team and individual competencies are systematically monitored to assess progress in achieving team goals and objectives</li> <li>2.2 Monitoring of performance is carried out against defined <i>performance criteria</i> in accordance with organisational procedures</li> <li>2.3 Individual strengths and weaknesses are identified and staff development requirements are assessed in accordance with organisational human resource plan</li> <li>2.4 Variations in the quality of performance are identified and positive action is taken to address deficiencies in accordance with <i>legislative</i> and organisational policies and procedures</li> <li>2.5 Performance issues which cannot be rectified or resolved within the team are referred to appropriate person(s) in accordance with <i>organisational requirements</i></li> </ul> |

- 3. Review and develop performance
  - 3.1 Team members are provided with constructive *feedback*, positive support and advice on individual and / or team performance
  - 3.2 Areas and priorities for development are identified based on an analysis of assessed performance and skill and knowledge levels against personal and team goals
  - 3.3 *Professional development opportunities* to improve individual and team own competence are identified and arranged in accordance with organisational procedures
  - 3.4 Individual and team goals and objectives are regularly reviewed to meet changes in industry and / or organisational direction in accordance with organisational policy and procedures
  - 3.5 Development plans are put in place for each team member which identify relevant development activities and are in accordance with organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Individual or team concerns may be addressed and resolved through facilitated discussion within the group.	2
Collecting analysing and organising information	Roles, responsibilities and organisational goals and objectives may be defined and clearly communicated to individual and team members.	2
Planning and organising activities	Individual and team performance may be systematically monitored and feedback regularly provided or sequenced as required.	2
Working with others and in teams	Open communication and constructive feedback may be used to encourage and support individual and team members to improve their performance and meet designated tasks within timeframes.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise work tasks and schedule rosters.	1
Solving problems	Established dispute resolution procedures may be used to sensitively resolve individual or team problems.	2
Using technology	Technology may be used to communicate, record and manage information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Teams may include:

- contractors
- permanent and temporary staff
- trainees
- formal and informal arrangements of work teams
- varying functions, size, structure, lines of responsibilities, and levels of supervision

Organisational goals and objectives may relate to:

- business and strategic plans
- budgetary targets
- reporting deadlines
- team and individual learning goals
- operational plans
- expected outcomes of operations

Performance criteria may relate to:

- completion of tasks
- quality of work
- completion of performance assessments / evaluations
- fulfilment of operational goals and objectives
- fulfilment of organisational goals and objectives
- assessments against organisational expectations

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (eg grooming, personal presence, uniform standards, attitude, professional expectations on staff) and disciplinary action

Feedback may be provided through:

- formal / informal performance appraisals
- comments from supervisors and / or colleagues
- personal, reflective behaviour strategies
- workplace assessment
- informal discussions

Professional development opportunities may include:

- coaching, mentoring and / or supervision
- formal / informal learning programs
- internal / external training provision
- work experience / exchange opportunities
- personal study
- career planning / development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to effectively lead work teams. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Facilitate the establishment of team roles and responsibilities and planning of team goals and objectives
- Allocate duties and responsibilities appropriate to level of individual skill and knowledge against work tasks to be performed
- Assess, set and communicate performance expectations for a range of tasks and duties within the team and provide constructive and positive feedback
- Assess and monitor team and individual performance against set criteria and create opportunities to maintain or improve individual and / or team performance

### **What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques associated with:
  - the organisation of teams
  - team goal setting
  - devolving responsibility / accountability to teams
  - team dynamics
  - conflict resolution
  - gaining team commitment
  - monitoring and assessing team performance
- The forms of bias / discrimination and how to deal with them

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Gain team commitment to the organisation's goals, values and plans
- Access and use workplace information
- Assess the competence of the team
- Facilitate the participation of team members
- Work effectively with team members who have diverse work styles, aspirations, cultures and perspectives
- Facilitate team development and improvement
- Assess competency development requirements
- Gain the trust and confidence of colleagues
- Deal with people openly and fairly
- Use coaching and mentoring skills to provide support to colleagues
- Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSM409A Unit Descriptor

## Assess risks

This competency standard covers the process of assessing risks to determine effective security policy and controls. It requires the ability to identify key systems and assets, identify the likelihood of threat against each asset and calculate the current risk for each asset. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Security and Risk Management

### ELEMENT

### PERFORMANCE CRITERIA

- |                   |   |
|-------------------|---|
| 1. Identify risks | <p>1.1 <i>Client</i> operations, goals and objectives are discussed and confirmed in consultation with the client and in accordance with organisational procedures</p> <p>1.2 Context for identifying risk is based on an understanding of the operating environment and core business operations of the client</p> <p>1.3 <i>Information</i> is collected and assessed for currency, accuracy and relevance in accordance with organisational procedures</p> <p>1.4 <i>Terms of reference</i> are identified in consultation with relevant person(s) and other <i>sources of information</i> and are updated, modified and maintained accurately in accordance with <i>organisational requirements</i></p> <p>1.5 A structured plan for identifying and assessing risks is developed based on the terms of reference, the type and scale of the assessment task and the timeframe given for the assessment task</p> <p>1.6 Threat, consequence and vulnerability for each <i>asset</i> is compared in accordance with terms of reference</p> |
| 2. Analyse risks  | <p>2.1 <i>Assessment criteria</i> for measuring level of potential or existing risk together with an assessment of consequences is developed in accordance with terms of reference and organisational requirements</p> <p>2.2 Any gaps in the predetermined methodology are identified and reported to <i>appropriate person(s)</i>, and where appropriate options to meet these gaps are proposed</p> <p>2.3 Impacts of possible change in organisational business are allowed for during conduct of risk assessment</p> <p>2.4 <i>Relevant information and data</i> is assessed for validity and reliability and organised in a format suitable for review in accordance with organisational requirements</p> <p>2.5 Risk potential is determined by assessment of valid and relevant data consistent with organisational requirements</p>  |

- 3. Review processes and present findings
  - 3.1 Analysis and options to overcome identified obstacles are supported by gathered and verifiable information in accordance with organisational procedures
  - 3.2 Presented information uses clear and concise language, is free of inconsistencies and meets organisational standards of style, format and accuracy
  - 3.3 Feedback is sought and all additional information and queries are responded to promptly, courteously and accurately with appropriate regard to client concerns and organisational interest
  - 3.4 *Countermeasures* are broadly identified for future management decision making
  - 3.5 All information is handled safely and securely with due regard to client confidentiality, *legislative* and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Client assets, activities, goals and objectives may be verified to ensure an accurate understanding of the operating environment and core business operations.	2
Collecting analysing and organising information	Relevant information and data may be gathered from reliable sources and analysed to determine potential or existing threats.	3
Planning and organising activities	Operating environment may be systematically monitored to assess performance systems and processes with specific regard to changing roles and situations.	3
Working with others and in teams	Assessment criteria may be developed and agreed with relevant persons for use as a basis for measuring the level of potential or existing threat.	2
Using mathematical ideas and techniques	Mathematics may be used to assess assets and activities for criticality to client operations.	2
Solving problems	Client contingency requirements may be identified and arranged to minimise operational loss or downtime in the event of risk realisation.	3
Using technology	Technology may be used to communicate. It may also be used to source, organise, record and present information in suitable formats for review.	2



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Clients may include:

- public and private entities
- individuals
- political parties
- employer / employee groups
- trade / professional associations

Information may relate to:

- analysis of stakeholder concerns and objectives
- group workshops / brainstorming
- structured interviews
- questionnaires
- surveys
- operating environment of organisation (neighbours, situational issues, financial markets, competitors, stability, size, workforce, core business activities, functions, stakeholders)
- organisational structure and lines of responsibility
- key personnel
- documentation regarding employment, contracts
- contacts within and external to the organisation
- reports and relevant documentation
- historical data

Terms of reference may relate to:

- operational environment
- roles and responsibilities
- lines of authority
- security and other clearances
- limitations and exclusions (who and what they can access and what they cannot access)
- scale of the task / assessment (whether a full-scale operation, or limited to a particular section or operation of the company)
- client expectations
- cost
- timeframe

Sources of information may be:

- staff
- colleagues
- documentation and reports
- incident reporting systems (software or paper-based)
- surveys (organisational or industry based) and questionnaires
- interviews
- statistical data and evaluative studies
- media (newspaper, radio, television, industry magazines)
- group workshops / brainstorming
- structured interviews
- questionnaires

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (eg grooming, personal presence, uniform standards, attitude, professional expectations on staff)

A structured plan can be constructed by using:

- checklists
- structured tables
- structured questionnaires
- interview question sheets
- structured planning software
- spreadsheets, word-processing and other software

- |  |  |
|--|--|
| Assets may include:                        | <ul style="list-style-type: none"> <li>• people</li> <li>• equipment</li> <li>• facilities</li> <li>• systems</li> <li>• information, information systems and sources</li> <li>• reputation</li> <li>• goodwill</li> <li>• intellectual property</li> <li>• work processes / practices</li> <li>• business plans</li> <li>• output</li> </ul>  |
| Assessment criteria must be based on:      | <ul style="list-style-type: none"> <li>• AS / NZS 4360:1999 Risk Management</li> <li>• qualitative factors</li> <li>• quantitative factors</li> </ul>  |
| Assessment criteria may also be based on:  | <ul style="list-style-type: none"> <li>• qualitative factors</li> <li>• quantitative factors</li> <li>• semi-quantitative factors</li> </ul>   |
| Appropriate person(s) may include:         | <ul style="list-style-type: none"> <li>• clients</li> <li>• security personnel</li> <li>• supervisors, management</li> <li>• manufacturers</li> <li>• security consultants</li> <li>• other professional, specialist or technical staff</li> </ul>   |
| Relevant information and data may include: | <ul style="list-style-type: none"> <li>• client current and proposed operating environment, assets and systems</li> <li>• client activities and functions</li> <li>• existing client security management strategies</li> <li>• client business and operational plans</li> <li>• history of incidents</li> <li>• potential risks / threats experienced by similar organisations or organisations in similar situations</li> </ul> |
| Countermeasures may include:               | <ul style="list-style-type: none"> <li>• addition of security measures</li> <li>• reduction of security measures</li> <li>• risk avoidance through change of service and system specifications</li> <li>• acceptance of residual risk</li> <li>• minimisation of harm through response mechanisms</li> <li>• transfer of risk to other entity (such as insurance company, outsourcing an operational activity)</li> </ul>        |

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to assess risks. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Obtain information from a range of sources and consultative processes to ensure an accurate understanding of the operating environment and core business operations of the client
- Establish terms of reference, and determine a thorough action plan and structure
- Assess threat, consequence and vulnerability for each asset against terms of reference and agreed assessment criteria and determine risk potential of assets by analysis of valid and relevant data
- Accurately review and prepare assessment findings in a format suitable for presentation in either written or oral form using standardised styles and formats

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Organisational goals and objectives
- Relevant legislation and regulations including OHS
- Relevant standards (AS / NZS 4360:1999 Risk Management and HB231:32000 Information security risk management guidelines) or their replacements
- Relevant industry codes of practice
- Distinction between information and intelligence
- Risk assessment techniques and processes
- Principles of security risk management
- Concept of litigation
- Client and organisational confidentiality policies
- Principles of effective communication

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Access stored information
- Research and analyse information
- Use interviewing and questioning techniques to obtain information
- Use information technology
- Prepare and present verbal and written reports
- Apply reasoning and logical analysis to make decisions and solve problems
- Accurately identify existing or potential risks
- Communicate in a clear and concise manner
- Relate to persons of different social and cultural backgrounds and varying physical and mental abilities
- Prioritise tasks and organise schedules

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRSSM410A

# Interpret information from advanced security equipment

## Unit Descriptor

This competency standard covers the skills and knowledge required to operate and control advanced security systems and equipment. It requires the ability to verify and interpret received data, formulate and implement responses appropriate to situations, and maintain the operational effectiveness of security systems. This work would be carried out under limited supervision within organisational guidelines.

## Unit Sector

Security and Risk Management

## ELEMENT

## PERFORMANCE CRITERIA

- |                          |   |
|--------------------------|---|
| 1. Evaluate information  | <ul style="list-style-type: none"> <li>1.1 <i>Security systems</i> are operated and monitored in accordance with manufacturers specifications, <i>assignment instructions</i> and <i>legislative requirements</i></li> <li>1.2 Data is obtained from verifiable <i>sources</i>, checked for consistency in quality and analysed in accordance with assignment instructions and <i>organisational requirements</i></li> <li>1.3 Security systems are cross-checked with <i>companion monitoring systems</i> to ensure accurate and consistent exchange of information in accordance with organisational procedures</li> <li>1.4 Information conveyed by security systems is interpreted and acted upon in accordance with assignment instructions</li> </ul>   |
| 2. Respond to situations | <ul style="list-style-type: none"> <li>2.1 Incidents and risk are assessed using available information and <i>response</i> is formulated and implemented in accordance with assignment instructions, legislative and organisational requirements</li> <li>2.2 <i>Appropriate person(s)</i> are fully briefed on the basis of existing information and potential contingencies</li> <li>2.3 Appropriate resources are allocated to ensure a prompt and effective response</li> <li>2.4 Changing circumstances are identified and variations to response are determined and implemented in accordance with organisational procedures</li> <li>2.5 Incidents and responses are accurately documented and processed in accordance with legislative requirements and organisational policies and procedures</li> </ul> |

- 3. Control security systems
  - 3.1 Security systems are systematically monitored and tested to ensure performance is maintained within defined operating guidelines
  - 3.2 Actual or suspected faults or deficiencies in security systems are promptly rectified or reported in accordance with organisational procedures
  - 3.3 Appropriate back-up procedures are implemented to maintain security and integrity of security systems in accordance with manufacturers specifications, legislative and organisational requirements
  - 3.4 *Documentation* is completed and records are kept current and accurate and securely stored in accordance with organisational policies and procedures

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Appropriate communication techniques and strategies may be used to effectively convey information to field staff and other relevant persons.	2
Collecting analysing and organising information	Incident information may be collected and analysed for the purpose of determining the involved degree of risk for field staff and other persons and appropriate response requirements.	3
Planning and organising activities	Co-ordination of responses to security incidents may be formulated and implemented promptly upon receipt and verification of conveyed information.	2
Working with others and in teams	Team work may be used in the accurate and effective exchange of information to facilitate prompt and efficient responses to security incidents.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise and co-ordinate routine tasks and emergency responses.	2
Solving problems	Factors affecting the achievement of works tasks may be promptly identified or anticipated and variations to operational plans carried out as required.	2
Using technology	Technology may be used to receive, source and convey information, document and maintain records.	2



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Security systems may include:

- closed circuit television
- infra-red sensors
- movement detectors
- wide angle cameras
- intelligent building systems
- electronic field detection systems
- acoustic sensors
- automatic entrance and exit devices
- other intruder alarm systems
- other access control systems
- weighbridge operation
- fire alarms

Assignment instructions may include:

- instructions from client / management
- work tasks, objectives and schedules
- resource and equipment requirements
- reporting and documentation requirements
- relevant information (security operational plans, field personnel schedules, manufacturers specifications, operational manuals)

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

Sources of data may include:

- computer data files
- statutes
- statistical summaries
- policy statements and media reports
- local, state and commonwealth government documents and registers
- audio / visual / digital recording devices

Organisational requirements may include:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to monitoring activities, incident and / or response, collection and presentation of evidence
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (eg grooming, personal presence, uniform standards, attitude, professional expectations on staff)

Companion monitoring systems are:

- parallel systems and may be a written record or electrical monitoring systems
- audio / visual / digital backup recording systems

Response may involve:

- notifying relevant personnel
- notifying emergency services
- dispatching field support staff
- execution of standard operating procedures for the occurrence of particular events
- disciplinary action according to organisational requirements

Appropriate person(s) may include:

- clients
- management
- colleagues, field staff
- support agencies / emergency services
- employer
- manufacturer

Documentation may include:

- request for assistance forms
- logs, journal and / or activity reports
- summaries
- running sheets
- situation reports
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records
- field notes and security notebooks
- incident / accident reports

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to interpret information from advanced security equipment. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Interpret and verify authenticity of conveyed information and carry out consistent and accurate inputting of data using a standardised style and format
- Maintain operational efficiency and effectiveness of security systems and promptly arrange remedial action for actual or suspected faults and malfunctions
- Formulate and implement responses appropriate to the situation based on existing information and vary operational plans as required to meet changing circumstances

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including OHS and licensing requirements, evidence, privacy, confidentiality, trespass, use of force, arrest and operational legislation (such as firearms and prohibited weapons)
- Operational principles, functions of security systems and equipment and fault-finding / maintenance and repair of equipment
- Product knowledge for security systems
- Roles and responsibilities of support / emergency services
- Appropriate information responses
- Systems back-up procedures
- Verification requirements for assessing authenticity of received information
- Principles of effective communication
- Reporting, documentation requirements and processes
- Security risk assessment methods
- Routine problem solving strategies
- Communication terminology (approved company greeting, call signs, codes, signals)
- Emergency procedures
- Local hazards and environmental threats

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Operate and maintain a range of security systems and equipment
- Evaluate and interpret information
- Back up security systems
- Identify and diagnose faults or deficiencies in operation of security systems
- Communicate in a clear and concise manner when sending and relaying information
- Interpret security codes and alarm signals
- Analyse and implement response to information
- Prepare and present written / computer-based information
- Prioritise work tasks and maintain schedules
- Appreciate different cultural and social practices
- Estimate and calculate resource and equipment requirements
- Comply with relevant legislative and regulatory requirements

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSSM411A**  
**Unit Descriptor**

**Manage monitor centres**

This competency standard covers the skills and knowledge required to organise and control a security monitor centre. It requires the ability to arrange staffing and equipment resources, implement operational plans, communicate information and guidance to personnel in the conduct of their duties, review operational effectiveness and promote continual improvement strategies. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector**

Security and Risk Management

**ELEMENT**

**PERFORMANCE CRITERIA**

- |   |   |
|---|---|
| <p>1. Plan and organise work priorities</p> | <p>1.1 <i>Assignment instructions and relevant information</i> are reviewed in accordance with operational plans and <i>organisational goals and objectives</i></p> <p>1.2 Equipment, staffing and resource requirements are allocated and maintained to meet client and <i>organisational requirements</i></p> <p>1.3 <i>Communication channels and processes</i> are established and monitored for efficient and effective communication and accountability</p> <p>1.4 Cost maintenance and control systems are implemented and maintained to ensure that budgets and delegations are kept within agreed limits and allocations</p> <p>1.5 <i>Preventative and breakdown maintenance arrangements</i> for <i>security systems</i> and equipment are confirmed and integrated into operations</p> <p>1.6 Occupational Health and Safety and environmental issues are identified and techniques to minimise risk are implemented in accordance with organisational requirements</p> |
|---|---|

2. Monitor security operations
  - 2.1 Performance systems and processes are systematically monitored to assess progress in achieving organisational goals and objectives
  - 2.2 Staff functions, duties and responsibilities are monitored to ensure effective and productive operations in accordance with assignment instructions
  - 2.3 Security systems and technology are operated and maintained in accordance with manufacturers specifications, *legislative requirements* and organisational procedures
  - 2.4 Security operations are continually monitored and adjusted as required to maintain maximum security in accordance with assignment and organisational requirements
  - 2.5 *Factors* affecting the achievement of assignment instructions are promptly identified and recommendations for variation to operational plans are negotiated and approved by *appropriate person(s)*
  - 2.6 Tasks, duties and responsibilities are implemented in accordance with OHS legislation, codes of practice and organisational requirements
  
3. Review operations
  - 3.1 Change of shift procedures are carried out to ensure operational continuity is maintained in accordance with assignment instructions and organisational procedures
  - 3.2 Performance reports, operational processes and work methods are regularly reviewed and evaluated to identify *opportunities for improvement* in accordance with organisational policy
  - 3.3 Security systems specifications and protocols are reviewed, deficiencies identified and improvements suggested
  - 3.4 Security operations are reviewed and reported to appropriate person(s) to inform future practice
  - 3.5 Client satisfaction with service delivery is reviewed using verifiable data in accordance with valid processes and organisational procedures
  - 3.6 *Reports and records* are completed and processed in accordance with legislative and organisational procedures

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Effective communication channels and strategies are established and used to ensure that all relevant persons understand individual and organisational goals and objectives.	3
Collecting analysing and organising information	A process of continual assessment may be implemented to facilitate a review and evaluation of operations to ensure that all quality requirements are met.	2
Planning and organising activities	Feedback is regularly sought and constructive advice acted upon to achieve continuous improvement and inform future practice.	2
Working with others and in teams	Team work may be used to identify deficiencies in operational effectiveness and promote learning opportunities to assist personnel to meet goals and objectives within designated timeframes.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise tasks, and schedule and organise personnel and resources.	2
Solving problems	The accurate anticipation of factors that may affect the achievement of work tasks and implementation of appropriate contingency measures may eliminate any negative variances to the operational plan.	2
Using technology	Technology may be used to communicate, source and record information. It may also be used to improve system processes and work methods.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from client / management
- work tasks, duty statements, objectives and schedules
- standard operating procedures
- resource and equipment requirements
- reporting and documentation requirements



Relevant information may include:

- operational plans
- alarm service information
- alarm response procedures
- personnel schedules
- terms of reference
- communication and reporting channels
- operations manuals
- manufacturers specifications
- applicable legislation and codes of practice

Organisational goals and objectives may include:

- reporting deadlines
- budgetary targets
- team participation
- team and individual learning goals

Organisational requirements may include:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- financial management and accountability
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- Emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (eg grooming, personal presence, uniform standards, attitude, professional expectations on staff)

Communication channels and processes may include:

- organisational networks
- formal communication pathways
- direct line supervision paths
- lateral supervision paths
- communication protocols
- verbal communication procedures (pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations)

Preventative and breakdown maintenance arrangements may include:

- programmed maintenance
- preventative maintenance plans
- emergency response plans
- alternative and backup systems and procedures

Security systems may include:

- electronic / audio / visual / digital surveillance and recording systems
- intruder detection and alarm systems
- fire detection systems
- access control systems
- process control or building management systems

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

Factors affecting the achievement of work objectives may include:

- competing work demands
- technology / equipment breakdowns
- unforeseen incidents
- workplace hazards, risks and controls
- environmental factors (time, weather)
- resource and materials availability
- budget constraints

Appropriate person(s) may include:

- clients
- management
- colleagues, field staff
- support agencies / emergency services
- technical personnel

Opportunities for improvement may include:

- on-the-job instruction
- provision of learning opportunities
- demonstration
- structured feedback
- self paced learning packages
- coaching, mentoring and / or supervision
- seminars, conferences
- career planning and development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- operational effectiveness assessment
- risk analysis / risk assessment
- gaps in operational coverage as determined in internal auditing or assessment processes
- other relevant organisational changes such as need to alter policies or procedures
- organisational assessment and evaluations

Reports and records may include:

- written reports
- oral briefings
- control room records
- operations log
- telephone notification
- activity reports
- running sheets
- task allocation sheets
- radio / telephone records

**EVIDENCE GUIDE**

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to manage monitor centres. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Effectively manage staff, systems and equipment resources to achieve operational plans within accountability and legislative requirements
- Accurately make decisions using routine information appropriate to own responsibility and authority
- Monitor operations, identify resource inefficiencies and promote available learning methods and opportunities for improvement to assist colleagues
- Systematically carry out monitoring of operations, identify factors affecting the achievement of goals and objectives and vary operational plans as required
- Assess and review operational performance and accurately complete relevant records and reports

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative provisions, including OHS, relevant to organisational operations
- Operational principles and functions of security systems and equipment
- Principles of effective communication
- Reporting, documentation requirements and processes
- Emergency procedures
- Strategic planning techniques
- Consultative methods and processes
- Performance measurement and benchmarking methodology
- Operations management
- Interviewing, counselling, negotiation and mediation techniques
- Cultural awareness
- Risk / conflict management
- Principles of change management
- Management and leadership styles and culture
- Alarm systems and equipment
- Environmental and OHS hazards and risks

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Assess performance
- Develop and manage key performance indicators
- Communicate in a clear and concise manner
- Project objectives, outcomes and outputs are delivered on time, within budget and incident free
- Write reports and complete documentation
- Relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- Implement safe and environmentally sound workplace practices
- Maintain operations within budgetary parameters

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRSSM412A

## Co-ordinate field staff activity from control room

### Unit Descriptor

This competency standard covers the skills and knowledge required to monitor field staff activities and co-ordinate responses to security incidents. It requires the ability to systematically control field staff activity, formulate and implement security responses, and review and report on operational effectiveness. This work would be carried out under limited supervision within organisational guidelines

### Unit Sector

Security and Risk Management

### ELEMENT

### PERFORMANCE CRITERIA

- |                                 |  |
|---------------------------------|--|
| 1. Prepare for operations       | <ul style="list-style-type: none"> <li>1.1 <i>Assignment instructions and relevant information</i> is obtained and reviewed to identify client and <i>organisational requirements</i></li> <li>1.2 Security systems are checked for operational effectiveness in accordance with manufacturers specifications, <i>legislative</i> and organisational requirements</li> <li>1.3 <i>Communication channels and processes</i> are established and verified with <i>appropriate person(s)</i> in accordance with organisational procedures</li> <li>1.4 Security systems are monitored for effectiveness and efficiency throughout security operations</li> <li>1.5 Occupational Health and Safety and environmental issues are identified and appropriate risk control measures implemented in accordance with legislative and organisational requirements</li> </ul>   |
| 2. Control field staff activity | <ul style="list-style-type: none"> <li>2.1 Security systems and technology are used effectively to monitor security operations in accordance with manufacturers specifications, legislative requirements and organisational procedures</li> <li>2.2 Field staff are systematically monitored to ensure continual contact is maintained and compliance with individual assignment instructions is adhered to</li> <li>2.3 <i>Factors</i> affecting the achievement of assignment instructions are promptly identified and recommendations for variation to operational plans are negotiated and approved by appropriate person(s)</li> <li>2.4 Irregular or non-responses from field staff are identified and dealt with in accordance with organisational policy and procedures</li> <li>2.5 All <i>activities</i> are recorded in a timely, chronological and accurate manner in accordance with legislative and organisational guidelines</li> </ul> |

- 3. Co-ordinate responses to incidents
  - 3.1 Incidents are risk assessed on available information and *response* is formulated and implemented in accordance with assignment instructions, legislative and organisational requirements
  - 3.2 Appropriate person(s) are fully briefed on the basis of existing information and potential contingencies and appropriate resources are allocated to ensure a prompt and effective response
  - 3.3 Changing circumstances are identified and variations to response are determined and implemented in accordance with organisational procedures
  - 3.4 Requirements for extra *assistance* or advice by field staff is identified and promptly arranged in accordance with organisational procedures
  - 3.5 Incidents and responses are accurately documented and processed in accordance with legislative requirements and organisational policies and procedures
  
- 4. Review and complete operations
  - 4.1 Change of shift procedures are carried out to ensure system and monitoring continuity is maintained in accordance with assignment instructions and organisational procedures
  - 4.2 Identified faults or deficiencies in security systems are rectified or reported in accordance with organisational procedures
  - 4.3 Incident observations are provided accurately and constructively and *opportunities for improvement* are identified and verified with appropriate person(s)
  - 4.4 Security operations are reviewed and written findings and recommendations are forwarded to appropriate person(s) to inform future practice
  - 4.5 *Documentation* is completed and records are kept current and accurate and securely stored in accordance with organisational policies and procedures

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Appropriate communication techniques and strategies may be used to effectively convey information to field staff and other relevant persons.	2
Collecting analysing and organising information	Incident information may be collected and analysed for the purpose of determining the involved degree of risk for field staff and other persons and appropriate response requirements.	3
Planning and organising activities	Co-ordination of responses to security incidents may be formulated and implemented promptly upon receipt and verification of conveyed information.	2
Working with others and in teams	Team work may be used in the accurate and effective exchange of information to facilitate prompt and efficient responses to security incidents.	3
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise and co-ordinate routine tasks and emergency responses.	2
Solving problems	Factors affecting the achievement of works tasks may be promptly identified or anticipated and variations to operational plans made as required.	3
Using technology	Technology may be used to receive, source and convey information, document and maintain records.	2

**RANGE STATEMENT**

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from client / management
- work tasks, duty statements, objectives and schedules
- resource and equipment requirements
- reporting and documentation requirements



Relevant information may include:

- security operational plans
- personnel schedules
- terms of reference
- communication and reporting channels
- operations manuals
- manufacturers specifications
- applicable legislation and codes of practice

Organisational requirements may include:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (eg grooming, personal presence, uniform standards, attitude, professional expectations on staff)

Security systems may include:

- closed circuit television
- infra-red sensors
- movement detectors
- wide angle cameras
- intelligent building systems
- electronic field detection systems
- acoustic sensors
- automatic entrance and exit devices
- other intruder alarm systems
- other access control systems
- weighbridge operation
- fire alarms

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

Communication channels and processes may include:

- organisational networks
- formal communication pathways
- direct line supervision paths
- lateral supervision paths
- communication protocols
- verbal communication procedures (pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations)

Appropriate person(s) may include:

- clients
- management
- colleagues, field staff
- support agencies / emergency services

Factors affecting the achievement of work objectives may include:

- competing work demands
- technology / equipment breakdowns
- unforeseen incidents
- workplace hazards, risks and controls
- environmental factors (time, weather)
- resource and materials availability
- budget constraints

Activities may relate to:

- events
- unusual occurrences
- field notes made on duty in notebooks
- incident details
- accident details
- descriptions of suspicious individuals / vehicles

Response may involve:

- notifying relevant personnel
- notifying emergency services
- dispatching field support staff
- execution of standard operating procedures for the occurrence of particular events
- disciplinary action according to organisational requirements

Assistance may involve:

- providing back-up support
- explaining / clarifying
- problem solving
- providing encouragement
- providing feedback to another team member
- undertaking extra tasks as necessary
- implementation of pre-determined countermeasures

Opportunities for improvement may include:

- on-the-job instruction
- provision of learning opportunities
- demonstration
- structured feedback
- self paced learning packages
- coaching, mentoring and / or supervision
- seminars, conferences
- career planning and development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- operational effectiveness assessment
- risk analysis / risk assessment
- gaps in operational coverage as determined in internal auditing or assessment processes
- other relevant organisational changes such as need to alter policies or procedures
- organisational assessment and evaluations

Documentation may include:

- request for assistance forms
- logs, journal and / or activity reports
- request for resource forms
- summaries
- running sheets
- situation reports
- task allocation sheets
- records of conversation
- written / computer-based information
- radio / telephone records

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to co-ordinate field staff activity from the control room. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Establish communication channels and processes to accurately receive and convey information in both routine and non-routine circumstances
- Systematically carry out monitoring of field staff activities and determine variations to operational plans when factors affecting the achievement of work tasks are identified
- Carry out risk assessments and implement appropriate responses to security incidents including the provision of accurate and complete briefings to field staff on existing information
- Provide accurate and constructive operational observations, complete documentation in appropriate style and format and maintain the security of records system

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including OHS and licensing requirements
- Operational principles and functions of security systems and equipment
- Roles and responsibilities of support / emergency services
- Reconnaissance processes
- Verification requirements for assessing authenticity of received information
- Principles of effective communication
- Reporting, documentation requirements and processes
- Security risk assessment methods
- Routine problem solving strategies
- Communication terminology (approved company greeting, call signs, codes, signals)
- Emergency procedures
- Local hazards and environmental threats

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Operate and maintain a range of security systems and equipment
- Identify and diagnose faults or deficiencies in operation of security systems
- Communicate in a clear and concise manner when sending and relaying information
- Interpret security codes and alarm signals
- Analyse and implement response to information
- Prepare and present written / computer-based information
- Prioritise work tasks and maintain schedules
- Appreciate different cultural and social practices
- Estimate and calculate resource and equipment requirements
- Comply with relevant legislative and regulatory requirements

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSM413A Unit Descriptor

## Assess threat

This competency standard covers the skills and knowledge required to assess current, future and potential threats to identified assets or activities. It requires the ability to undertake an assessment of client operations, identify and analyse potential or existing threats, undertake a consequence analysis and present assessment findings. This work would be carried out under minimal supervision within organisational guidelines.

### Unit Sector

Security and Risk Management

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Undertake background assessment                    | <p>1.1 <i>Client</i> operations, goals and objectives are discussed and confirmed in consultation with the client and in accordance with organisational procedures</p> <p>1.2 <i>Relevant information and data</i> is gathered from identified <i>sources</i> and assessed for accuracy and relevance in accordance with <i>organisational and assignment requirements</i></p> <p>1.3 A review is conducted of organisational <i>assets</i> and existing security arrangements to determine the range of potential or actual undesirable outcomes by following criteria in <i>relevant standards</i></p> <p>1.4 Additional information is sourced as required from reliable and verifiable information sources</p>   |
| 2. Identify and analyse potential or existing threats | <p>2.1 Context for identifying <i>threats</i> is based on an accurate understanding of the threats to <i>operational environments</i> and core business operations of the client</p> <p>2.2 Potential <i>causes and sources</i> of potential or existing threats are identified based on an evaluation of gathered information and data</p> <p>2.3 Information gaps are identified and additional information is collected from appropriate sources to ensure all potentially relevant information is included in the process</p> <p>2.4 <i>Assessment criteria</i> for measuring level of potential or actual threat is developed in accordance with client terms of reference, relevant standards and organisational procedures</p> <p>2.5 <i>Likelihood</i> and realisation of threat is assessed against identified client information and data and organised in a format suitable for analysis and interpretation in accordance with organisational requirements</p> <p>2.6 Threats to operational environments are systematically monitored to assess performance systems and processes with specific consideration given to changing roles, locations, and stability of operating environment</p> |

- 3. Undertake consequence analysis
  - 3.1 Assessment criteria is agreed with *appropriate person(s)* and used as a basis for measuring *consequence* analysis in accordance with client terms of reference, relevant standards and organisational policy and procedures
  - 3.2 Assets and activities are assessed for criticality to client operations against consideration of all *factors* which impact on the operating environment including threat *impact* using agreed assessment criteria
  - 3.3 Reliability, availability and capacity of operational *back-up systems* for assets and activities are assessed in terms of the impact to normal operations
  - 3.4 Potential consequences of threats are confirmed through consultation with appropriate person(s) and analysis of all relevant information
  - 3.5 Client *contingency* requirements are identified and arranged based on an assessment of all factors
  
- 4. Review and present findings
  - 4.1 A *report* outlining assessment findings is prepared in the required format, style and structure and presented to the client within specified time, budget and quality constraints
  - 4.2 Information is valid and relevant and analysis and recommendations are clear, justified and consistent with client terms of reference and organisational requirements
  - 4.3 Feedback on client satisfaction with service delivery is sought using valid methods and all queries are responded to promptly, courteously and accurately with appropriate regard to client concerns and organisational interest and status
  - 4.4 Client satisfaction with service delivery is collected and reviewed using verifiable data in accordance with organisational policy and procedures
  - 4.5 All information and material is securely retained and stored with due regard to client confidentiality requirements in accordance with legislative and organisational requirements



## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Client assets, activities, goals and objectives may be verified to ensure an accurate understanding of the threat environment and core business operations of the client	2
Collecting analysing and organising information	Relevant information and data may be gathered from reliable sources and analysed to determine potential causes or sources of potential or existing threats.	3
Planning and organising activities	Client threat environment may be systematically monitored to assess performance systems and processes with specific regard to changing roles, locations, and stability of operating environment.	2
Working with others and in teams	Assessment criteria may be developed and agreed with relevant persons for use as a basis for measuring consequence analysis of potential or existing threats.	2
Using mathematical ideas and techniques	Assets and activities may be assessed for criticality to client operations in terms of threat impact and consequence.	2
Solving problems	Client contingency requirements may be identified and arranged to minimise operational loss or downtime.	3
Using technology	Technology may be used to communicate. It may also be used to source, organise, record and present information in suitable formats for review.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Clients may include:

- public and private entities
- individuals
- political parties
- employer / employee groups
- trade / professional associations

Relevant information and data may include:

- client current and proposed operating environment, assets and systems
- terms of reference
- client activities and functions
- existing client security management strategies
- client business and operational plans
- history of incidents
- potential risks / threats experienced by similar organisations

Sources of information may include:

- current and past employees of the company, like organisation or like industry
- organisational records
- competitors
- similar organisations and industries (domestic and international)
- police
- security contractors or consultants
- service providers
- field experts (for example qualified technicians)
- annual reports
- newspaper articles
- research papers
- government agencies
- media (journals, TV, radio, magazines)
- security industry associations
- internet / intranet

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (eg grooming, personal presence, uniform standards, attitude, professional expectations on staff)

Assignment requirements may relate to:

- instructions from supervisor / management
- specific client requirements
- assignment objectives and timeframes
- work tasks and procedures
- resource and equipment requirements
- reporting and documentation requirements
- personal protective clothing and equipment requirements
- terms of reference

Assets may include:

- people
- equipment
- facilities
- systems
- information, information systems and sources
- reputation
- goodwill
- intellectual property
- work processes / practices
- business plans
- output

Relevant standards may include:

- AS / NZS 4360:1999 Risk Management
- HB231:2000 Information security risk management guidelines
- AS2630-1983 Guide to the selection and application of intruder alarm systems for domestic and business premises
- (or their replacements)

Threats may:

- be deliberate, natural, accidental, perceived
- be an agent or event that could put an asset at risk (theft, vandalism, fire, flood, power loss, unauthorised access, viruses, corruption of data)
- affect the security of an asset
- cause loss, disclosure, destruction or compromise of asset
- cause loss of goodwill, reputation or credibility
- cause risk of litigation

The operating environment of an organisation may relate to:

- nature of operations
- type of industry
- neighbours
- situational issues
- environmental issues
- financial markets
- competitors
- stability of company, organisation, industry and market
- size of company
- workforce
- core business functions
- key stakeholders
- scale of operations
- market share

Causes and sources of threats may include:

- natural events or the environment
- an individual
- a group of people
- an organization
- a nation, country or state

Assessment criteria may be based on:

- qualitative factors
- quantitative factors
- semi-quantitative factors
- organisational or client requirements
- the Australian Standard AS / NZS 4360:1999 Risk Management (or its equivalent)

The likelihood of a threat being realised may be either:

- low
- medium
- high
- or based on a similar rating system as outlined in the Australian Standards AS / NZS 4360:1999 Risk Management and HB231:2000 Information security risk management guidelines (or their equivalents).

Appropriate person(s) may include:

- security personnel
- supervisors, management
- manufacturers
- security consultants
- other professional, specialist or technical staff

Consequences may include:

- loss of privacy
- loss of trust
- loss of asset (eg property, lives, reputation, goodwill)
- loss of service or business
- loss or reduction of productivity
- disruption to operations
- consideration of effect on client's ability to continue core functions
- impact on neighbours and subsequent litigation

Factors may include:

- those with regard to repair or replacement of assets and activities such as time, cost, training and availability
- changes to the operational environment such as neighbours, financial markets and market share etc.

Impact evaluation may relate to:

- level of seriousness
- risk of litigation
- factors related to the repair / replacement of assets and activities

Back-up systems may include:

- data (electronic, hard copy)
- personnel
- availability of training
- communications
- equipment
- vehicles
- parallel systems

Contingency arrangements may relate to:

- continuity of operations
- cessation of operations
- transfer of operations
- partial closure

A report may include:

- tables and information from approved data collection tools
- graphical representations of data
- suggestions
- summary of assessment outcomes

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to assess threats. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Obtain information from a range of sources and consultative processes to ensure an accurate understanding of the threats to operational environment and core business operations of the client
- Identify causes and sources of potential or existing threats and assess the level, likelihood and impact of potential or existing threats on the basis of valid and verifiable information using agreed assessment criteria, techniques and processes
- Analyse consequences of potential or existing threats and measure and determine their criticality to client operations.
- Identify appropriate contingency requirements on the basis of an accurate assessment of all factors
- Accurately review and prepare assessment findings in a format suitable for presentation in either written or oral form using standardised styles and formats

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Organisational goals and objectives, activities and systems
- Relevant legislation and regulations including OHS
- Relevant industry codes of practice and standards
- Distinction between information and intelligence
- Relevant standards (AS / NZS 4360:1999 Risk Management and HB231:32000 Information security risk management guidelines) or their replacements
- Threat assessment techniques and processes
- Security risk management
- Principles of security risk management
- Concept of litigation
- Client and organisational confidentiality policies
- Principles of effective communication

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Access stored information
- Research and analyse information
- Use information technology
- Use basic statistics
- Obtain information using appropriate communication skills including interviewing, questioning and customer relations
- Prepare and present verbal and written reports
- Apply reasoning and logical analysis to make decisions and solve problems
- Accurately identify existing or potential threats
- Communicate in a clear and concise manner both orally and in writing
- Relate to persons of different social and cultural backgrounds and of varying physical and mental abilities
- Prioritise tasks and organise schedules

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSSM414A

### Unit Descriptor

## Identify and assess assets

This competency standard covers the skills and knowledge required to place a value on all assets owned and used by an organisation. It requires the ability to assess, record, report and analyse information on assets. Competency also requires a knowledge of basic accounting procedures to determine market value of assets. This work would be carried out under routine supervision within organisational guidelines.

### Unit Sector

Security and Risk Management

### ELEMENT

### PERFORMANCE CRITERIA

- |  |  |
|--|--|
| 1. List assets                               | <p>1.1 Advice is sought from <i>relevant authorised staff</i> on the location and nature of all <i>assets</i> in accordance with <i>organisational requirements</i></p> <p>1.2 <i>Source documents</i> on assets are obtained and validated in accordance with <i>legislative</i> and organisational requirements</p> <p>1.3 Comprehensive list of assets is reviewed and / or established in consultation with client using effective interpersonal techniques and by reviewing the source documents</p> <p>1.4 Complete list of assets are recorded and grouped in a format suitable for analysis, interpretation and dissemination in accordance with assessors standard procedures and <i>relevant standards</i></p>   |
| 2. Determine status and importance of assets | <p>2.1 <i>Status</i> of assets with respect to ownership is clarified by reference to relevant source documents</p> <p>2.2 Conclusions on status are supported by valid and reliable evidence in accordance with assessors standard procedures and relevant standards</p> <p>2.3 <i>Market value</i> of assets is determined in accordance with clients instructions and accounting procedures</p> <p>2.4 Estimation of value of assets to client are clear, justified and based on assessment of all <i>factors</i> in accordance with organisational procedures</p>  |
| 3. Assess vulnerability of assets            | <p>3.1 <i>Access</i> to identified assets and sources of information on existing and planned <i>security measures</i> is confirmed with the client and key personnel</p> <p>3.2 All <i>treatments</i> and incident reporting mechanisms arranged on behalf of the organisation are identified and an <i>audit</i> is completed through interview and visual inspection</p> <p>3.3 <i>Operating parameters</i> of the treatment are obtained from relevant person(s)</p> <p>3.4 Operational effectiveness of treatments are assessed through <i>planned testing</i> in accordance with relevant standards, client approval and terms of reference</p> <p>3.5 Client is advised immediately of failure or potential failure of existing control mechanisms which may threaten the operations of the organisation in the short term</p> |



- 4. Present information
  - 4.1 A *report* outlining assessment findings of the inventory of assets, their value, adequacy of any associated treatment and any recommendations is prepared in accordance with organisational requirements
  - 4.2 Information and analysis is valid, justified and consistent with terms of reference and organisational requirements
  - 4.3 Report is presented to appropriate person(s) within specified time, budget and quality constraints in accordance with client and organisational requirements
  - 4.4 Feedback on client satisfaction with service delivery is sought using *valid methods* and all queries are responded to promptly, courteously and accurately with appropriate regard to client concerns and organisational requirements
  - 4.5 All information and material is securely retained and stored with due regard to client confidentiality requirements in accordance with legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Appropriate communication techniques and strategies may be used to effectively gather and convey information to the client.	2
Collecting analysing and organising information	Assessment of assets may be conducted through obtaining records, reports or registers for analysis.	3
Planning and organising activities	Client services may be continually monitored and feedback sought to evaluate effectiveness of advice.	2
Working with others and in teams	Team work may be applied in the assessment of assets and recommendations to meet client requirements.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to calculate the market value of assets.	2
Solving problems	Consideration could be given to the purchase price and repair costs when arranging for assets to be replaced.	2
Using technology	Technology may be used to communicate, schedule, source and document information.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Relevant authorised staff may be:

- management
- operational personnel
- contractors
- technicians
- accountants
- inventory or administration personnel

Assets may include:

- people
- equipment
- facilities
- systems
- information
- information systems and sources
- reputation
- goodwill
- intellectual property
- work processes / practices
- business plans
- assets an organisation owns, leases or has custody of

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Source documents may include:

- asset register
- depreciation register
- organisation chart
- employee records
- lease / hire purchase contracts
- those obtained from accounting personnel
- profit and loss analysis for an asset or division of the organisation
- those obtained from HR personnel

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

Relevant Standards may include:

- AS / NZS 4360:1999 Risk Management
- HB231:2000 Information security risk management guidelines
- AS2630-1983 Guide to the selection and application of intruder alarm systems for domestic and business premises
- (or their equivalents)

Status of assets may relate to:

- ownership
- leased
- hired
- held in custody
- borrowed
- current condition of asset (damaged, in repair, lost, stolen, on leave, undergoing routine maintenance)

Market value of assets may be based on:

- assessment of purchase price
- depreciated value
- replacement costs
- formal valuation

Factors which may influence value of assets to client may include:

- dollar cost
- function
- critical to normal operation of the organisation
- availability of replacement
- replacement time
- harm to short or long term operation of the organisation
- the value of production or output lost as a result of loss of the asset

Access to assets or sources of information may include:

- obtaining relevant security clearance
- obtaining authority to access restricted data, areas or personnel
- on-site visits
- entry to storage facilities
- entry to locations where assets are kept, used or stored

Security measures may relate to:

- access control systems
- deployment or increase of security personnel
- safes, vaults, locking mechanisms
- CCTV systems
- standard operating procedures for security of assets

Treatments may relate to:

- identified countermeasures
- contracted contingency services
- internal contingency plans
- additional personnel
- use of stored resources
- use of superseded equipment
- risk reduction strategies

An audit may be completed by using:

- interviews
- questionnaires
- inspection of records and documents
- site visits and inspections
- monitoring and inspecting procedures and processes
- internal auditing procedures as outlined in AS3911:1992 Guidelines for auditing quality systems
- professional internal or external auditors

Operating parameters may include:

- reaction time
- sound and light intensity
- adherence to procedures
- Occupational Health and Safety requirements
- availability and use of back-up systems
- safe and timely deployment
- clarity of communication systems
- call out of support and specialist personnel
- availability and condition of systems and equipment
- standard operating procedures
- normal function of duties
- optimal conditions for system efficiency
- adverse conditions for system efficiency
- fault-finding procedures

Planned testing may include:

- penetration exercises
- testing of alarms, CCTV and other warning devices
- testing or access control systems
- controlled interruptions to normal operations
- simulation and replication
- computer modelling
- interception
- rehearsals
- inspection
- interviews
- conceptual analysis
- debriefing sessions

A report should include:

- tables and information from approved data collection tools
- graphical representations of data
- suggestions
- summary of assessment outcomes
- evidence and supporting materials to validate the findings
- recommendations where applicable

Valid methods of obtaining client satisfaction feedback may include:

- formal / informal performance evaluations
- comments from supervisors and / or colleagues and / or client
- workplace assessment
- informal discussions
- client satisfaction surveys

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to identify and assess assets. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Obtain information from a range of sources and consultative processes to ensure an accurate assessment of core business operations of the client and assets
- Accurately review and prepare assessment findings in a format suitable for presentation in either written or oral form using standardised styles and formats
- Use of communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislation, regulations and codes of practice applicable to valuing assets
- Organisational policies and procedures (personal presentation, documentation procedures, records and information systems)
- Basic accounting procedures, such as depreciation methods for determining market value of assets
- Risk assessment techniques and processes
- Relevant standards (AS / NZS 4360:1999 Risk Management and HB231:32000 Information security risk management guidelines) or their replacements
- Auditing and assessment techniques and methodologies
- Broad process of security risk management
- Principles, assessment techniques, and analysis methodologies as defined in relevant standards
- Reporting procedures and documentation requirements and processes
- Sources of information and information gathering techniques

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Accurately record and report information
- Apply active listening and questioning techniques
- Develop tools for recording details of assets to identify their importance and vulnerability
- Develop and use effective data collection and analysis tools
- Calculate market value of assets
- Design a questionnaire suitable for assisting to identify assets
- Enter data using basic keyboarding skills
- Assess stored information, including electronic information
- Observe and accurately record and report information
- Prepare statements and write reports

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRSSM415A

# Undertake case management of investigations

## Unit Descriptor

This competency standard covers the skills and knowledge required to plan, document and co-ordinate resources to manage and review investigations. It requires the ability to develop a case management plan, monitor case progress, and review and report case outcomes against identified goals and objectives. This work would be carried out under minimal supervision within organisational guidelines.

## Unit Sector

Security and Risk Management

## ELEMENT

## PERFORMANCE CRITERIA

- |                                   |   |
|-----------------------------------|---|
| 1. Develop a case management plan | <ul style="list-style-type: none"> <li>1.1 Established <i>communication channels and protocols</i> are used to facilitate effective contact with <i>appropriate person(s)</i> throughout operational activities</li> <li>1.2 Consultative processes verify the immediate, short and long term investigative requirements of the <i>client</i> in accordance with organisational policies and procedures</li> <li>1.3 Security and / or risk assessment analyses identify investigatory opportunities and limitations in accordance with <i>organisational requirements</i></li> <li>1.4 <i>A case management plan</i> is developed which details a range of suitable investigative activities that accurately reflect client and organisational requirements</li> <li>1.5 Case management plan is sufficiently flexible and adaptable to accommodate any unforeseen contingencies that may arise</li> </ul>                         |
| 2. Monitor case progress          | <ul style="list-style-type: none"> <li>2.1 Case management plan implementation and progress is continually monitored and evaluated against agreed aims and objectives to ensure that service delivery matches client requirements</li> <li>2.2 Variations to operational plans are determined and implemented to meet changing circumstances to enable improved service delivery</li> <li>2.3 <i>Feedback</i> on implementation of the case management plan is analysed and assessed with appropriate person(s) and expert advice is provided on options for actions and further development</li> <li>2.4 Expenditure and <i>resource</i> usage is monitored and controlled to ensure objectives are achieved within timeframes and resource boundaries</li> <li>2.5 Operational documentation is compiled to provide an ongoing reference for operatives and is recorded in a timely, chronological and accurate manner</li> </ul> |



- 3. Review and report outcomes
  - 3.1 Feedback on client satisfaction with service delivery is sought using *valid methods* and verifiable data is reviewed in accordance with organisational policy and procedures
  - 3.2 Operational outcomes are reviewed against the aims and objectives of the investigation identified in the case management plan
  - 3.3 Recommendations and issues are presented in the required format, and in a style and structure suitable for review and interpretation in accordance with organisational requirements
  - 3.4 Relevant documentation is completed and processed in accordance with *legislative* and organisational procedures
  - 3.5 All case records and relevant information is safely and securely stored in accordance with legislative and organisational requirements

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Established communication channels and protocols may be used to facilitate effective contact with relevant persons during operational activities.	3
Collecting analysing and organising information	Operational outcomes may be analysed and evaluated against the agreed aims and objectives of the investigation and presented in a format suitable for review of client service delivery.	3
Planning and organising activities	Case conferences / briefings may be conducted to facilitate regular and effective exchanges of information with regard to case progress to ensure the provision of feedback to operatives.	3
Working with others and in teams	Appropriate interpersonal and networking skills may be used to promote effective working relationships between operatives, relevant agencies and clients.	3
Using mathematical ideas and techniques	Tasks may be measured and scheduled for completion within specified timeframes. It may also be used to estimate, measure and allocate expenditure and resources.	2
Solving problems	Case plan progress may be continually monitored to ensure the prompt identification of changing circumstances to enable appropriate variations to operations to be implemented.	2
Using technology	Technology may be used to communicate, source, organise and record information.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Communication channels and protocols may relate to:

- formal / informal communication pathways
- direct line supervision paths
- lateral supervision paths
- organisational networks
- briefing and debriefing sessions
- interview sessions
- task update / appraisal sessions
- key personnel meetings
- verbal communication procedures (pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations)

Appropriate person(s) may include:

- client
- investigation managers
- security personnel
- industry / government agencies
- investigation staff
- industry or other relevant contacts

Clients may include:

- insurance companies
- government agencies
- solicitors
- loss assessors
- corporations
- general public

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- professional conduct (eg grooming, personal presence, uniform standards, attitude, professional expectations on staff)

Case management plan may include:

- negotiated and agreed goals and operational processes
- range of strategies to address each goal
- integration of relevant stakeholder expertise and other service deliverers
- resource and equipment sources, availability, allocation and contingencies
- costings
- realistic and agreed indicators of success
- rights and responsibilities of client
- processes for monitoring and changing case plan
- strategies to deal with security risk situations
- roles and responsibilities of all relevant personnel
- relevant contacts

Feedback may be gained through:

- regular communication with client and operatives
- participation in case conferences, meetings, briefings
- recorded observations on progress on activities
- task update meetings, task appraisals, debriefing sessions

Resources may be:

- human
- equipment / physical
- financial
- information
- intelligence (internal or external in source)

Valid methods for collecting client satisfaction information may include:

- formal / informal performance evaluations
- comments from supervisors and / or colleagues and / or client
- workplace assessment
- informal discussions
- client satisfaction surveys

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to undertake the case management of investigations. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Systematically develop a flexible and adaptable case management plan based on an evaluation of security and risk assessment analyses, available resources and identified aims and objectives of the investigation
- Manage case plan implementation, including the effective utilisation of expenditure and resource usage, and modify operations as required to meet changing circumstances
- Facilitate case plan review conferences / briefings for the regular and effective exchange of information to ensure the provision of critical information and feedback to relevant persons
- Accurately review operational outcomes and present findings in a format suitable for review by relevant persons to determine client satisfaction with service delivery

### **What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Organisational procedures and standards and corporate goals and objectives
- Legislation relevant to the jurisdictions involved in the investigation
- Theory and practice of case management
- Investigation principles and case management systems
- Formal meeting processes
- Cultural protocols and systems
- Operational budget and resource planning processes
- Access and deployment mechanisms to ensure optimal economy and efficiency in the use of human, physical and financial resources
- Security and risk assessment and management techniques
- Contingency planning techniques
- Principles of effective communication
- Security issues and classifications
- Conflict resolution techniques

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Systematically plan, make decisions and set goals
- Prepare investigation plans, tactical plans and resource bids
- Allocate and manage resources including budgetary, human and physical
- Prioritise tasks and schedules
- Facilitate feedback
- Supervise, delegate and mentor individuals and teams
- Communicate effectively in both verbal and written modes
- Monitor and analyse case progress and review outcomes
- Provide written reports and documentation
- Make high level presentations
- Apply reasoning and logical analysis to make decisions and solve problems
- Negotiate, mediate and resolve conflicts
- Relate to persons from different social and cultural backgrounds and of varying physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes



**PRSSM416A**  
**Unit Descriptor**

**Prepare a detailed tender**

This competency standard covers the process of preparing a detailed tender. It requires the ability to determine system requirements, estimate costs and document and confirm quotations with clients. Competency also requires a knowledge of communication and problem solving techniques to promote customer confidence. These work functions would be carried out under limited supervision within organisational guidelines. This unit may be applied to domestic, retail, commercial or industrial premises.

**Unit Sector**

Security and Risk Management

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                |   |
|--------------------------------|---|
| 1. Analyse client requirements | <ul style="list-style-type: none"> <li>1.1 Specific <i>tendering criteria</i>, objectives and timeframes are identified and reviewed to verify <i>client</i> requirements</li> <li>1.2 Client <i>security requirements</i> are analysed and if required, system configuration and security equipment specification requirements are determined</li> <li>1.3 Capacity to provide client <i>security equipment and system</i> and / or <i>services</i> is <i>assessed</i> in accordance with client security requirements and <i>organisational</i> and <i>legislative requirements</i></li> <li>1.4 <i>Viability</i> of tendering for the provision of client security system / services is assessed to determine suitability</li> </ul>   |
| 2. Estimate costs              | <ul style="list-style-type: none"> <li>2.1 Organisation's <i>rate schedules</i> and / or industry based labour rates and conditions are applied to establish costings where appropriate, according to organisational <i>policy and procedures</i></li> <li>2.2 Quotations from external suppliers are obtained to ensure fair comparisons between suppliers</li> <li>2.3 Availability of labour, equipment, materials and other relevant items is confirmed according to organisational requirements</li> <li>2.4 <i>Factors</i> which may affect meeting client requirements are identified through site inspection and allowances for contingencies are made based on findings</li> <li>2.5 All information is thoroughly reviewed to ensure accuracy and a detailed budget is prepared according to organisational and <i>submission requirements</i></li> </ul> |

- 3. Prepare tender submission
  - 3.1 *Tender* is prepared using clear and concise language to explain benefits and rationale for security system / services in accordance with organisational standards relating to style and format
  - 3.2 Tender is checked for accuracy to ensure it clearly documents client security system / service requirements and reflects submission requirements
  - 3.3 Where possible, client is contacted prior to submission of tender to discuss system / service requirements and any necessary amendments are made according to organisational policy and procedures
  - 3.4 Tender is lodged with client within designated timeframes and a copy is securely stored in accordance with organisational requirements
  
- 4. Complete documentation
  - 4.1 When required, security system and / or service benefits are clearly outlined in a professional format that allows the client opportunities for questions
  - 4.2 Written agreement to tender submission is confirmed by both parties without delay and in accordance with legal and organisational procedures
  - 4.3 Feedback is sought on outcomes of tender submission and process is reviewed to identify areas for improvement to support future tendering procedures and processes
  - 4.4 *Relevant documentation* is updated accurately and promptly and is securely stored in accordance with organisational procedures

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Security services recommendations and alternative options may be presented to the client for consideration.	2
Collecting analysing and organising information	Security assessment may be conducted and organised by records or reports for analysis.	3
Planning and organising activities	Tender process may be continually monitored and feedback sought to evaluate effectiveness of tender.	2
Working with others and in teams	Team work may be applied in the assessment and development of security services recommendations to meet client requirements within designated timeframes.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to estimate resource requirements and plan and schedule work tasks.	3
Solving problems	Factors which may affect meeting client requirements may be analysed and contingencies detailed.	2
Using technology	Technology may be used to communicate, schedule, source and document information.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Tendering criteria and conditions may include:

- listing of client requirements
- eligibility for submission of tender
- special requirements
- tender document format
- interview
- meeting or presentation of tender
- submission date

Client may include:

- owner
- property agent
- tenant
- building supervisor
- manager
- project manager
- agent
- government and legal agencies

Client security requirements may include:

- requirements as detailed in security assessment or client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation procedures and schedule
- service and maintenance
- monitoring
- warranty / guarantee
- protection of persons, property or assets
- conformance with insurance, government or other requirements
- budgetary parameters

Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- biometrics
- electric / mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security services may include:

- non routine information or service provision
- urgent requirements
- crowd control
- screening of property and people
- escort of people and property
- control of exit from and access to premises

Assessment of ability to provide security system may include:

- tender criteria and conditions
- number of staff
- time constraints
- other projects
- availability of equipment and supplies
- skills required for the provision of system
- financial considerations
- compliance with industry regulations

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the installation of security systems and / or equipment
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- powers of arrest
- removal of persons
- trespass laws
- rules for searching and the seizure of goods
- control of intoxicated persons as defined by liquor laws
- crowd control
- licensing arrangements
- use of force guidelines
- operational (eg Firearms Act, Weapons Prohibition Act, Crimes Act)
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice

Applicable legislation, codes and national standards may also relate to:

- industrial arrangements and award and enterprise agreements
- privacy requirements
- trade practices
- freedom of information and confidentiality

Viability may include:

- prospect of winning the tender
- time constraints
- competition in tendering process
- likely profit
- cost of tender preparation

Organisations rate schedules may include:

- labour rates
- award and enterprise agreements
- standard unit costs
- standard equipment costs
- standard materials costs
- standard installation costs
- standard service costs
- standard monitoring costs

Organisational policy and procedures may be found in:

- operations manuals
- induction documentation
- training materials
- policy and procedures documents
- insurance policy agreements
- verbal or written instructions
- client and company confidentiality requirements
- quality assurance documents

Factors which may affect meeting client requirements may include:

- weather and environment conditions
- limited access to assistance and resources
- insurance, time penalties, disputes
- compliance with industry regulations / standards / licensing
- competencies
- restricted site access, building progress
- problems with security or communication equipment
- competing work demands
- technology / equipment breakdowns
- workplace hazards, risks and controls
- non-availability of resource and materials
- budget constraints
- contractual requirements for tender preparation

Submission requirements may include:

- tender conditions and criteria
- response to all tender clauses
- format and layout
- submission date
- client requirements
- legal compliance
- conformance with company requirements

Tenders are prepared documents which may include:

- company identification information
- results of security assessment
- client brief
- recommended security system and agreed security system
- system capabilities, specifications and configuration
- equipment and / or system type
- equipment locations and positions
- service and maintenance
- limits of system
- costs
- timelines
- warranty / guarantee / liability terms and conditions, if applicable
- starting and completion dates
- suitable sign-off arrangements by company and client
- terms of trade

Relevant documentation may include:

- client details
- all details of security equipment / system to be provided
- updated client records
- contract documentation
- cost schedules
- original tender details

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to prepare a detailed tender for security systems / services. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Comply with organisational policies, procedures, relevant legislation and industry codes of practice in regard to client service
- Identify client security system requirements
- Determine prices and estimates for labour, equipment, materials and other relevant items
- Prepare accurate tender submissions for the client which provides full details of security equipment / system provision
- Interpret requirements from information contained in the client brief and / or tender documentation
- Ensure estimations return a profit where appropriate
- Obtain agreement on tender submission where appropriate
- Present tender professionally, explains all details and allows questions and discussion

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislative and organisational policies and procedures
- Organisational and client confidentiality requirements
- Duty of Care
- Professional tender layout and presentation methods
- Company pricing schedules
- Computer software
- Organisation's pricing policy and procedures
- Relevant industry standards and codes of conduct
- Security risk assessment methods
- Types and functions of security equipment and systems
- Building construction methods and types
- Requirements for installation of security systems
- Problem solving strategies
- Operational principles of information technology
- Principles of effective communication
- Reporting procedures and documentation requirements and processes



**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner
- Prepare and present reports
- Apply active listening
- Seek feedback and take appropriate action
- Assess security requirements
- Read and interpret plans, designs and specifications
- Apply safe and efficient work practices
- Organise work tasks in a methodical manner
- Prioritise tasks and complete tender within designated timeframes
- Present a professional image to members of the public and colleagues
- Comply with relevant legislative and regulatory requirements
- Enter data into spreadsheets using keyboarding skills
- Calculate time, measurements and quantities
- Identify potential security threats to people, property and premises

**What resources may be required for assessment?**

- Client files security assessment information, tender documents, case studies
- Calculator, computer
- Unit prices of equipment, materials, labour upon which to make estimate
- Occupational Health and Safety guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PR5BIO401A Unit Descriptor

## Advise on the application of biometrics

This unit of competency specifies the outcomes required to research, interpret and communicate technical and practical information on the application of biometrics in the workplace. It requires the ability to assess individual requirements and identify opportunities for the workplace application of a range of biometric systems and devices. The unit also requires self-management skills to collect, organise and present information and to seek and evaluate feedback on the effectiveness of advice.

An understanding of the operating principles, processes and parameters of biometric technology together with applicable legislation, including privacy, is required.

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

### Employability Skills Application of the Unit

This unit contains employability skills.

This unit has been developed for application in any industry involved with the maintenance of workplace security. It supports the attainment of skills and knowledge required for competent workplace performance in security operations of all sizes. Skills and knowledge are to be used within the scope of the person's job and authority.

### Unit Sector

Security and Risk Management - Biometrics

### Functional Area

Biometrics

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| 1. Develop and maintain knowledge of biometrics. | <p>1.1 Applicable <b>occupational health and safety (OHS), legislative</b> and <b>organisational requirements</b> relevant to <b>biometrics</b> in the workplace are identified and complied with.</p> <p>1.2 Relevant <b>privacy legislation</b> and code of ethics relating to the workplace application of biometric technology are accessed and interpreted.</p> <p>1.3 Reliable and valid <b>sources</b> of current information about developments in the <b>types</b> and <b>applications</b> of biometric technology are accessed.</p> <p>1.4 Research is conducted appropriate to the work task and according to legislative and organisational requirements.</p> <p>1.5 Research findings are documented and maintained for future use according to workplace procedures.</p> <p>1.6 Strategies are implemented to ensure knowledge about developments in biometrics is regularly updated.</p> |
|--|---|

2. Assess client requirements.
  - 2.1 Client security requirements are identified and verified through consultation with **appropriate personnel**.
  - 2.2 Effective **communication** and **interpersonal techniques** are used that reflect sensitivity to individual **social and cultural differences**.
  - 2.3 Security and risk assessments are undertaken as required and existing or potential security issues are identified and/or anticipated.
  - 2.4 Purpose and parameters of **biometric systems**, devices and applications are discussed and confirmed with the client.
  - 2.5 Additional information is sought from specialists as required to assist assessment of client requirements.
  
3. Provide advice.
  - 3.1 Client is provided with comprehensive advice about the types and applications of biometrics to meet identified requirements.
  - 3.2 Requests for clarification or expansion are responded to promptly and accurately according to organisational policies and procedures.
  - 3.3 Recommendations and alternative options that satisfy legal and organisational requirements are supported by verifiable information.
  - 3.4 Information is sourced, organised and presented using **business equipment** according to manufacturer specifications.
  - 3.5 Presented information uses clear and concise language, is free of inconsistencies and is developed in an **appropriate format**.
  - 3.6 All information is handled securely according to client confidentiality, legislative and organisational requirements.
  
4. Evaluate effectiveness of advice.
  - 4.1 **Feedback** is sought from appropriate personnel on service delivery and effectiveness of advice.
  - 4.2 A process of continual assessment is applied to review and evaluate client services to ensure a high standard of service is maintained.
  - 4.3 Client requirements are monitored and assessed and recommendations to modify advice are discussed with appropriate personnel.
  - 4.4 Client satisfaction with service delivery is reviewed using verifiable data according to organisational requirements.
  - 4.5 **Reports and records** are completed and processed according to organisational requirements.

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required skills:

Required skills include:

- accurately and securely maintain records, reports and other workplace information
- comply with applicable confidentiality and privacy requirements
- comply with legislation, regulations, standards and codes of practice relevant to the application of biometric technology in the workplace
- conduct security and risk assessments and identify potential security threats
- efficiently research, source and access a range of information, including legal and technical, relevant to biometric technology issues and applications
- make effective decisions
- organise work priorities and arrangements and complete work tasks within designated timeframes
- present information in required style and format
- read and interpret technical information, including plans, designs and specifications
- recommend biometric systems and devices to meet identified and assessed requirements
- relate effectively to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- resolve problems
- seek, receive and evaluate feedback on work performance and delivery of client service
- select and use equipment and technology appropriate to the work task
- written communication skills sufficient to document research findings, present information to clients and complete relevant records and reports
- use appropriate communication and interpersonal skills, including negotiation.

### Required knowledge:

Required knowledge and understanding include:

- applicable federal and state or territory legislation, regulations, standards and codes of practice relevant to the full range of processes relating to the application of biometric technology in the workplace, including privacy and client confidentiality
- appropriate mathematical procedures for estimating, measuring and calculating
- ergonomic and safe work practices and procedures
- established threshold levels and their impact on security
- general principles of biometric systems and their components
- initial enrolment procedures
- processes for the management of enrolment data
- methods to elicit, analyse and interpret feedback
- operational principles of information technology
- organisational standards, requirements, policies and procedures for providing advice on the application of biometrics
- organisational procedures for recording, reporting and maintaining workplace information
- principles of cultural diversity and access and equity
- problem identification and resolution procedures
- range of applications for biometrics and their associated disadvantages
- reliable, valid and current information sources for biometric technology
- security and risk assessment methods
- types, functions, purposes and parameters of biometric systems and devices
- workplace communication channels, protocols and procedures.

## 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.

***OHS requirements*** are to be in accordance with federal and state or territory legislation and regulations, and organisational safety policies and procedures. Requirements relate to:

- identifying hazards
- controlling and minimising risks
- eliminating hazardous materials and substances
- safe use of equipment, including:
  - personal protective clothing and equipment
  - safety equipment
  - first aid equipment
  - fire safety equipment
  - business technology
- correct manual handling, including shifting, lifting and carrying
- safety procedures for the protection of self and others.

***Legislative requirements*** are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may relate to:

- award and enterprise agreements
- industrial relations
- Australian standards
- confidentiality and privacy
- OHS
- environment
- equal opportunity
- relevant industry codes of practice
- duty of care
- anti-discrimination and diversity
- licensing arrangements
- Compliance Policy Guidelines.

***Organisational requirements*** may relate to:

- legal, organisational and site guidelines, policies and procedures relating to own role and responsibility
- standard operating procedures
- quality assurance
- procedural manuals
- continuous improvement processes and standards
- OHS
- emergency and evacuation procedures
- ethical standards
- recording and reporting
- access and equity principles and practices
- equipment use, maintenance and storage
- ergonomic practices
- environmental management (e.g. waste disposal, recycling and re-use guidelines)
- procedures for following instructions and accessing information
- physical environment.

**Biometrics** refers to:

- a measurable physical characteristic or personal behavioural trait used to recognise the identity or verify the identity of an individual.

**Privacy legislation** may include:

- national privacy principles
- national information privacy principles
- federal and state or territory Privacy Acts.

**Sources** may include:

- literature
- workshops
- internet
- professional associations and networks.

**Types** of biometrics may include:

- fingerprint recognition
- finger geometry recognition
- face recognition
- eyes:
  - iris recognition
  - retina recognition
- voice:
  - speaker verification
  - speaker recognition
- hand geometry recognition
- signature recognition
- typing recognition and keystroke dynamics
- DNA matching
- odour
- gait
- vein recognition.

**Biometric *applications***

may include:

- commercial:
  - cybersecurity (e.g. internet access, computer network login and electronic data security)
  - banking and finance (e.g. e-commerce, and ATM and credit card access)
  - access control
  - encryption and watermarking
  - travel and transportation
- government:
  - border control
  - identity management
  - passport control
  - homeland security
  - airport security
  - law enforcement
  - physical access control
  - national ID cards and driver licences
  - correctional facility
  - healthcare
  - social security
- forensic:
  - corpse identification
  - criminal investigation
  - terrorist identification
  - parenthood determination.

***Appropriate personnel***

may include:

- managers
- supervisors
- colleagues
- clients
- external consultants
- information technology specialists
- biometric technology specialists.

***Communication*** may be:

- face-to-face
- verbal or non-verbal
- in languages other than English
- in Indigenous languages
- through the use of assistive technology
- via an interpreter
- listening and understanding
- speaking clearly and directly
- writing to audience needs
- group interaction
- questioning to obtain information and/or clarify information and understanding
- oral reporting
- participating in routine meetings
- recording of discussions.



**Interpersonal techniques**

may include:

- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- using and interpreting verbal and non-verbal language
- observation techniques
- use of positive, confident and cooperative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate.

**Social and cultural**

**differences** may include:

- verbal and non-verbal language
- languages other than English
- traditional practices and observations
- beliefs, values and practices
- food and diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender and sexuality.

**Biometric systems** are:

- automated systems able to capture a biometric sample from an individual person, extract biometric data from the sample, compare the data with one or more reference template, determine the quality of a match, and indicate whether or not an identification or verification of identity has been achieved.

**Biometric systems** may include:

- acquisition devices:
  - optical scanners
  - microphones
  - cameras (e.g. video, infra-red enabled video and single-image)
  - chip or reader embedded in peripheral device
- software:
  - server-based authentication software for biometric authentication and logging
  - software associated with acquisition devices
- hardware
- interconnecting infrastructure
- biometric servers.

**Business equipment** may include:

- computers and computer applications
- modems
- data management applications and servers
- personal schedulers
- email
- internet, extranet and intranet
- facsimile machines
- printers
- photocopiers.

**Appropriate format** may include:

- formats that cater for those with special needs, e.g. producing documents in large print.

**Feedback** may include:

- formal or informal performance appraisals
- comments from managers, supervisors, colleagues or clients
- personal reflective behaviour strategies
- workplace assessment.

**Records and reports:**

- may be:
  - manual
  - computer-based
  - other appropriate organisational communication system
- may detail:
  - security and risk assessments
  - oral briefings
  - client meetings
  - client requirements
  - technical data and specifications
  - activity reports
  - telephone conversations.

## 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

Evidence gathered is to be related to:

- actively seeking feedback to review and evaluate effectiveness of advice and client service delivery
- assessing security requirements and providing advice on types and applications of biometrics to accurately meet identified requirements
- complying with organisational policies and procedures, including OHS, relevant to biometric work tasks
- complying with applicable legislation and code of ethics applicable to privacy and client confidentiality
- maintaining client confidentiality and secure storage of all information
- maintaining a current knowledge and understanding of biometric technology and workplace applications through the sourcing of reliable and valid information
- presenting advice and recommendations in a suitable format
- using appropriate communication modes and interpersonal techniques.

### Context of and specific resources for assessment

Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. It is to comply with relevant regulatory requirements or Australian standards requirements.

The following resources must be available:

- materials and equipment relevant to providing advice on the application of biometrics
- work instructions and related documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

### Method of assessment

Assessment methods must satisfy the endorsed Assessment Guidelines of PRS03 Asset Security Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.

Assessment may be in conjunction with assessment of other units of competency.

# PRSBIO402A

## Prepare standard operating procedures for the use of biometrics technology

### Unit Descriptor

This unit of competency specifies the outcomes required to research and develop standard operating procedures for the application of workplace biometric technologies. It requires the ability to access, collate and prepare information to instruct and govern the use of a range of biometric technology in line with best practice. It also requires the ability to interpret effective principles and requirements relating to confidentiality, privacy and security and apply them to operating procedures.

The unit involves the writing of standard operating procedures, monitoring and reviewing the procedures, and implementing modifications as required.

An understanding of the operating principles of biometric equipment, systems and technology is required.

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

### Employability Skills Application of the Unit

This unit contains employability skills.

This unit has been developed for application in any industry involved with the maintenance of workplace security. It supports the attainment of skills and knowledge required for competent workplace performance in security operations of all sizes. Skills and knowledge are to be used within the scope of the person's job and authority.

### Unit Sector

Security and Risk Management - Biometrics

### Functional Area

Biometrics

### ELEMENT

### PERFORMANCE CRITERIA

- |                           |  |
|---------------------------|--|
| 1. Identify requirements. | <ul style="list-style-type: none"> <li>1.1 Applicable <b>occupational health and safety (OHS)</b>, <b>legislative</b> and <b>organisational requirements</b> relevant to the development of <b>standard operating procedures</b> for the use of <b>biometric technology</b> are identified and complied with.</li> <li>1.2 Relevant <b>privacy legislation</b> and code of ethics relating to the workplace application of biometric technology are accessed and interpreted.</li> <li>1.3 Relevant information relating to the types, <b>modes</b>, functions and parameters of <b>biometric systems</b> and technology is accessed, reviewed and interpreted.</li> <li>1.4 Industry issues and trends relevant to the use of biometric technology are researched and interpreted.</li> <li>1.5 Security and safety issues, including <b>risks</b> and <b>hazards</b>, associated with the use of biometric technology are determined.</li> <li>1.6 Consultative processes are conducted with <b>appropriate personnel</b> as required using effective <b>communication</b> and <b>interpersonal techniques</b> that reflect sensitivity to individual <b>social and cultural differences</b>.</li> </ul> |
|---------------------------|--|

2. Develop standard operating procedures.
  - 2.1 Standard operating procedures are developed and presented in an **appropriate format** according to organisational requirements.
  - 2.2 **Administrative requirements** prior to commencing workplace operation are clearly and concisely detailed.
  - 2.3 Specific **safety information and instructions** for the safe conduct of the workplace operation are clearly and concisely detailed.
  - 2.4 Location and conditions where workplace operation is to be undertaken are clearly and concisely detailed.
  - 2.5 Individual activities required to carry out and complete workplace operation are clearly and concisely detailed in procedural terms.
  - 2.6 Procedural operations of tools, equipment and technology relevant to workplace operation are clearly and concisely detailed.
  
3. Monitor and review standard operating procedures.
  - 3.1 Standard operating procedures are distributed to appropriate personnel according to organisational requirements.
  - 3.2 Feedback is sought, reviewed and modifications are implemented as required according to workplace procedures.
  - 3.3 Standard operating procedures are monitored to ensure compliance with applicable legislative, industry and organisational requirements.
  - 3.4 Standard operating procedures are reviewed to ensure validity and effectiveness according to current biometric technologies.
  - 3.5 **Records and reports** are completed and maintained according to legislative and organisational requirements.

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required skills:

Required skills include:

- accurately and securely maintain records, reports and other workplace information
- comply with applicable confidentiality and privacy requirements
- comply with legislation, regulations, standards and codes of practice relevant to the development of standard operating procedures for the use of biometric technology
- make effective decisions
- organise work priorities and arrangements and complete work tasks within designated timeframes
- read and interpret technical information, including plans, designs and specifications
- relate effectively to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- research, analyse and present information
- resolve problems
- evaluate standard operating procedures
- select and use equipment and technology appropriate to the work task
- undertake effective enrolment of biometric and biographical data
- use appropriate communication and interpersonal skills, including negotiation
- written communication skills sufficient to complete relevant records and reports
- write standard operating procedures.

### Required knowledge:

Required knowledge and understanding include:

- applicable federal and state or territory legislation, regulations, standards and codes of practice relevant to workplace biometric technology
- appropriate mathematical procedures for estimating, measuring and calculating
- ergonomic and safe work practices and procedures
- established threshold levels and their impact on security
- industry codes and best practice relating to the implementation and use of biometric technology
- initial enrolment procedures
- processes for the management of enrolment data
- operational principles of information technology
- organisational standards, requirements, policies and procedures for the development of standard operating procedures for the use of biometric technology
- organisational procedures for recording, reporting and maintaining workplace information
- principles of cultural diversity and access and equity
- problem identification and resolution procedures
- procedural writing techniques
- range of applications for biometrics and their associated disadvantages
- types, functions and parameters of biometric technologies
- workplace communication channels, protocols and procedures.

## 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.

***OHS requirements*** are to be in accordance with federal and state or territory legislation and regulations, and organisational safety policies and procedures. Requirements relate to:

- identifying hazards
- controlling and minimising risks
- eliminating hazardous materials and substances
- safe use of equipment, including:
  - personal protective clothing and equipment
  - safety equipment
  - first aid equipment
  - fire safety equipment
  - business technology
- correct manual handling, including shifting, lifting and carrying
- safety procedures for the protection of self and others.

***Legislative requirements*** are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may relate to:

- award and enterprise agreements
- industrial relations
- Australian standards
- confidentiality and privacy
- OHS
- environment
- equal opportunity
- relevant industry codes of practice
- duty of care
- anti-discrimination and diversity
- licensing arrangements
- Compliance Policy Guidelines.

***Organisational requirements*** may relate to:

- legal, organisational and site guidelines, policies and procedures relating to own role and responsibility
- standard operating procedures
- quality assurance
- procedural manuals
- continuous improvement processes and standards
- OHS
- emergency and evacuation procedures
- ethical standards
- recording and reporting
- access and equity principles and practices
- equipment use, maintenance and storage
- ergonomic practices
- environmental management (e.g. waste disposal, recycling and re-use guidelines)
- procedures for following instructions and accessing information
- physical environment.

**Standard operating procedures** are:

- established procedures specific to a given workplace operation that describe the activities necessary to use biometric technology, including staff training requirements, business processes and procedures relating to the use of biometrics, and requirements for enrolment, operation and maintenance of the biometric system.

**Biometrics** refers to:

- a measurable physical characteristic or personal behavioural trait used to recognise the identity or verify the identity of an individual.

**Biometric technologies** include:

- facial recognition
- fingerprint recognition
- hand geometry
- signature recognition
- iris recognition
- retina recognition
- voice recognition
- vein recognition.

**Privacy legislation** may include:

- national privacy principles
- national information privacy principles
- federal and state or territory Privacy Acts.

**Modes** may be:

- single
- multiple (a biometric system that integrates two or more biometric technologies).

**Biometric systems** are:

- automated systems able to capture a biometric sample from an individual person, extract biometric data from the sample, compare the data with one or more reference template, determine the quality of a match, and indicate whether or not an identification or verification of identity has been achieved.

**Biometric systems** may include:

- acquisition devices:
  - optical scanners
  - microphones
  - cameras (e.g. video, infra-red enabled video and single-image)
  - chip or reader embedded in peripheral device
- software:
  - server-based authentication software for biometric authentication and logging
  - software associated with acquisition devices
- hardware
- interconnecting infrastructure
- biometric servers.



**Risks** may relate to:

- personnel
- data and information
- property.

**Hazards** may be:

- ergonomic (e.g. improper manual handling methods)
- environmental (e.g. improper use of materials and chemicals)
- obstructive (e.g. blocked access to emergency entry or exit points)
- associated with electrical or mechanical faults.

**Appropriate personnel** may include:

- managers
- supervisors
- colleagues
- clients
- external consultants
- information technology specialists
- biometric technology specialists.

**Communication** may be:

- face-to-face
- verbal or non-verbal
- in languages other than English
- in Indigenous languages
- through the use of assistive technology
- via an interpreter
- listening and understanding
- speaking clearly and directly
- writing to audience needs
- group interaction
- questioning to obtain information and/or clarify information and understanding
- oral reporting
- participating in routine meetings
- recording of discussions.

**Interpersonal techniques** may include:

- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- using and interpreting verbal and non-verbal language
- observation techniques
- use of positive, confident and cooperative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate.

**Social and cultural**

**differences** may include:

- verbal and non-verbal language
- languages other than English
- traditional practices and observations
- beliefs, values and practices
- food and diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender and sexuality.

**Appropriate format** may include:

- formats that cater for those with special needs, e.g. producing documents in large print.

**Administrative requirements** may relate to:

- licensing
- access
- authorisations.

**Safety information and instructions** may detail:

- hazards and associated risks
- precautions to be undertaken before commencing the workplace operation
- personal protective equipment and clothing requirements
- ways of minimising risk and maintaining a safe work area
- correct waste disposal guidelines.

**Records and reports:**

- may be:
  - manual
  - computer-based
  - other appropriate organisational communication system
- may detail:
  - workplace operation, including specific work tasks
  - legislative, regulatory and OHS issues
  - assessment outcomes
  - reviews and modifications undertaken.

## 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**

Evidence gathered is to be related to:

- accessing, reviewing and interpreting legal, safety, privacy and organisational requirements, policies and procedures relevant to the use of biometric technology in the workplace
- complying with organisational policies and procedures, including OHS, relevant to biometric work tasks
- complying with applicable legislation and code of ethics applicable to privacy and client confidentiality
- preparing and organising information, and writing in a clear, concise and comprehensive manner procedural functions involved with a specific workplace operation
- reviewing standard operating procedures to ensure validity and effectiveness in line with current biometric technologies and workplace application, and incorporating improvements as required.

### **Context of and specific resources for assessment**

Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. It is to comply with relevant regulatory requirements or Australian standards requirements.

The following resources must be available:

- materials and equipment relevant to preparing standard operating procedures for the use of biometric technology
- work instructions and related documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

### **Method of assessment**

Assessment methods must satisfy the endorsed Assessment Guidelines of PRS03 Asset Security Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.

Assessment may be in conjunction with assessment of other units of competency.

# PRSBIO501A

## Determine strategy for the implementation of biometrics technology

### Unit Descriptor

This unit of competency specifies the outcomes required to determine requirements and processes for the strategic implementation of biometric technology in the workplace. It requires the ability to determine security and biometric technology requirements, design treatment options and develop an implementation strategy for the integration of a biometric system. The unit also requires the ability to interpret and apply effective principles and requirements relating to confidentiality, privacy and security in own work and the workplace.

An understanding of the operating principles of biometric systems including software, hardware and acquisition devices is required.

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

### Employability Skills

This unit contains employability skills.

### Application of the Unit

This unit has been developed for application in any industry involved with the maintenance of workplace security. It supports the attainment of skills and knowledge required for competent workplace performance in security operations of all sizes. Skills and knowledge are to be used within the scope of the person's job and authority.

### Unit Sector

Security and Risk Management - Biometrics

### Functional Area

Biometrics

### ELEMENT

### PERFORMANCE CRITERIA

1. Determine security requirements.

- 1.1 Applicable **occupational health and safety (OHS), legislative** and **organisational requirements** relevant to workplace **biometric technology** are identified and complied with.
- 1.2 Relevant **privacy legislation** and code of ethics relating to the workplace application of biometric technology are accessed and interpreted.
- 1.3 Reliability and effectiveness of organisational **security safeguards** are evaluated.
- 1.4 **Threats** to organisational physical and technical security are identified.
- 1.5 **Risks** are identified and risk levels established and prioritised.
- 1.6 Effective **communication** and **interpersonal techniques** are used that reflect sensitivity to individual **social and cultural differences**.
- 1.7 Specialist assistance to examine and assess security requirements is sought as required according to organisational requirements.

2. Determine requirements for implementing biometric technology.
  - 2.1 Legislative and regulatory requirements applicable to the use of biometric technology are confirmed.
  - 2.2 **Options** for single or **multiple biometric** technology are determined.
  - 2.3 Physical and technical specifications of **biometric systems** to be installed are determined.
  - 2.4 Workspace requirements are identified and locations determined.
  - 2.5 **Resources**, skills and training requirements for the implementation of biometric technology are determined.
  - 2.6 **Existing architecture** is assessed for effective integration with biometric technology and **additional requirements** are determined.
3. Design implementation options.
  - 3.1 Implementation options are selected according to industry practices and organisational policies and procedures.
  - 3.2 Implementation options are reviewed to ensure that they are **feasible** and verifiable according to organisational requirements.
  - 3.3 Implementation options are reviewed to ensure that they are in compliance with time schedules, available resources and budgetary guidelines.
  - 3.4 Implementation options are selected that take into account organisational risk assessment and security requirements.
  - 3.5 Implementation options are selected that are effective and applicable in the workplace.
4. Develop an implementation strategy.
  - 4.1 All **relevant information** is collated, documented and presented in an **appropriate format** according to organisational requirements.
  - 4.2 **Implementation strategy** is developed according to organisational requirements.
  - 4.3 Strategy incorporates **contingencies** and allows for continuous improvement planning.
  - 4.4 Strategy is presented to **appropriate personnel** and feedback is sought and used to evaluate and refine strategy.
  - 4.5 **Records and reports** are completed and maintained according to legislative and organisational requirements.

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required skills:

Required skills include:

- accurately and securely maintain records, reports and other workplace information
- analyse organisational security plans, goals, objectives and existing safeguards
- comply with applicable confidentiality and privacy requirements
- comply with legislation, regulations, standards and codes of practice relevant to workplace biometric technology
- conduct and evaluate risk and threat assessments
- design effective treatment options
- determine biometric technology and system requirements, including single or multiple biometric applications
- determine resources including personnel, tools and equipment
- determine security requirements
- make effective decisions
- plan for contingencies
- read and interpret technical information, including plans, designs and specifications
- relate effectively to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- research and analyse data and specifications
- resolve problems
- select and use equipment and technology appropriate to the work task
- undertake effective enrolment of biometric and biographical data
- written communication skills sufficient to complete relevant records and reports
- use appropriate communication and interpersonal skills including negotiation.

### Required knowledge:

Required knowledge and understanding include:

- accuracy metrics/ratios according to risk tolerance
- applicable federal and state or territory legislation, regulations, standards and codes of practice relevant to the full range of processes relating to workplace biometric technology
- appropriate mathematical procedures for estimating, measuring and calculating
- biometric technology installation and implementation processes, procedures and requirements
- ergonomic and safe work practices and procedures
- established threshold levels and their impact on security
- feasibility and cost-benefit analysis techniques
- initial enrolment processes
- management of enrolment data
- operating systems and integration application requirements
- operational principles of information technology
- organisational procedures for recording, reporting and maintaining workplace information
- organisational security plans, goals and objectives
- organisational standards, requirements, policies and procedures for the use of biometric technology
- principles of cultural diversity and access and equity
- privacy and ethics issues associated with biometric technology
- product options for various biometric systems

- risk, threats and vulnerabilities associated with biometric technology
- security and risk assessment and management techniques and processes
- types, functions and parameters of biometric technology including software, hardware and acquisition devices
- workplace communication channels, protocols and procedures.

## 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.

***OHS requirements*** are to be in accordance with federal and state or territory legislation and regulations, and organisational safety policies and procedures. Requirements relate to:

- identifying hazards
- controlling and minimising risks
- eliminating hazardous materials and substances
- safe use of equipment, including:
  - personal protective clothing and equipment
  - safety equipment
  - first aid equipment
  - fire safety equipment
  - business technology
- correct manual handling, including shifting, lifting and carrying
- safety procedures for the protection of self and others.

***Legislative requirements*** are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may relate to:

- award and enterprise agreements
- industrial relations
- Australian standards
- confidentiality and privacy
- OHS
- environment
- equal opportunity
- relevant industry codes of practice
- duty of care
- anti-discrimination and diversity
- licensing arrangements
- Compliance Policy Guidelines.

**Organisational requirements** may relate to:

- legal, organisational and site guidelines, policies and procedures relating to own role and responsibility
- standard operating procedures
- quality assurance
- procedural manuals
- continuous improvement processes and standards
- OHS
- emergency and evacuation procedures
- ethical standards
- recording and reporting
- access and equity principles and practices
- equipment use, maintenance and storage
- ergonomic practices
- environmental management (e.g. waste disposal, recycling and re-use guidelines)
- procedures for following instructions and accessing information
- physical environment.

**Biometrics** refers to:

- a measurable physical characteristic or personal behavioural trait used to recognise the identity or verify the identity of an individual.

**Biometric technologies** include:

- facial recognition
- fingerprint recognition
- hand geometry
- signature recognition
- iris recognition
- retina recognition
- voice recognition
- vein recognition.

**Privacy legislation** may include:

- national privacy principles
- national information privacy principles
- federal and state or territory Privacy Acts.



**Security safeguards** may be:

- administrative, including:
  - contingency plans (e.g. data backup, disaster recovery and emergency mode operation plans)
  - information access management (e.g. access authorisation, establishment and modification)
  - security incident procedures (e.g. report and response procedures)
  - security management (e.g. risk analysis and management)
  - security awareness and training (e.g. awareness, virus protection, login success or failure and password management)
- physical, including:
  - measures to protect information systems, buildings and equipment from natural and environmental hazards and unauthorised intrusions
- technical, including:
  - access control (e.g. user identification, emergency access procedures, automatic log-off, encryption and decryption)
  - audit control (e.g. logging, capturing data versions, times, sessions, workstations, events and user information)
  - transmission security (e.g. integrity controls and encryption).

**Threats:**

- are intentional or unintentional potential events that could compromise the security integrity of physical and technical organisational systems.

**Risks** may relate to:

- personnel
- data and information
- property.

**Communication** may be:

- face-to-face
- verbal or non-verbal
- in languages other than English
- in Indigenous languages
- through the use of assistive technology
- via an interpreter
- listening and understanding
- speaking clearly and directly
- writing to audience needs
- group interaction
- questioning to obtain information and/or clarify information and understanding
- oral reporting
- participating in routine meetings
- recording of discussions.

**Interpersonal techniques**

may include:

- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- using and interpreting verbal and non-verbal language
- observation techniques
- use of positive, confident and cooperative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate.

**Social and cultural**

**differences** may include:

- verbal and non-verbal language
- languages other than English
- traditional practices and observations
- beliefs, values and practices
- food and diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender and sexuality.

**Options** may relate to:

- enrolment advice
- motivation to verify
- tolerance for rejected attempts.

**Multiple biometrics** refers to:

- a biometric system that integrates two or more biometric technologies (facial and iris recognition, and multiple instances of a single biometric e.g. one or more fingerprints).

**Biometric systems** are:

- automated systems able to capture a biometric sample from an individual person, extract biometric data from the sample, compare the data with one or more reference template, determine the quality of a match, and indicate whether or not an identification or verification of identity has been achieved.

**Biometric systems** may include:

- acquisition devices:
  - optical scanners
  - microphones
  - cameras (e.g. video, infra-red enabled video and single-image)
  - chip or reader embedded in peripheral device
- software:
  - server-based authentication software for biometric authentication and logging
  - software associated with acquisition devices
- hardware
- interconnecting infrastructure
- biometric servers.

**Resource** requirements may include:

- funding
- time
- personnel
- tools
- equipment
- computer systems (e.g. hardware, software and infrastructure).

**Existing architecture** may include:

- servers
- websites
- local area networks (LANs)
- wide area networks (WANs)
- mainframe systems
- desktop PCs.

**Additional requirements** may relate to:

- upgrading or replacing the system or components of the system
- integration service requirements and interoperability.

**Feasibility** may relate to:

- technical feasibility
- operational feasibility
- economic and schedule feasibility.

**Relevant information** may include:

- assets (e.g. resources, data and information)
- risk and threat assessment outcomes
- resource requirements, including allocation and location
- contingency plans
- implementation issues
- treatment options.

**Appropriate format** may include:

- formats that cater for those with special needs, e.g. producing documents in large print.

**Implementation strategy**

may include:

- analysis and comparison of biometric system options
- resources necessary for implementation
- integration requirement and system interoperability
- assessment of security risks
- enrolment processes
- staged rollouts.

**Contingencies** may detail:

- roles, responsibilities, teams and procedures associated with restoring a security system following a disruption
- side manual door entry.

**Appropriate personnel**

may include:

- managers
- supervisors
- colleagues
- clients
- external consultants
- information technology specialists
- biometric technology specialists.

**Records and reports:**

- may be:
  - manual
  - computer-based
  - other appropriate organisational communication system
- may detail:
  - organisational security requirements
  - risk assessment outcomes
  - biometric technologies and systems
  - technical data and specifications
  - resources requirements
  - timeframe and financial considerations.

## 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**

Evidence gathered is to be related to:

- complying with organisational policies and procedures, including OHS, relevant to biometric work tasks
- complying with applicable legislation and code of ethics applicable to privacy and client confidentiality
- estimating resources to support implementation strategy and determining roles, responsibilities and work schedules
- designing treatment options that are compatible with assessed risk and security requirements
- determining biometric technology requirements based on an accurate evaluation of existing security controls, assets, and potential risks and threats
- developing an effective strategy that incorporates the implementation of treatment options, contingency arrangements, and resources for the effective implementation of biometric technology in a workplace environment.

### **Context of and specific resources for assessment**

Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. It is to comply with relevant regulatory requirements or Australian standards requirements.

The following resources must be available:

- materials and equipment relevant to determining the strategy for the implementation of biometric technology
- work instructions and related documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

### **Method of assessment**

Assessment methods must satisfy the endorsed Assessment Guidelines of PRS03 Asset Security Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.

Assessment may be in conjunction with assessment of other units of competency.

**PRSBIO502A**  
**Unit Descriptor**

**Assess biometrics system**

This unit of competency specifies the outcomes required to conduct an assessment of the application and operations of biometric technologies and systems in a workplace environment. It requires the ability to determine security arrangements and requirements, and measure and assess the operation, application and outcomes of biometric technologies and systems in terms of efficiency and effectiveness. It also requires the ability to interpret and apply effective principles and requirements relating to confidentiality, privacy and security in own work.

The unit involves the preparation and presentation of assessment results.

An understanding of the operating principles of biometric systems including software, hardware and acquisition devices, and principles of measurement and assessment is required.

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

**Employability Skills**  
**Application of the Unit**

This unit contains employability skills.

This unit has been developed for application in any industry involved with the maintenance of workplace security. It supports the attainment of skills and knowledge required for competent workplace performance in security operations of all sizes. Skills and knowledge are to be used within the scope of the person's job and authority.

**Unit Sector**

Security and Risk Management - Biometrics

**Functional Area**

Biometrics

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                         |   |
|-------------------------|---|
| 1. Plan for assessment. | 1.1 Applicable <b>occupational health and safety (OHS), legislative</b> and <b>organisational requirements</b> relevant to <b>biometric technologies and systems</b> are confirmed.<br>1.2 Relevant <b>privacy legislation</b> and code of ethics relating to the workplace application of biometric technology are accessed and interpreted.<br>1.3 Context and purpose of assessment is determined and clarified with <b>appropriate personnel</b> as required.<br>1.4 Organisational <b>security requirements</b> are determined.<br>1.5 Resources relevant to assessment activities are determined and organised according to workplace procedures.<br>1.6 <b>Assessment plan</b> is constructed according to client requirements and workplace procedures. |
|-------------------------|---|

2. Conduct assessment.
  - 2.1 Effective **communication** and **interpersonal techniques** are used that reflect sensitivity to individual **social and cultural differences**.
  - 2.2 Integration of biometric systems with **existing architecture** is assessed.
  - 2.3 Operational functions of biometric technologies and systems are assessed.
  - 2.4 Application of single or **multiple biometric** technologies are assessed.
  - 2.5 Data and information are assessed and errors or deficiencies identified.
  - 2.6 Skills and training requirements for the use and maintenance of biometric systems are determined.
  
3. Complete assessment.
  - 3.1 Assessment results are analysed, accurately documented and prepared in an **appropriate format** according to organisational requirements.
  - 3.2 Findings are presented to appropriate personnel according to workplace procedures.
  - 3.3 Findings are supported by verifiable evidence according to organisational requirements.
  - 3.4 Feedback is sought, received and used in a constructive manner.
  - 3.5 Recommendations or identified opportunities for **system improvements** are forwarded to appropriate personnel to inform future practice.
  - 3.6 **Records and reports** are completed and maintained according to legislative and organisational requirements.

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required skills:

Required skills include:

- accurately and securely maintain records, reports and other workplace information
- analyse organisational security plans, goals, objectives and existing safeguards
- assess data and information and identify errors or deficiencies
- assess the application, operation and outcomes of biometric technologies and systems
- comply with applicable confidentiality and privacy requirements
- comply with legislation, regulations, standards and codes of practice relevant to workplace biometric systems
- conduct and evaluate risk and threat assessments
- design effective treatment options
- determine biometric technology and system requirements, including single or multiple biometric applications
- determine resource requirements, including personnel, tools and equipment
- determine security requirements
- determine skills and training requirements
- make effective decisions
- conduct contingency planning
- read and interpret technical information, including plans, designs and specifications
- relate effectively to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- resolve problems
- select and use equipment and technology appropriate to the work task
- undertake effective enrolment of biometric and biographical data
- written communication skills sufficient to write assessment plan, document assessment results and complete relevant records and reports
- use appropriate communication and interpersonal skills, including negotiation.

### Required knowledge:

Required knowledge and understanding include:

- accuracy metrics and ratios according to risk tolerance
- applicable federal and state or territory legislation, regulations, standards and codes of practice relevant to the full range of processes relating to workplace biometric systems
- appropriate mathematical procedures for estimating, measuring and calculating
- assessment methods and techniques
- biometric technology and systems installation and implementation processes, procedures and requirements
- ergonomic and safe work practices and procedures
- established threshold levels and their impact on security
- feasibility and cost-benefit analysis techniques
- initial enrolment processes
- management of enrolment data
- operating systems and integration application requirements
- operational principles of information technology
- organisational procedures for recording, reporting and maintaining workplace information
- organisational security plans, goals and objectives
- organisational standards, requirements, policies and procedures for the use of biometric systems



- principles of cultural diversity and access and equity
- privacy and ethics issues associated with biometric systems
- problem identification and resolution procedures
- product options for various biometric systems
- risk, threats and vulnerabilities associated with biometric technology
- security and risk assessment and management techniques and processes
- types, functions and parameters of biometric systems, including software, hardware and acquisition devices
- workplace communication channels, protocols and procedures.

**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.

***OHS requirements*** are to be in accordance with federal and state or territory legislation and regulations, and organisational safety policies and procedures. Requirements relate to:

- identifying hazards
- controlling and minimising risks
- eliminating hazardous materials and substances
- safe use of equipment, including:
  - personal protective clothing and equipment
  - safety equipment
  - first aid equipment
  - fire safety equipment
  - business technology
- correct manual handling, including shifting, lifting and carrying
- safety procedures for the protection of self and others.

***Legislative requirements*** are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may relate to:

- award and enterprise agreements
- industrial relations
- Australian standards
- confidentiality and privacy
- OHS
- environment
- equal opportunity
- relevant industry codes of practice
- duty of care
- anti-discrimination and diversity
- licensing arrangements
- Compliance Policy Guidelines.

**Organisational requirements** may relate to:

- legal, organisational and site guidelines, policies and procedures relating to own role and responsibility
- standard operating procedures
- quality assurance
- procedural manuals
- continuous improvement processes and standards
- OHS
- emergency and evacuation procedures
- ethical standards
- recording and reporting
- access and equity principles and practices
- equipment use, maintenance and storage
- ergonomic practices
- environmental management (e.g. waste disposal, recycling and re-use guidelines)
- procedures for following instructions and accessing information
- physical environment.

**Biometrics** refers to:

- a measurable physical characteristic or personal behavioural trait used to recognise the identity or verify the identity of an individual.

**Biometric technologies** include:

- facial recognition
- fingerprint recognition
- hand geometry
- signature recognition
- iris recognition
- retina recognition
- voice recognition
- vein recognition.

**Biometric systems** are:

- automated systems able to capture a biometric sample from an individual person, extract biometric data from the sample, compare the data with one or more reference template, determine the quality of a match, and indicate whether or not an identification or verification of identity has been achieved.

**Biometric systems** may include:

- acquisition devices:
  - optical scanners
  - microphones
  - cameras (e.g. video, infra-red enabled video and single-image)
  - chip or reader embedded in peripheral device
- software:
  - server-based authentication software for biometric authentication and logging
  - software associated with acquisition devices
- hardware
- interconnecting infrastructure
- biometric servers.

**Privacy legislation** may include:

- national privacy principles
- national information privacy principles
- federal and state or territory Privacy Acts.

**Appropriate personnel** may include:

- managers
- supervisors
- colleagues
- clients
- external consultants
- information technology specialists
- biometric technology specialists.

**Security requirements** may relate to:

- security objectives:
  - authentication
  - integrity
  - privacy protection
  - recovery
  - auditability
- security safeguards:
  - administrative (e.g. licensing, authorisations, contingency plans, information access management, security incident procedures, security management, security awareness and training)
  - physical, including measures to protect information systems, buildings and equipment from natural and environmental hazards and unauthorised intrusions
  - technical (e.g. access control, audit control and transmission security)
- risk and threat assessments:
  - authentication
  - integrity
  - privacy protection
  - recovery
  - auditability.

**Assessment plan** may include:

- timelines
- necessary resources (e.g. number of tests)
- level of assessment
- enrolment requirements
- measurement and testing details and methods
- privacy and ethics requirements.

**Communication** may be:

- face-to-face
- verbal or non-verbal
- in languages other than English
- in Indigenous languages
- through the use of assistive technology
- via an interpreter
- listening and understanding
- speaking clearly and directly
- writing to audience needs
- group interaction
- questioning to obtain information and/or clarify information and understanding
- oral reporting
- participating in routine meetings
- recording of discussions.

**Interpersonal techniques** may include:

- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- using and interpreting verbal and non-verbal language
- observation techniques
- use of positive, confident and cooperative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate.

**Social and cultural differences** may include:

- verbal and non-verbal language
- languages other than English
- traditional practices and observations
- beliefs, values and practices
- food and diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender and sexuality.

**Existing architecture**

may include:

- servers
- websites
- local area networks (LANs)
- wide area networks (WANs)
- mainframe systems
- desktop PCs.

**Multiple biometrics** refers to:

- a biometric system that integrates two or more biometric technologies (facial and iris recognition, and multiple instances of a single biometric e.g. one or more fingerprints).

**Appropriate format** may include:

- formats that cater for those with special needs, e.g. producing documents in large print.

**System improvements**

may relate to:

- threshold levels
- changes to biometric settings
- backup systems
- contingency plans.

**Records and reports:**

- may be:
  - manual
  - computer-based
  - other appropriate organisational communication system
- may detail:
  - security arrangements and additional requirements
  - risk and threat assessments
  - functional operations of biometric technologies and systems
  - applications of biometric technologies and systems
  - resource requirements.

## 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**

Evidence gathered is to be related to:

- complying with organisational policies and procedures, including OHS, relevant to biometric work tasks
- complying with applicable legislation and code of ethics applicable to privacy and client confidentiality
- establishing purpose and context of assessment and plan, organising and coordinating assessment activities
- determining security requirements based on an accurate assessment of existing security controls, assets, and existing and potential risks and threats
- determining skill and training requirements to support the application of biometric technologies and systems
- efficiently and effectively assessing the application, operation and outcomes of biometric technologies and systems, including an accurate assessment of data and information
- preparing and presenting assessment findings, seeking and reviewing feedback, and recommending opportunities for improvement to inform future practices.

### **Context of and specific resources for assessment**

Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. It is to comply with relevant regulatory requirements or Australian standards requirements.

The following resources must be available:

- materials and equipment relevant to assessing biometric systems
- work instructions and related documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

### **Method of assessment**

Assessment methods must satisfy the endorsed Assessment Guidelines of PRS03 Asset Security Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.

Assessment may be in conjunction with assessment of other units of competency.

**PRSTS201A**  
**Unit Descriptor**

**Provide a service to customers**

This competency standard covers the process of providing a service to customers. It requires the ability to determine system requirements, estimate costs and document and confirm quotations with clients. Competency also requires a knowledge of communication and problem solving techniques to promote customer confidence. These work functions would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                    |   |
|------------------------------------|---|
| 1. Identify customer requirements  | <ul style="list-style-type: none"> <li>1.1 Credibility is established by using appropriate <i>interpersonal skills</i> to clarify <i>customer / clients</i> needs and expectations</li> <li>1.2 Information relevant to <i>customer / client inquiry</i> is identified and obtained from organisation and <i>industry sources</i></li> <li>1.3 Client file and security assessment are reviewed to identify <i>security equipment / system</i> requirements</li> <li>1.4 <i>Personal limitations</i> in addressing customer needs are identified and assistance is sought when required from <i>appropriate person(s)</i></li> </ul>  |
| 2. Determine suitable options      | <ul style="list-style-type: none"> <li>2.1 Specialised system requirements of customers / clients are identified and <i>installation requirements</i> are considered in accordance with <i>legal</i> and <i>organisational requirements</i></li> <li>2.2 Client requirements for written or verbal response is established in accordance with organisational requirements and nature of inquiry</li> <li>2.3 Options are presented to customer / client within agreed timeframes according to organisational requirements</li> <li>2.4 <i>Possible problems</i> are identified or anticipated and appropriate action taken to ensure customer / client satisfaction</li> </ul>  |
| 3. Communicate pricing information | <ul style="list-style-type: none"> <li>3.1 <i>Organisation's rate schedules</i> and / or industry based labour rates and conditions are identified and applied to establish costings where appropriate according to <i>organisational policy and procedures</i></li> <li>3.2 Labour, equipment, materials and other relevant items are identified and their availability and delivery dates confirmed according to organisational requirements</li> <li>3.3 Information provided to client reflects their requirements, is clear and concise and contains all relevant details of proposed security equipment / system</li> <li>3.4 Client file is created and <i>documentation</i> is accurately updated to include all relevant details and any <i>changes or variations</i> to services in accordance with organisational policy and procedures</li> </ul> |

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to security systems and equipment and organisational requirements may be shared and discussed with colleagues, supervisor and / or clients.	1
Collecting analysing and organising information	Legislative and regulatory information relevant to installation of security systems may be collected, analysed and complied with as required.	1
Planning and organising activities	Client inquiries may be prioritised and coordinated or sequenced to meet organisational requirements.	1
Working with others and in teams	Assistance may be provided among team members to gather and report information on security equipment to meet customer's and organisation's requirements.	1
Using mathematical ideas and techniques	Mathematics may be applied as an aid to measure labour costs, materials, and installation requirements	1
Solving problems	Possible delivery / installation problems related to meeting client requirements may be identified and resolved.	1
Using technology	Technology may be used to access client and industry information and calculate estimate costs.	1



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Interpersonal skills may include:

Those skills which are used to develop rapport and promote confidence including:

- using appropriate body language
- summarising and paraphrasing to check understanding of customers message
- providing an opportunity for the customer to confirm their request
- seeking feedback from the customer to confirm understanding of needs
- questioning to clarify and confirm the customers needs and expectations
- listening actively to what the customer's communicating

Customer / client may include:

- owner, property agent, tenant, building supervisor, manager, project manager, agent, government and legal agencies

Client inquiries may include:

- service provision
- security services / system options
- pricing
- estimates
- advice
- referrals
- general information
- company information

Industry sources may include:

- regulatory bodies
- industry codes of conduct
- industry associations
- other security companies
- current industry research
- publications
- magazines and brochures
- security equipment / system manufacturer's

Security equipment may include:

- detection devices
- audible and visual warning devices
- cameras
- monitors and control equipment
- control panels
- intercoms
- wireless equipment
- car alarms
- electronic readers
- electronic recognition controls
- locks and locking systems
- grills
- lighting
- boom gates
- turnstiles
- bank pop up screens
- biometrics
- electric and mechanical fire safety and fire locking systems
- power supplies
- batteries
- security doors and door controls

Security system may include:

- electronic
- mechanical
- computerised
- procedural

Personal limitations may include:

- understanding of specialist security systems and equipment
- own role and responsibilities
- legal knowledge base relating to client inquiry
- current competence level
- difficulties in meeting timelines
- complying with Occupational Health and Safety requirements
- being unsure of best method to complete task
- lack of resources
- additional research required

Appropriate person(s) may include:

- supervisors, managers
- support services / agencies (eg emergency services)
- clients (government agencies, corporations, general public, colleagues)

Installation requirements may include but are not limited to:

- special tools or equipment
- drill
- ladder
- scaffolding
- cherry picker
- sub-contract labour

Applicable legislation, codes and national standards must relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Australian building codes and regulations
- Australian Communications Authority cabling standards
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Possible problems may include:

- weather and environment conditions
- crowds vehicles
- limited access to assistance and resources
- insurance, time penalties, disputes
- availability, delivery
- competencies
- restricted site access, building progress
- cash flow
- problems with security or communication equipment

Organisation's rate schedules may include:

- labour rates
- standard unit costs
- standard equipment costs
- standard materials costs
- standard installation costs
- standard service costs
- standard monitoring costs

Organisations policy and procedures may be found in:

- operations manuals
- induction documentation
- training materials
- policy and procedures documents
- insurance policy agreements
- verbal or written instructions
- client and company confidentiality requirements
- quality assurance documents

Documentation may include:

- client details
- details of inquiries
- security equipment / system
- response to inquired
- updated client records

Changes and variations may include:

- changes in cost
- equipment
- services
- installation
- monitoring
- starting and / or completion dates
- warranty / guarantee / liability terms and conditions
- exclusions
- terms of trade

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide effective services to customers. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Comply with organisation policies, procedures, relevant legislation and industry codes of practice in regard to client service
- Provide a quality service environment by treating clients in a courteous and professional manner
- Understand limitations of own work role and responsibility in relation to service delivery
- Monitor and act on changing customer needs
- Follow workplace procedures relevant to controlling risks in the workplace
- Determine prices and estimates for labour, equipment, materials and other relevant items

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislation, codes and national standards relevant to the organisation
- Uniform and personal grooming requirements of the employer and client expectations in this regard
- Limitations of own work role and responsibilities in relation to service delivery
- Types and functions of security equipment and systems
- Organisations company pricing schedules
- Contractual requirements for estimating and quoting for service provision
- Methods of equipment / system installation
- Requirements for compliance with Australian building codes and regulations and Australian Communications Authority cabling standards
- Company and client confidentiality requirements
- Trade practices legislation regarding customer rights and / or consumer protection

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate effectively with clients and team members
- Work as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- Update documentation accurately
- Research information relevant to client requirements
- Question, gain feedback, provide information in format suitable to customer
- Operate a computer and use spreadsheets to calculate information
- Methodically organise work
- Follow safe and efficient work practices
- Calculate time, measurements and quantities

**What resources may be required for assessment?**

- Client files, designs and specifications, quotation pro-forma
- Calculator, computer
- Unit prices of equipment, materials, labour upon which to make estimate
- Assignment instructions
- Case studies
- Occupational Health and Safety guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS202A**  
**Unit Descriptor**

**Install security equipment/system**

This competency standard covers the skills and knowledge required to install a range of types of security equipment and systems. It requires the ability to select and use materials, tools and equipment appropriate to job requirements, effectively install security equipment / systems for the intended purpose, and complete documentation in an accurate and timely manner. This work applies in extra low voltage as defined through the Australian Standards AS 2201 (1986) environments. These work functions would be carried out under routine supervision within organisational guidelines.

**Unit Sector** Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |  |
|--|--|
| 1. Prepare for installation            | <ul style="list-style-type: none"> <li>1.1 <i>Work order and client requirements</i> are reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 <i>Security equipment / system</i> to be installed is identified and checked against work order in accordance with organisational procedures</li> <li>1.3 <i>Tools, equipment and materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications and organisational procedures</li> <li>1.4 Suitable <i>personal protective equipment</i> is selected and maintained in accordance with <i>OHS</i> and organisational requirements</li> <li>1.5 Potential and existing <i>risks and hazards</i> in the work area are identified and controlled in accordance with <i>OHS, legislative</i> and organisational requirements</li> </ul>   |
| 2. Install security equipment / system | <ul style="list-style-type: none"> <li>2.1 All work is conducted using <i>safe operating practices</i> in accordance with <i>OHS, legislative</i> and organisational requirements</li> <li>2.2 Security equipment / system is installed in specified positions and locations to maximise security coverage in accordance with manufacturer's specifications and client requirements</li> <li>2.3 Security equipment / system is fixed securely and is terminated and connected to cable as required in accordance with manufacturer's specifications and relevant industry standards</li> <li>2.4 Security equipment / systems are installed without damage or distortion to the surrounding <i>environment</i> or services and in a manner that maximises safety of self and others</li> <li>2.5 <i>Factors</i> affecting the achievement of assignment instructions are promptly identified and recommendations for variation to installation plans are negotiated with and approved by appropriate person(s)</li> </ul> |

- 3. Complete installation
  - 3.1 Final inspections are undertaken to ensure operational effectiveness of installed security equipment / system in accordance with industry, legislative and work order requirements
  - 3.2 Notification of work completion is made to appropriate person(s) in accordance with organisational procedures
  - 3.3 Work area, tools and equipment are cleaned and stored in accordance with OHS and organisational requirements
  - 3.4 Malfunctions, faults, wear or damage to tools is accurately documented and reported for repair or replacement in accordance with organisational policies and procedures
  - 3.5 Relevant *documentation* is completed in an accurate and timely manner in accordance with industry, legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Appropriate notification is made to relevant persons upon completion of installation work.	1
Collecting analysing and organising information	Client requirements and work order instructions may be reviewed to estimate and arrange materials, tools and equipment suitable to carry out installation of security equipment / systems.	1
Planning and organising activities	Ongoing checks of the quality of the installation work are undertaken to ensure the installed security equipment / system conforms to work order and client requirements.	1
Working with others and in teams	Additional information and advice may be sought from relevant persons to ensure the most efficient and effective procedures may be applied in the installation of security equipment / systems.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to plan and schedule work tasks and arrange adequate tool and equipment provisioning.	1
Solving problems	Variations to installation plans may be negotiated and implemented in situations where unplanned events or conditions occur.	1
Using technology	Technology may be used to communicate, schedule and document information. It may also be used to carry out installation testing.	1



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- legislative requirements
- budget allocations
- warranties and service information

Client requirements may relate to:

- requirements as detailed in security assessment or client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation procedures and schedule
- service and maintenance requirements
- monitoring requirements
- warranties / guarantees

Appropriate persons may include:

- clients
- site managers, project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues
- regulatory personnel
- security consultants

Organisational requirements may relate to:

- legal and organisational policies and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice

Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- electronic locks and locking systems
- low voltage lighting, boom gates, turnstiles
- bank pop-up screens
- biometrics
- electric / mechanical fire safety and fire locking systems
- low voltage power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Tools and equipment may include:

- multimeter, F-set, cable testing equipment
- hand tools, power tools, fixing tools, crimp tools, IDS tools
- flexible rods, fishing tools
- strippers, router, file, followers, spirit level
- soldering iron
- ladder, scaffold, scissor lift, hoist, drop sheet, batteries
- personal protective equipment
- communications equipment

Materials may include:

- fixings
- saddles, conduit, loxins, girderclips, wall plugs, hollow wall anchors, silicon, screws, parts and components
- wire and cable
- solder, insulation tape
- glue, paint, patch materials, sealing compounds
- electronic components

Personal protective clothing and equipment may include:

- masks, safety glasses, head protection, ear muffs
- safety boots, knee pads
- gloves
- witches hats, flashing lights
- warning signs and tapes
- fire extinguisher
- first aid kit

OHS policies and procedures may relate to:

- hazardous and risk assessment mechanisms
- implementation of safety regulations
- safety training
- safety systems incorporating:
  - work clearance procedures
  - isolation procedures
  - gas and vapour
  - monitoring / testing procedures
- use of protective equipment and clothing
- use of codes of practice

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- manual handling
- chemical hazards (battery corrosion)
- exposure to:
  - asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Australian building codes and regulations
- Australian Communications Authority cabling standards
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements

- Safe operating practices may relate to:
- working with electrical wiring, cables and overhead power lines
  - working with tools and equipment
  - risk and hazard recognition
  - emergency procedures
  - following confined spaces procedures

- Environment may include:
- atmosphere
  - soils
  - drains
  - underground water tables
  - the ecosystem

- Factors may include:
- competing work demands
  - technology / equipment breakdowns
  - workplace hazards, risks and controls
  - environmental factors (time, weather)
  - non-availability of resource and materials
  - budget constraints

- Documentation may include:
- records of security equipment / system positioning
  - section lists, zone lists, equipment lists
  - cable identification records, fixings, job card
  - records of any adjustments to original cable plan
  - records of faulty or malfunctioning tools and equipment
  - testing and inspection results
  - records of materials used

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to install security equipment and systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

- What critical aspects are required for evidence of competency?**
- Select correct tools and equipment and apply appropriate methods and safe operating practices to install, locate and position security equipment / system to satisfy client job and organisational requirements
  - Methodically organise own work tasks, safely and efficiently follow installation procedures and carry out checks to ensure integrity, security and safety of security equipment / systems
  - Clean and safely store tools and equipment and reinstate work sites in a clear and tidy condition
  - Interpret and comply with all applicable statutory and legislative guidelines and accurately complete all relevant documentation

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Building construction methods and types
- Technical terminology
- Types, functions and requirements of security equipment / systems
- Types, functions and uses of end-of-line devices and resistors
- Methods of equipment / system installation
- Installation hazards
- Methods of fixing equipment / systems
- Cable termination and connection
- Methods of sealing cable entries
- Electrical concepts, electrical connections
- Cable identification and handling requirements
- Earthing systems arrangements and requirements
- Confined space procedures
- Organisational and client confidentiality requirements
- OHS requirements and safe work practices
- Requirements for compliance with Australian building codes and regulations and Australian Communications Authority cabling standards

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner
- Read and interpret plans and specifications
- Use suitable tools and equipment, including hand and power tools
- Fit end-of-line devices
- Install and fix security equipment / systems
- Terminate and connect cable
- Identify cable
- Hand cable
- Solder, drill
- Carry out basic carpentry
- Conduct 'fix and make good' practices
- Methodically organise and prioritise work tasks
- Solve routine problems
- Work in confined spaces
- Apply safe and environmentally aware work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS203A**  
**Unit Descriptor**

**Install mechanical lock/locking system**

This competency standard covers the skills and knowledge required to install a range of mechanical locks and locking systems. It requires the ability to interpret work requirements, select and use suitable tools and equipment, and safely and effectively install mechanical locks / locking systems. This work would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |   |  |
|---|--|
| 1. Prepare for installation                 | <ul style="list-style-type: none"> <li>1.1 <i>Work order and client</i> requirements are reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 Mechanical lock / locking system to be installed is identified and checked against work order in accordance with organisational procedures</li> <li>1.3 <i>Tools, equipment and materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications and organisational procedures</li> <li>1.4 Suitable <i>personal protective equipment</i> is selected and maintained in accordance with <i>OHS policies and procedures</i> and organisational requirements</li> <li>1.5 Potential and existing <i>risks and hazards</i> in the work area are identified and controlled in accordance with OHS, <i>legislative</i> and organisational requirements</li> </ul> |
| 2. Install mechanical lock / locking system | <ul style="list-style-type: none"> <li>2.1 All work is conducted using <i>safe operating practices</i> in accordance with OHS, legislative and organisational requirements</li> <li>2.2 Locks are safely and effectively fitted to windows, doors and jams in accordance with manufacturer's specifications and relevant industry standards</li> <li>2.3 Door control devices are fitted to allow correct operation of doors in accordance with manufacturer's specifications and relevant industry standards</li> <li>2.4 Hollow doors are upgraded or strengthened as required to increase security in accordance with client and organisational requirements</li> <li>2.5 <i>Factors</i> affecting the achievement of assignment instructions are promptly identified and recommendations for variation to installation plans are negotiated with and approved by appropriate person(s)</li> </ul>  |

- 3. Complete installation
  - 3.1 Final inspections are undertaken to ensure installed mechanical lock / locking system conforms to industry, legislative and work order requirements
  - 3.2 Notification of work completion is made to appropriate person(s) in accordance with organisational procedures
  - 3.3 Work area, tools and equipment are cleaned and stored in accordance with OHS and organisational requirements
  - 3.4 Malfunctions, faults, wear or damage to tools is accurately documented and reported for repair or replacement in accordance with organisational policies and procedures
  - 3.5 Relevant *documentation* is completed in an accurate and timely manner in accordance with industry, legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Appropriate notification is made to relevant persons upon completion of installation work.	1
Collecting analysing and organising information	Client requirements and work order instructions may be reviewed to estimate and arrange materials, tools and equipment suitable to carry out installation of mechanical locks / locking systems.	1
Planning and organising activities	Ongoing checks of the quality of the installation work are undertaken to ensure the installed mechanical lock / locking system conforms to work order and client requirements.	1
Working with others and in teams	Additional information and advice may be sought from relevant persons to ensure the most efficient and effective procedures may be applied in the installation of mechanical locks / locking systems.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to plan and schedule work tasks and arrange adequate tool and equipment provisioning.	1
Solving problems	Variations to installation plans may be negotiated and implemented in situations where unplanned events or conditions occur.	1
Using technology	Technology may be used to communicate, schedule and document information. It may also be used to carry out installation testing.	1



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- legislative requirements
- budget allocations
- warranties and service information

Client requirements may relate to:

- requirements as detailed in security assessment or client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation procedures and schedule
- service and maintenance requirements
- monitoring requirements
- warranties / guarantees
- budget allocations

Appropriate persons may include:

- clients
- site managers, project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues
- regulatory personnel
- security consultants

Organisational requirements may relate to:

- legal and organisational policies and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice

Tools and equipment may include:

- hand tools, power tools, fixing tools
- router, file
- spirit level
- soldering iron, welder
- lock pick, pick gun
- ladder, scaffold, scissor lift, hoist, drop sheet
- personal protective equipment
- multimeter
- insulation mega
- communications equipment

Materials may include:

- springs, pins
- graphite powder
- oil, grease, silicon, dry lube
- lock ease
- glue, patch materials
- cleaning rags
- sealing compounds
- wire and cable

Personal protective clothing and equipment may include:

- masks, safety glasses, head protection, ear muffs
- safety boots
- knee pads
- gloves
- woggles hats, flashing lights
- warning signs and tapes
- fire extinguisher
- first aid kit

OHS policies and procedures may relate to:

- hazardous and risk assessment mechanisms
- implementation of safety regulations
- safety training
- safety systems incorporating:
  - work clearance procedures
  - isolation procedures
  - gas and vapour
  - monitoring / testing procedures
- use of protective equipment and clothing
- use of codes of practice

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- manual handling
- chemical hazards (battery corrosion)
- exposure to:
  - asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Australian building codes and regulations
- Australian Communications Authority cabling standards
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements, freedom of information

Safe operating practices may relate to:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures

Factors may include:

- competing work demands
- technology / equipment breakdowns
- unforeseen incidents
- workplace hazards, risks and controls
- environmental factors (time, weather)
- non-availability of resource and materials
- budget constraints

Documentation may include:

- details of CCTV equipment / system positioning
- section lists, zone lists, equipment lists
- fixings
- job card
- records of faulty or malfunctioning tools and equipment
- testing and inspection results
- report of materials used

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to install mechanical locks and locking systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Select correct tools and equipment and apply appropriate methods and safe operating practices to complete the installation of mechanical lock or locking systems within designated timeframes
- Clearly and accurately mark out lock positions and safely and efficiently follow installation procedures to effectively fit locks and door control devices
- Clean and safely store tools and equipment and reinstate work sites in a clear and tidy condition
- Interpret and comply with all applicable statutory and legislative guidelines and accurately complete all relevant documentation

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and requirements of mechanical locks / locking systems
- Types of doors and windows and mechanical lock applications
- Insurance specifications
- Requirements for working aground glass
- Fundamentals of locksmithing
- Building construction methods and types
- Technical terminology
- Installation risks and hazards
- Confined space procedures
- Organisational and client confidentiality requirements
- OHS requirements and safe work practices
- Requirements for compliance with Australian building codes and regulations

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Select correct mechanical lock / locking system for door and window applications
- Communicate in a clear and concise manner
- Read and interpret plans and specifications
- Effectively use tools and equipment, including hand and power tools
- Install mechanical locks / locking systems
- Weld
- Drill
- Carry out basic carpentry
- Conduct 'fix and make good' practices
- Methodically organise and prioritise work tasks
- Solve routine problems
- Work in confined spaces
- Accurately estimate materials, tools and equipment requirements
- Apply safe and environmentally aware workplace practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS204A**  
**Unit Descriptor**

**Install CCTV equipment/system**

This competency standard covers the skills and knowledge required to install CCTV and audio systems. It requires the ability to accurately interpret work requirements, select and safely use suitable tools and equipment, and install CCTV and audio systems in an efficient and effective manner. This work applies in extra low voltage as defined through the current Australian Standards AS 2201 environments. These work functions would be carried out under routine supervision within organisational guidelines.

**Unit Sector** Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                   |  |
|-----------------------------------|--|
| 1. Prepare for installation       | <ul style="list-style-type: none"> <li>1.1 <i>Work order and client requirements</i> are reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 CCTV and audio system to be installed is identified, checked and confirmed against work order in accordance with organisational procedures</li> <li>1.3 <i>Tools, equipment and materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications and organisational procedures</li> <li>1.4 Suitable <i>personal protective equipment</i> is selected and maintained in accordance with <i>OHS policies and procedures</i> and organisational requirements</li> <li>1.5 Potential and existing <i>risks and hazards</i> in the work area are identified and controlled in accordance with OHS, <i>legislative</i> and organisational requirements</li> </ul> |
| 2. Install CCTV and audio systems | <ul style="list-style-type: none"> <li>2.1 All work is conducted using <i>safe operating practices</i> in accordance with OHS, legislative and organisational requirements</li> <li>2.2 Selected <i>equipment / systems</i> are safely, securely and effectively installed in accordance with manufacturer's specifications, work order and legislative requirements</li> <li>2.3 <i>Factors</i> affecting the achievement of assignment instructions are promptly identified and recommendations for variation to installation plans are negotiated with and approved by appropriate person(s)</li> <li>2.4 Selected equipment / systems are installed without damage or distortion to the surrounding <i>environment</i> or services and in a manner that maximises safety of self, property and others</li> </ul>   |

- 3. Complete installation
  - 3.1 Final inspections are undertaken to ensure installed equipment, systems and materials conform to manufacturers specifications and industry, legislative and work order requirements
  - 3.2 Notification of work completion is made to appropriate person(s) in accordance with organisational procedures
  - 3.3 Work area, tools and equipment are cleaned and stored in accordance with OHS and organisational requirements
  - 3.4 Malfunctions, faults, wear or damage to tools is accurately documented and reported for repair or replacement in accordance with organisational policies and procedures
  - 3.5 Relevant *documentation* is completed in an accurate and timely manner in accordance with industry, legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Appropriate notification is made to relevant persons upon completion of installation work.	1
Collecting analysing and organising information	Client requirements and work order instructions may be reviewed to estimate and arrange materials, tools and equipment suitable to carry out installation of CCTV and audio systems.	1
Planning and organising activities	Ongoing checks of the quality of the installation work are undertaken to ensure the installed CCTV and audio system conforms to work order and client requirements.	1
Working with others and in teams	Additional information and advice may be sought from relevant persons to ensure the most efficient and effective procedures may be applied in the installation of CCTV and audio systems.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to plan and schedule work tasks and arrange adequate tool and equipment provisioning.	1
Solving problems	Variations to installation plans may be negotiated and implemented in situations where unplanned events or conditions occur.	1
Using technology	Technology may be used to communicate, schedule and document information. It may also be used to carry out installation testing.	1



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- legislative requirements
- budget allocations
- warranties and service information

Client requirements may relate to:

- requirements as detailed in security assessment or client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation procedures and schedule
- service and maintenance requirements
- monitoring requirements
- warranties / guarantees

Appropriate persons may include:

- clients
- site managers, project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues
- regulatory personnel
- security consultants
- building managers / supervisors

Organisational requirements may relate to:

- legal and organisational policies and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice

Tools and equipment may include:

- multimeter
- hand tools, power tools, fixing tools
- strippers
- spirit level
- soldering iron, welder
- ladder, scaffold, scissor lift, hoist, drop sheet
- cells and batteries
- personal protective equipment
- communications equipment

Materials may include:

- fixings
- saddles, conduit, loxins, girderclips, wall plugs, hollow wall anchors, silicon, screws
- cleaning rags
- wire and cable
- lens cleaner

Personal protective clothing and equipment may include:

- masks, safety glasses, head protection, ear muffs
- safety boots
- knee pads
- gloves
- witches hats, flashing lights
- warning signs and tapes
- fire extinguisher
- first aid kit

OHS policies and procedures may relate to:

- hazardous and risk assessment mechanisms
- implementation of safety regulations
- safety training
- safety systems incorporating:
  - work clearance procedures
  - isolation procedures
  - gas and vapour
  - monitoring / testing procedures
- use of protective equipment and clothing
- use of codes of practice

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- falls from heights
- manual handling
- chemical hazards (battery corrosion)
- exposure to:
  - asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- Australian building codes and regulations
- Australian Communications Authority cabling standards
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements

Safe operating practices may relate to:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures

Equipment / systems may be:

- monitors
- process equipment
- recorders (DVR, VCR, tape, still, digital)
- cameras (black and white, colour)
- camera brackets, housings (external, dome, internal, pole)
- microphones
- speakers

Environment may include:

- atmosphere
- soils
- drains
- underground water tables
- the ecosystem

Factors may include:

- competing work demands
- technology / equipment breakdowns
- unforeseen incidents
- workplace hazards, risks and controls
- environmental factors (time, weather)
- non-availability of resource and materials

Documentation may include:

- details of equipment / system positioning
- section lists, zone lists, equipment lists, location list, site map
- fixings
- job card
- records of faulty or malfunctioning tools and equipment
- testing and inspection results
- report of materials used

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to safely and effectively install CCTV systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Select correct tools and equipment and apply appropriate methods and safe operating practices to complete the installation of CCTV and audio systems within designated timeframes
- Install CCTV and audio equipment / systems in specific locations and positions and in a manner to maximise effective equipment functioning and minimise likelihood of tampering
- Monitor quality of work on a regular basis and recognise situations requiring the need to negotiate and implement variations to installation plans
- Clean and safely store tools and equipment and reinstate work sites in a clear and tidy condition
- Comply with all applicable statutory and legislative guidelines, industry standards and Australian Standards
- Accurately complete all relevant documentation

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and requirements of CCTV and audio systems
- Types, functions and capabilities of tools and equipment
- Methods of CCTV and audio installation
- Methods of repairing CCTV and audio equipment / systems
- Technical terminology
- Installation hazards
- Cable termination and connection
- Electrical concepts
- Cable identification and handling requirements
- Organisational and client confidentiality requirements
- OHS requirements and safe work practices
- Australian building codes requirements, ACA cabling standards, Australian Standards, technical and industry standards

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Fit end-of-line devices
- Select and operate required tools
- Install and test equipment used in CCTV / audio systems ( housings, cameras, monitors and recording systems)
- Terminate and connect cable
- Identify and handle cable
- Solder
- Use power and hand tools safely and effectively
- Carry out basic carpentry
- Methodically organise and prioritise own work tasks
- Work at heights and in other relevant environments
- Apply safe and environmentally aware work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes, Australian Standards, ACA standards, technical standards, manufacturers specifications, trade books and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS205A**  
**Unit Descriptor**

**Implement electronic monitoring procedures**

This competency standard covers the skills and knowledge required to monitor and respond to security system / equipment data and information. It requires the ability to receive and verify data, implement appropriate responses to situations, and maintain information and records systems. Work is usually conducted at a secure electronic reporting facility / monitoring station, monitoring centre or control room and would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

1. Monitor data and information

- 1.1 *Electronic equipment / systems* are operated for intended purpose in accordance with manufacturer's specifications, OHS and *assignment instructions*
- 1.2 *Monitoring parameters* of electronic security equipment / systems are identified and complied with in accordance with *organisational requirements*
- 1.3 Conveyed *information and data* is systematically monitored in accordance with assignment instructions and organisational requirements
- 1.4 Information and data is cross-checked as required by reference to other *monitoring systems* to ensure accurate and reliable exchange of information
- 1.5 *Ergonomic* issues are identified and appropriate risk control measures are reported to *appropriate person(s)* in accordance with *legislative*, OHS and organisational requirements

2. Respond to data and information

- 2.1 Received data and information is identified and verified for reliability and accuracy in accordance with assignment instructions and organisational procedures
- 2.2 *Responses* are prioritised and comply with monitoring parameters in accordance with legislative, industry and organisational requirements
- 2.3 *Follow up action* is taken and recorded as required to ensure the satisfactory resolution of situation to meet assignment and organisational requirements
- 2.4 Changing circumstances are identified and variations to response procedures are implemented in accordance with assignment instructions and organisational procedures
- 2.5 Personal limitations in carrying out response procedures are promptly identified and assistance is sought from appropriate person(s) in accordance with organisational procedures

- 3. Complete monitoring activities
  - 3.1 Change of shift procedures are carried out to ensure system and monitoring continuity in accordance with assignment instructions and organisational procedures
  - 3.2 Responses are documented in an accurate and timely manner and presented for review to appropriate person(s) in accordance with organisational requirements
  - 3.3 Actual or suspected faults or deficiencies in security equipment / systems are reported in accordance with organisational procedures
  - 3.4 Relevant workplace *documentation* is completed and processed in accordance with legislative and organisational procedures
  - 3.5 All information is securely retained and stored in accordance with legislative, industry and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Accurate data entry techniques may be used to effectively convey information.	1
Collecting analysing and organising information	Response information may be accurately documented and prepared in suitable formats for future reference.	1
Planning and organising activities	Change of shift procedures may be carried out to ensure system and monitoring continuity is maintained.	1
Working with others and in teams	Team work may be used in the accurate and effective exchange of information to facilitate prompt and efficient responses.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise and co-ordinate work tasks and responses.	1
Solving problems	Faults or deficiencies in monitoring or security systems are promptly identified and reported for remedial action.	1
Using technology	Technology may be used to receive, source and convey information, document and maintain records.	1



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Electronic equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- electronic locks and locking systems
- low voltage lighting, boom gates, turnstiles
- bank pop-up screens
- biometrics
- electric / mechanical fire safety and fire locking systems
- low voltage power supplies, batteries
- security doors and door controls
- computer systems

Assignment instructions may include:

- instructions from client / management
- work tasks, objectives and schedules
- resource and equipment requirements
- reporting and documentation requirements
- relevant information (security operational plans, field personnel schedules, manufacturer's specifications, operational manuals)

Monitoring parameters may relate to:

- levels of integrity of systems
- functions monitored (alarms, system on and off, access times, levels of access, identity of person gaining access)
- response requirements (including people to contact, emergency services to be contacted, armed guard or patrol send out, no action)
- testing and report functions
- recording functions
- passwords and codes

Organisational requirements may include:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to monitoring activities, incidents and / or response
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- Australian standards
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Information and data may include:

- alarms (medical, fire, duress, access, holdup, intruder)
- late to close, late to open
- test signals
- isolations
- plant and systems
- AC power fail, low battery
- system messages
- tamper
- equipment messages
- verbal and visual information

Monitoring systems may include:

- computer terminal, computer screen, software
- monitor
- printout
- instrument panel
- telephone, lift phone
- radio, intercom
- video cameras
- audio equipment
- video receivers, digital receivers

Ergonomic considerations may include:

- work station height and layout
- chair height, seat and back adjustment
- screen position, keyboard and mouse position
- footrest, document holder
- posture
- avoiding radiation from computer screens
- lighting
- noise minimisation
- rest periods, exercise breaks

Applicable legislation, codes and national standards may relate to:

- duty of care in provision of monitoring services to client and protection of client privacy
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- Privacy requirements, freedom of information

Responses may involve:

- notifying relevant personnel
- notifying emergency services
- dispatching field support staff

Follow up action may involve:

- contact client
- contact service technician
- contact client service provider
- contact supervisor

Appropriate persons may include:

- client
- manager / supervisor
- installer
- technician / maintenance technician
- security consultant
- building managers

Documentation may include:

- response reports
- voice and video recordings
- written instructions and authorisations from client
- work logs, journal and / or activity reports
- computer databases

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to implement monitoring procedures. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Respond to electronic security systems, information and data in a systematic manner and implement procedures to verify accuracy and reliability of received information
- Prioritise and respond promptly to data and information in compliance with monitoring parameters
- Follow up responses as required and accurately complete and process documentation

### **What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Relevant legislative provisions including OHS and licensing requirements
- Operational principles and functions of electronic security systems and equipment
- Software templates for electronic security equipment / systems
- Keypad and control panel types and functions
- Monitoring and response requirements
- Relevant Australian Standards
- Equipment / system configurations and programs
- Computer software used for monitoring functions
- Technical terminology
- Organisational and client confidentiality requirements
- Roles and responsibilities of support / emergency services
- Systems back-up procedures
- Verification procedures and requirements for confirming authenticity of received information
- Reporting, documentation requirements and processes
- Routine problem solving strategies
- Emergency procedures

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Operate a range of electronic security alarm monitoring management software relating to electronic security systems and tracking equipment
- Follow instructions
- Read data, information and instruction
- Following up responses
- Download and upload information
- Carry out basic data entry / keyboarding
- Use keypads and control panels
- Solve routine problems and make decisions according to set procedures
- Prioritise own work tasks and apply time management techniques
- Demonstrate understanding of basic numeracy
- Apply safe and efficient work practices work under pressure
- Back up security systems
- Identify basic faults or deficiencies in operation of security systems
- Communicate in a clear and concise manner when conveying information
- Comply with relevant legislative and regulatory requirements and Australian Standards

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS206A**  
**Unit Descriptor**

**Sell products and services**

This competency standard covers the process of providing quality products and services to customers. It requires the ability to identify the needs of customers and identify and resolve customer service problems. Competency also requires a knowledge of reviewing techniques to identify opportunities for further improvement. These work functions would be carried out under routine supervision within organisational guidelines.

**Unit Sector** Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |   |
|--|---|
| 1. Identify customer needs                 | 1.1 <i>Customer</i> preferences, needs and expectations are clarified by using appropriate <i>interpersonal skills</i><br>1.2 Customers are provided with information about available products and services to meet their needs and assisted in their selection of preferred options<br>1.3 The <i>rights and responsibilities</i> of customers and the organisation are identified and effectively communicated to the customer as appropriate<br>1.4 <i>Personal limitations</i> in assessing customer needs are identified and assistance is sought when required from <i>appropriate persons</i>  |
| 2. Sell products and services to customers | 2.1 Routine customer questions about merchandise, eg, price, quality, usage, are answered accurately and honestly or referred to appropriate persons<br>2.2 Effective <i>salestechniques</i> and approaches are used to meet identified customer needs in accordance with <i>organisational requirements</i><br>2.3 Product use and safety requirements are described or where possible demonstrated to customers in accordance with <i>manufacturer's specifications</i><br>2.4 Customer objections are identified and solutions offered according to organisational policy and sales techniques<br>2.5 Customer buying signals are monitored and customer is encouraged to make purchase decision in accordance with selected closing sale method |
| 3. Maximise sales opportunities            | 3.1 Specific products or services which match customer's identified needs are explained and promoted<br>3.2 Information regarding problems and delays is promptly communicated to customers<br>3.3 Complaints from customers are handled courteously and recorded according to organisational requirements<br>3.4 Customer <i>feedback</i> is reviewed in consultation with appropriate persons to identify <i>opportunities for improvement</i><br>3.5 Opportunities for repeat business are identified and encouraged in accordance with organisational requirements and sales techniques   |

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to developing an understanding of customer expectations and requirements may be shared and discussed with colleagues and supervisor	1
Collecting analysing and organising information	Legislative and regulatory information relevant to selling products and services may be collected, analysed and complied with as required.	1
Planning and organising activities	Work tasks may be prioritised and coordinated or sequenced as required to meet customer requirements.	1
Working with others and in teams	Assistance may be provided among sales staff to fulfil customer's and organisation's requirements.	1
Using mathematical ideas and techniques	Mathematics may be applied as an aid to calculate discounts, taxes, stock availability and agreed purchase methods	1
Solving problems	In the application of skills and knowledge to identify and resolve customer complaints or to recognise own limitations and service delivery complications.	1
Using technology	To access customer information and manage scheduling and completion of assignments.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

- Customers may include:
- small businesses
  - government agencies
  - corporations
  - individuals



Interpersonal skills may include:

- language, verbal or non-verbal
- two-way interaction
- active listening
- questioning to clarify and confirm understanding
- observation techniques
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options
- demonstrating flexibility and willingness to compromise

Manufacturers specifications may be found in:

- printed instruction leaflets
- operators manuals
- equipment specifications
- attachments to the equipment
- plans and diagrams
- warranty documents

Rights and responsibilities may relate to applicable legislation, codes and national standards relating to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- license, patent or copyright arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- Trade Practices Act
- privacy requirements
- transport, storage and handling of goods
- goods and Services Tax

Personal limitations may include:

- understanding characteristics of specific products or services
- customers with special requests
- own role and responsibilities
- legal knowledge base
- complying with Occupational Health and Safety requirements

Appropriate persons may include:

- supervisors
- management
- senior sales staff
- other professional or technical staff
- team members

Sales techniques may include but are not limited to:

- gaining a customer
- closing a sale
- techniques including, trade-up, trade-in, tie-ins, cut-ins, range-ins
- negotiation skills
- over-the-phone empathy creation
- securing payment

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Feedback may be obtained from the following sources:

- client satisfaction forms
- telephone survey
- follow up contact
- suggestion box
- verbal

Opportunities for improvement may include:

- coaching, mentoring and / or supervision
- formal / informal learning programs
- internal / external training provision
- work experience / exchange opportunities
- personal study
- career planning / development
- performance appraisals
- workplace skills assessment
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to sell products and services to customers. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Apply product knowledge and use an appropriate sales approach to sell the benefits of products, overcome objections and close sales
- Use questioning, listening and observation skills to accurately determine customer requirements
- Comply with organisation policies, procedures, relevant legislation and industry codes of practice in regard to selling products and services
- Provide a quality service environment by treating clients in a courteous and professional manner
- Maximise sales opportunities according to organisational policies and procedures
- Monitor and act on changing client or customer needs

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislation and regulations applicable to selling products and services
- Statutory requirements relating to consumer protection, public liability, professional indemnity, privacy
- Principles of duty of care, code of conduct and code of ethics
- Strategies for closing sales
- Factors influencing customers decisions
- Products and services available and special features (eg warranties, after sales support)
- Organisational policies and procedures related to customer requirements and selection of services
- Principles of questioning to get specific information
- Rights and responsibilities of customers
- Limitations of own work role and responsibilities in relation to service delivery

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Accurately record and report information
- Present a professional image to members of the public and colleagues
- Apply active listening and questioning techniques
- Handle difficult customers and customer complaints courteously
- Match sales approaches to customer behaviour
- Recognise opportunities for additional sales to same customer
- Communicate effectively with and relate to people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Communicate verbally and non-verbally in a clear and concise manner
- Comply with relevant legislative and regulatory requirements
- Encourage repeat business

**What resources may be required for assessment?**

- Access to a suitable venue and relevant equipment
- Case studies
- Occupational health and safety guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS207A**  
**Unit Descriptor**

**Perform routine maintenance**

This competency standard covers the skills and knowledge required to perform routine servicing, adjustments and repairs on a range of security equipment and systems. It requires the ability to select and use tools appropriate to specific tasks, monitor operational effectiveness and accurately identify faults, carry out routine maintenance and maintain records systems. This work would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

1. Prepare for routine maintenance

- 1.1 *Maintenance requirements of security equipment / systems are confirmed against work order in accordance with organisational requirements*
- 1.2 *Tools and equipment are selected appropriate to job requirements and checked to ensure operational effectiveness in accordance with manufacturer's specifications and organisational procedures*
- 1.3 *Faulty or unsafe tools are identified and segregated for repair or replacement in accordance with organisational procedures*
- 1.4 *Potential and existing risks and hazards in the work area are identified and controlled in accordance with OHS and organisational requirements*
- 1.5 *Suitable personal protective equipment is selected, used and maintained in accordance with organisational and OHS requirements*

2. Carry out routine maintenance

- 2.1 *All work is conducted using safe operating practices in accordance with OHS and organisational requirements*
- 2.2 *Security equipment / systems identified for maintenance are accessed with minimal disruption to client, services or normal work routines*
- 2.3 *Inspections of equipment are carried out to assess operational effectiveness and serviceability against normal operating criteria and manufacturer's specifications*
- 2.4 *Routine servicing and repairs of security equipment / systems are conducted in accordance with manufacturer's specifications, OHS and work order requirements*
- 2.5 *Complex faults or repair requirements outside area of responsibility or competence are reported to appropriate person(s) for specialist advice in accordance with organisational procedures*

- 3. Complete maintenance activities
  - 3.1 Serviced and / or repaired equipment is reinstated to operational condition in accordance with industry, *legislative* and organisational requirements
  - 3.2 Work area, tools and equipment are cleaned, maintained and stored in accordance with organisational requirements
  - 3.3 Waste from service and repair activities is collected, treated and disposed or recycled in accordance with organisational and environmental requirements
  - 3.4 Malfunctions, faults, wear or damage to tools is reported for repair or replacement in accordance with organisational policies and procedures
  - 3.5 *Records and reports* are accurately completed, processed and maintained in accordance with industry, legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Maintenance requirements and operational techniques of security equipment and systems may be discussed and verified with colleagues and / or the supervisor.	1
Collecting analysing and organising information	Security equipment and systems performance may be monitored for operational efficiency and effectiveness and any identified faults and malfunctions reported for repair or replacement.	1
Planning and organising activities	Maintenance activities may be planned and coordinated with normal security operations or sequenced as required.	1
Working with others and in teams	Team work may be applied in methods and procedures to complete maintenance tasks within designated timeframes.	1
Using mathematical ideas and techniques	Mathematics may be used to calculate and measure resource requirements to maintain the operational efficiency of security equipment and systems.	1
Solving problems	Prompt remedial action to repair or replace faulty or malfunctioning security equipment will minimise operational downtime.	1
Using technology	Technology may be used to test security equipment and systems. It may also be used to communicate, measure and record information.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Maintenance may include:

- minor modifications and adjustments
- cleaning
- routine repairs
- servicing

Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- biometrics
- electric / mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Work order information may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- legislative requirements
- budget allocations
- warranties and service information

Organisational requirements may relate to:

- legal and organisational policies and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice

Tools and equipment may include:

- computer, software
- testing equipment (multimeter)
- hand and power tools, fixing tools
- personal protective equipment

Manufacturers specifications may be found in:

- printed instruction leaflets
- operators manuals
- equipment specifications
- attached to the equipment
- plans and diagrams
- warranty documents

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- manual handling
- chemical hazards (battery corrosion)
- exposure to:
- asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

OHS requirements may relate to:

- systems and procedures for
- the safe operation and maintenance of tools and equipment
- identifying and reporting hazards and risks
- lifting, carrying and manual handling
- the identification of safety decals and signage
- handling and storage of hazardous substances
- the appropriate use of personal protective equipment
- outdoor work including protection from solar radiation



Personal protective equipment may include:

- masks
- safety boots
- head protection
- safety glasses
- knee pads
- gloves
- fire extinguisher, first aid kit

Safe operating practices may relate to:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- risk and hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures

Access may involve:

- use of access code
- disablement of system
- removal of housing
- access token
- keys
- phone line access
- modem

Disruptions may affect:

- security
- time
- access
- noise
- use of communications equipment
- business operations

Appropriate persons may include:

- clients
- site managers
- project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues
- regulatory personnel
- security consultants

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements

Records and reports may detail:

- completion of work log
- operational checks conducted
- equipment faults and diagnosis
- repairs and / or servicing undertaken
- recommended repairs or disposal of equipment
- testing and inspection results
- materials used, parts and components replaced
- warranties and service agreements

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to perform routine maintenance on a range of security equipment and systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Select the correct tools and equipment and apply appropriate methods and safe operating practices to complete routine servicing and repairs on a range of security equipment and systems within designated timeframes
- Inspect and test equipment for correct operation and accurately identify faulty or damaged equipment and refer complex faults or repair for specialist advice
- Clean, maintain and store tools and safe work areas and accurately complete and process relevant records and reports

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Building construction methods and types
- Technical terminology
- Types, functions and uses of end-of-line devices and resistors
- Types, characteristics and functions of tools and equipment
- Environmental and waste disposal procedures
- Installation hazards
- Routine maintenance procedures
- Cable termination and connection
- Methods of sealing cable entries
- Electrical concepts, electrical connections
- Cable identification and handling requirements
- Earthing systems arrangements and requirements
- Confined space procedures
- Organisational and client confidentiality requirements
- OHS requirements and safe work practices
- Requirements for compliance with Australian Standards, building codes and regulations and Australian Communications Authority cabling standards

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret written information
- Prioritise and methodically organise work activities
- Effectively operate a range of security equipment and systems
- Apply safe workplace practices and procedures
- Trouble shoot and solve routine problems
- Identify routine and complex faults and malfunctions
- Maintain inventory of equipment and consumables
- Carry out routine maintenance and repairs
- Measure and calculate volumes, consumption and servicing requirements
- Obtain appropriate licensing
- Prepare relevant documentation and maintain records
- Identify and control workplace hazards and risks

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS301A**  
**Unit Descriptor**

**Identify technical security requirements**

This competency standard covers the skills and knowledge required to determine technical security requirements for small domestic or commercial environments. It requires the ability to source relevant information and use appropriate assessment methods to accurately determine security equipment / system options to meet client needs. This work would be carried out under routine supervision within organisational guidelines.

**Unit Sector** Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |   |
|--|---|
| 1. Prepare to identify security requirements | <ul style="list-style-type: none"> <li>1.1 <i>Assignment instructions</i> are reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 Discussions with <i>client</i> are conducted to establish perceived security risks and clarify <i>scope</i> of security requirements</li> <li>1.3 <i>Specific site requirements</i> are identified and appropriate arrangements made as required in accordance with client and organisational requirements</li> <li>1.4 Personal limitations in <i>assessing</i> security requirements are promptly identified and assistance is sought from <i>appropriate person(s)</i> in accordance with organisational procedures</li> </ul> |
| 2. Identify security requirements            | <ul style="list-style-type: none"> <li>2.1 Site restrictions, regulations and requirements are identified and complied with in accordance with <i>legislative</i>, client and organisational requirements</li> <li>2.2 <i>Information</i> is gathered from reliable sources and is relevant to assignment requirements in accordance with legislative, client and organisational requirements</li> <li>2.3 <i>A site assessment</i> is carried out where possible to facilitate an accurate determination of security system requirements</li> <li>2.4 <i>Security risk factors</i> that may affect the site are identified and assessed in accordance with organisational procedures</li> </ul>  |

- 3. Document security requirements
  - 3.1 *Business equipment* is used to manage information efficiently and effectively in accordance with manufacturers specifications and organisational procedures
  - 3.2 An assessment of client security requirements is completed within designated timeframes and presented for review to appropriate person(s)
  - 3.3 Assessment report uses clear and concise language, is free of inconsistencies and meets organisational standards of style, format and accuracy
  - 3.4 Recommendations for *security equipment / systems* and alternative options are supported by gathered and verifiable information in accordance with organisational requirements
  - 3.5 *Documentation* requirements are completed and processed in accordance with legislative, assignment and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Discussions may be conducted with relevant persons to clarify scope of client technical security requirements.	2
Collecting analysing and organising information	A site assessment may be carried out, accurately documented and organised by records or reports.	2
Planning and organising activities	Site assessments may be arranged with minimal disruption to client, services or normal work routines.	2
Working with others and in teams	Clarification may be sought from relevant persons to ensure a clear understanding of assignment requirements.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to estimate resource and equipment / system requirements. It may also be used to plan and schedule work tasks.	2
Solving problems	Personal limitations in assessing technical security requirements may be promptly identified and appropriate assistance sought.	2
Using technology	Technology may be used to communicate, schedule, source and document information.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assignment instructions may include:

- instructions from supervisor / management
- work schedules and completion dates
- specific client requirements
- site requirements, security clearance and access requirements
- reporting and documentation requirements
- budget allocations

Appropriate person(s) may include:

- clients
- site managers
- project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues
- regulatory personnel
- security consultants

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

- Client may include:
- owner
  - property agent
  - tenant
  - building supervisor
  - manager
  - project manager
  - agent
  - government and legal instruments / agencies
- Scope may include:
- protection of persons, property or assets
  - conformance with insurance
  - government or other requirements
- Site access and specific site requirements may relate to:
- access and egress points, time of access
  - access codes, keys, passes, security clearances
  - union requirements
  - OHS requirements
  - building codes and regulations
  - heritage listings
  - noise control
- Assessment may involve
- discussions with client
  - visual inspections
  - review of client floor plans and supporting documentation
  - questioning police, insurance companies and other bodies
- Applicable legislation, codes and national standards may relate to:
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
  - Occupational Health and Safety
  - environmental issues
  - equal employment opportunity
  - industrial relations
  - anti-discrimination and diversity
  - licensing arrangements
  - Australian Standards, quality assurance and certification requirements
  - relevant industry Codes of Practice
  - trade practices, award and enterprise agreements
  - privacy related legislation
- Information may include:
- insurance policy agreements
  - special rooms or areas requiring higher level of protection
  - current / proposed operating environments, assets and systems
  - activities and functions
  - existing security systems / equipment
  - existing management strategies
  - business and operational plans
  - incident history



Site assessment may involve:

- type and condition of building structures
- site restrictions, regulations and requirements
- access and egress patterns
- floor plan
- existing security equipment / systems

Security risks factors may include:

- vandalism, trespass, break-in, burglary
- unsecured windows
- entry points screened from public view
- external doors without deadlocks or with hinges opening outward
- flimsy building materials
- client habits (eg doors left unlocked)
- adequacy of street lighting
- traffic flow
- neighbourhood crime rating
- proximity of other buildings

Business equipment may include:

- computers, computer applications, modems
- personal schedulers
- e-mail, internet / intranet
- facsimile machines
- printers
- photocopiers
- scanners

Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- smoke detection devices
- electric / mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Documentation may include:

- checklists
- reports
- floor plans
- client briefs
- specifications
- schedules

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to assess technical security requirements for clients. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Source and gather relevant information and conduct a comprehensive site assessment to identify client assets, activities and existing security arrangements
- Use appropriate research methods to determine suitable technical security requirements and options to meet client needs and expectations
- Prepare a summary of assessed client needs and recommended security options in a format suitable for review

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Available security equipment / system options and basic requirements for installation
- Types and functions of security equipment and systems
- Building construction methods and types
- Organisational and client confidentiality requirements
- Basic problem solving strategies
- Operational principles of information technology
- Principles of effective communication
- Documentation requirements and processes

### What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Recognise security threats to people, property and premises
- Observe and assess technical security requirements
- Read and interpret plans, designs and specifications
- Apply basic numeracy techniques
- Apply safe and efficient work practices
- Communicate in a clear and concise manner
- Relate to people from different social and cultural backgrounds
- Present a professional image
- Prepare and present reports
- Organise work tasks in a methodical manner
- Enter data using basic keyboarding skills

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS302A**  
**Unit Descriptor**

**Program security equipment/system**

This competency standard covers the skills and knowledge required to program and configure a range of security equipment / systems. It requires the ability to clearly identify programming requirements and configuration parameters for the type of security equipment or system, use safe and efficient work practices, maintain a hazard-free work area, and maintain accurate records and information systems. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments and would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |  |
|--|--|
| 1. Prepare for programming             | <ul style="list-style-type: none"> <li>1.1 <i>Work order</i> is reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 <i>Security equipment / system programming requirements and configuration parameters</i> are identified and accurately understood</li> <li>1.3 <i>Tools, equipment and materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications and organisational procedures</li> <li>1.4 Suitable <i>personal protective equipment</i> is selected, used and maintained in accordance with OHS and organisational requirements</li> <li>1.5 Potential and existing <i>risks and hazards</i> to programming are identified and managed in accordance with OHS and organisational requirements</li> </ul>               |
| 2. Program security equipment / system | <ul style="list-style-type: none"> <li>2.1 All work is conducted using <i>safe operating practices</i> in accordance with <i>legislative</i>, OHS and organisational requirements</li> <li>2.2 Security equipment / system is powered, programmed and configured in accordance with work order, manufacturer's specifications and relevant industry standards</li> <li>2.3 Correct security equipment / system operational procedures and compliance requirements are observed and followed in accordance with manufacturer's specifications and organisational requirements</li> <li>2.4 Security equipment / system configuration is checked to confirm required operation and functioning in accordance with organisational requirements</li> <li>2.5 Alterations or changes to programming requirements are confirmed with appropriate person(s) in accordance with organisational procedures</li> </ul> |

- 3. Complete programming activities
  - 3.1 Final inspections are undertaken to ensure security equipment / system programming conforms to work order and client requirements
  - 3.2 Notification of work completion is made to appropriate person(s) in accordance with organisational procedures
  - 3.3 *Documentation* is completed promptly and accurately and processed in accordance with client and organisational requirements
  - 3.4 Work area, tools and equipment are cleaned and stored in secure and safe locations in accordance with organisational requirements
  - 3.5 Waste from programming activities is collected, treated and disposed of or recycled in accordance with organisational procedures and environmental policies

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Programming requirements and configuration parameters may be clarified and confirmed with relevant persons to ensure client needs are accurately met.	2
Collecting analysing and organising information	Conducted inspections and checks of programming and configuration work may be accurately documented and organised by records or reports.	2
Planning and organising activities	Notification may be made to relevant persons upon completion of programming and configuration work.	2
Working with others and in teams	Requirements for alterations or changes to programming or configuration of security equipment / systems may be discussed with relevant persons.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to accurately estimate resource requirements and prioritise work tasks.	2
Solving problems	Potential and existing risks and hazards associated with programming work are promptly identified and controlled.	2
Using technology	Technology may be used to communicate, source and record information. It may also be used to carry out testing activities.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may relate to:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations
- warranties and service information

Appropriate person(s) may include:

- clients
- site managers, project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues, security consultants
- regulatory personnel

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- smoke detection devices
- electric / mechanical fire safety and fire locking systems
- power supplies, batteries

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Programming requirements and configuration parameters:

- may be found in:
- work order, system plans and specifications, manufactures specifications
- may include:
- alarm types, reporting, access controls, alerting monitoring station

Tools and equipment may include:

- multimeter, F-set, cable testing equipment
- hand tools, power tools, fixing tools, crimp tools, IDS tools
- flexible rods, fishing tools
- strippers, router, file, followers, spirit level
- soldering iron, welder
- lockpick, pick gun
- ladder, scaffold, scissor lift, hoist, drop sheet, batteries
- personal protective equipment
- communications equipment

Materials may include:

- computer disks

Personal protective equipment may include:

- safety boots
- masks
- safety glasses
- knee pads
- gloves
- first aid kit, fire extinguisher

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- manual handling
- chemical hazards (battery corrosion)
- exposure to:
- asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- administering first aid

Applicable legislation, codes and national standards may relate to:

- compliance with Australian building codes and regulations
- compliance with Australian Communications Authority (ACA) cabling standards
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements and privacy related legislation

Documentation may include:

- completion of work log
- security equipment / system positioning
- cable identification
- adjustments to original cable plan
- section lists, zone lists, equipment lists
- fixings, job card



## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to program a range of security equipment / systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Clearly identify programming requirements and configuration parameters of security equipment / systems and organise appropriate tools, equipment and materials to carry out work
- Follow safe and efficient work practices in the use of tools and equipment and accurately identify and manage risks and hazards to programming work and work areas
- Access security equipment / systems and methodically carry out programming and configuration procedures with minimal disruption to client, services or normal work routines
- Clean and store tools and equipment, reinstate work area in a clear and safe condition, and prepare and submit all required documentation in an accurate and prompt manner

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Building construction methods and types
- Powering systems types, functions and requirements of security equipment / systems
- Keypad and control panel types and functions
- Methods of equipment / system programming
- Security equipment / system configurations
- Computer software types and functions
- Electrical concepts (voltage, current, resistance, impedance)
- Cable identification and handling requirements
- Earthing systems arrangements and requirements
- Technical terminology
- Organisational and client confidentiality requirements
- OHS requirements and safe work practices

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner
- Read and interpret plans and specifications
- Select and use suitable tools and equipment
- Power systems
- Program and configure security equipment / systems
- Methodically prioritise and organise work tasks
- Operate security equipment / systems
- Download / upload information
- Test security equipment systems and read a multimeter
- Accurately identify and handle cables
- Solve routine problems
- Estimate resource requirements
- Apply safe and efficient work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS303A**  
**Unit Descriptor**

**Test installed security equipment/system**

This competency standard covers the skills and knowledge required to test a range of security equipment and systems including cable systems, equipment components and programming. It requires the ability to select and carry out tests suitable to confirm the integrity, security and safety of the security equipment / system. Competency also requires the ability to interpret and accurately document the test results. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments and would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                     |  |
|-------------------------------------|--|
| 1. Prepare for testing              | <ul style="list-style-type: none"> <li>1.1 <i>Work order</i> is reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 Type and location of <i>security equipment / system</i> to be tested is identified and checked against the work order</li> <li>1.3 Testing parameters are identified and confirmed in accordance with <i>manufacturer's specifications</i></li> <li>1.4 <i>Tools, equipment and materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications and organisational procedures</li> <li>1.5 Potential and existing <i>risks and hazards</i> involved with testing security equipment / systems are identified and managed in accordance with <i>OHS policies and procedures</i> and organisational requirements</li> <li>1.6 Suitable <i>personal protective equipment</i> is selected, used and maintained in accordance with OHS and organisational requirements</li> </ul> |
| 2. Test security equipment / system | <ul style="list-style-type: none"> <li>2.1 <i>Safe operating practices</i> are observed to remove risk of injury to self, others or security equipment / system in accordance with OHS and organisational requirements</li> <li>2.2 Parts or connections of security equipment / system are removed as required in accordance with manufacturer's specifications and safely stored to protect against loss or damage</li> <li>2.3 Tests are conducted in accordance with manufacturer's specifications and provide reliable and accurate test data on the operation and functioning of security equipment / systems</li> <li>2.4 Security equipment / system is reassembled as required and returned to pre-test conditions in accordance with manufacturer's specifications</li> <li>2.5 Personal limitations in conducting testing are promptly identified and assistance is sought from appropriate person(s) in accordance with organisational procedures</li> </ul>   |

- 3. Complete testing
  - 3.1 Tests results are accurately recorded and relevant *documentation* is completed and processed in accordance with *legislative*, industry and organisational requirements
  - 3.2 Notification of work completion is made to appropriate person(s) in accordance with organisational procedures
  - 3.3 Malfunctions or deficiencies in the operation of security equipment / system and / or components are reported in accordance with industry standards and organisational procedures
  - 3.4 Work area, tools and equipment are cleaned and stored in a secure and safe location in accordance with organisational requirements
  - 3.5 Waste from testing activities is collected, treated and disposed of or recycled in accordance with organisational procedures and environmental policies

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Notification may be made to relevant persons upon the completion of testing procedures of security equipment / systems.	2
Collecting analysing and organising information	Tests results may be interpreted, accurately recorded and organised in suitable formats for analysis.	2
Planning and organising activities	Security equipment / systems for testing may be accessed with minimal disruption to client services, property or normal work routines.	2
Working with others and in teams	Personal limitations in carrying out testing procedures may be promptly identified and assistance sought from relevant persons.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to accurately estimate resource requirements and prioritise work tasks.	2
Solving problems	Malfunctions or deficiencies in the operation of security equipment / system and / or components are promptly reported for remedial action.	2
Using technology	Technology may be used to communicate, source and record information. It may also be used to carry out testing activities.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations
- warranties and service information

Appropriate person(s) may include:

- clients
- site managers, project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues, security consultants
- regulatory personnel

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- smoke detection devices
- electric / mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Tests may involve / include:

- cables
- wiring and connections (continuity, resistance, earth leakage, voltage)
- walk tests, coverage tests, safety tests, calibration tests
- correct relaying of information / data
- testing to specifications
- detection tests, alarm tests, functional tests

Tools and equipment may include:

- computer, software
- testing equipment
- ladder, scaffold, scissor lift, hoist
- batteries
- personal protective equipment
- communications equipment

Materials may include:

- computer disks
- test board
- test tape

Manufacturers specifications may be found in:

- printed instruction leaflets
- operators manuals
- equipment specifications
- attachments to equipment
- plans and diagrams
- warranty documents

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- manual handling
- chemical hazards (battery corrosion)
- exposure to:
- asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

OHS policies and procedures may relate to:

- hazardous and risk assessment mechanisms
- implementation of safety regulations
- safety training
- safety systems incorporating:
- work clearance procedures
- isolation procedures
- gas and vapour
- monitoring / testing procedures
- use of protective equipment and clothing
- use of codes of practice

Personal protective equipment may include:

- safety boots
- masks
- safety glasses
- knee pads
- gloves
- first aid kit, fire extinguisher

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- administering first aid

Documentation may include:

- work log
- records of equipment / system positioning
- section lists, zone lists, equipment lists
- cable identification records, fixings, job card
- records of any adjustments to original cable plan
- records of faulty or malfunctioning tools and equipment
- testing and inspection results
- records of materials used
- costings

Applicable legislation, codes and national standards may relate to:

- compliance with Australian building codes and regulations
- compliance with Australian Communications Authority (ACA) cabling standards
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to test installed security equipment / systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Identify testing parameters appropriate to type of security equipment / system and organise appropriate tools, equipment and materials to carry out testing procedures
- Select and carry out suitable tests and methods to check and confirm security equipment / system performance and operational effectiveness
- Prepare and submit correctly interpreted test results and other relevant documentation in a prompt and accurate manner
- Reinstate work area to pre-test condition and clean and safely store tools and equipment



**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Powering systems types, functions and requirements of security equipment / systems
- Keypad and control panel types and functions
- Types and functions of tools and equipment
- Isolating and testing procedures
- Cable identification techniques
- Earthing systems, arrangements and requirements
- Electrical concepts (voltage, current, resistance and impedance)
- Electrical connections and types of electrical circuits
- Circuit protection requirements
- Cable handling requirements
- Computer software types and functions
- Technical terminology
- Organisational and client confidentiality requirements
- OHS requirements and safe work practices
- Requirements for compliance with Australian building codes and regulations and Australian Communications Authority (ACA) cabling standards

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret plans and specifications
- Communicate in a clear and concise manner
- Select and use relevant testing tools and equipment
- Test security equipment / systems
- Evaluate test results
- Identify, isolate, test and tag cables
- Power security equipment / system
- Download and upload information
- Use keypads and control panels
- Methodically prioritise and organise work tasks
- Solve routine problems
- Estimate resource requirements
- Apply safe and efficient work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS304A****Commission/decommission security equipment/system****Unit Descriptor**

This competency standard covers the skills and knowledge required to commission and decommission a range of security equipment and systems. It requires the ability to clearly identify and follow correct commissioning / decommissioning procedures, use safe and efficient work practices, maintain a hazard-free work area, accurately document and maintain information systems. This work would be carried out under routine supervision within organisational guidelines and applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments.

**Unit Sector**

Technical Security

**ELEMENT****PERFORMANCE CRITERIA**

- |  |  |
|--|--|
| 1. Prepare for commissioning / decommissioning | <p>1.1 <i>Work order</i> is reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></p> <p>1.2 <i>Commissioning / decommissioning</i> requirements of <i>security equipment / systems</i> are identified and confirmed in accordance with organisational procedures</p> <p>1.3 <i>Tools, equipment and materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications and organisational procedures</p> <p>1.4 Potential and existing <i>risks and hazards</i> associated with security equipment / systems are identified and managed in accordance with <i>OHS policies and procedures</i> and organisational requirements</p> <p>1.5 Suitable <i>personal protective equipment</i> is selected, used and maintained in accordance with OHS and organisational requirements</p> <p>1.6 Personal limitations in commissioning / decommissioning security equipment / systems are promptly identified and assistance is sought from appropriate person(s) in accordance with organisational procedures</p> |
|--|--|

- 2. Commission security equipment / system
  - 2.1 Correct security equipment / system operational and testing procedures are observed and followed in accordance with manufacturer's specifications and work order
  - 2.2 Testing confirms that security equipment / system meets installation performance specifications, industry and *legislative* requirements
  - 2.3 *Customisation* of security equipment / system to match client requirements is completed as required in accordance with manufacturer's specifications and work order
  - 2.4 Malfunctions or deviations from specifications are identified and rectified or reported in accordance with organisational procedures
  - 2.5 Client *hand-over* of commissioned security equipment / system is undertaken in accordance with legislative and organisational requirements and relevant industry standards
  - 2.6 *Safe operating practices* are observed to remove risk of injury to self, others or security equipment / system in accordance with OHS and organisational requirements
  
- 3. Decommission security equipment / system
  - 3.1 Isolation procedures to protect the functioning or operation of existing structures are confirmed with appropriate person(s) and implemented in accordance with site procedures
  - 3.2 Security equipment / system to be decommissioned is accessed in accordance with manufacturer's specifications and minimises disruption to client, services or normal work routines
  - 3.3 Correct security equipment / system decommissioning procedures are observed and followed in accordance with manufacturer's specifications, OHS, legislative and organisational requirements
  - 3.4 Clear and concise communication is maintained with appropriate person(s) during decommissioning procedures in accordance with client and organisational requirements
  - 3.5 *Safe operating practices* are observed to remove risk of injury to self, others or security equipment / system in accordance with OHS and organisational requirements

- 4. Complete commissioning / decommissioning activities
  - 4.1 *Removal* of decommissioned security equipment / system or components is arranged in accordance with work order, OHS and organisational procedures
  - 4.2 Notification of work completion is made to appropriate person(s) in accordance with client and organisational procedures
  - 4.3 *Results of commissioning* and other relevant *documentation* is completed and processed in accordance with industry, legislative and organisational requirements
  - 4.4 Work area, tools and equipment are cleaned and stored in a secure and safe location in accordance with organisational requirements
  - 4.5 Waste from commissioning / decommissioning activities is collected, treated and *disposed* of or recycled in accordance with organisational procedures and environmental policies

## KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Clear instructions, explanations and training may be provided to clients to ensure a complete understanding of the functions and operations of security equipment / systems.	2
Collecting analysing and organising information	Test data may be interpreted and analysed to confirm commissioned security equipment / system meets installation performance specifications.	2
Planning and organising activities	Access to security equipment / systems may be organised with minimal disruption to client services, existing structures or normal work routines.	2
Working with others and in teams	Communication may be organised and maintained with relevant persons throughout decommissioning procedures.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to accurately estimate resource requirements and prioritise work tasks.	2
Solving problems	Malfunctions or deficiencies in the performance or operational effectiveness of security equipment / system and / or components are promptly identified and reported for remedial action.	2
Using technology	Technology may be used to communicate, source and record information. It may also be used to carry out testing activities.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may relate to:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations
- warranties and service information

Appropriate person(s) may include:

- clients
- site managers
- project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues
- regulatory personnel
- security consultants

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Commissioning requirements may relate to:

- equipment / system to be commissioned
- persons to be trained
- scheduling of commissioning
- information / documentation to be handed over to client
- customisation
- monitoring and response procedures to be determined / clarified

Decommissioning may involve:

- disconnection
- disablement
- hardware / software changes
- adjustments
- reconnecting components to ensure correct operation and compliance with building codes and regulations
- removal of components
- downloading system information
- default system-held information

Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- smoke detection devices
- electric / mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Tools and equipment may include:

- multimeter, F-set, cable testing equipment
- hand tools, power tools, fixing tools, crimp tools, IDS tools
- flexible rods, fishing tools
- strippers, router, file, followers, spirit level
- soldering iron, welder
- insulation mega
- ladder, scaffold, scissor lift, hoist, drop sheet, batteries
- personal protective equipment
- communications equipment



Materials may include:

- computer disks
- computer leads / cables
- interface PCBs
- keypads
- handheld programmers
- software

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- manual handling
- chemical hazards (battery corrosion)
- exposure to:
- asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

OHS policies and procedures may relate to:

- hazardous and risk assessment mechanisms
- implementation of safety regulations
- safety training
- safety systems incorporating:
- work clearance procedures
- isolation procedures
- gas and vapour
- monitoring / testing procedures
- use of protective equipment and clothing
- use of codes of practice

Personal protective clothing and equipment may include:

- masks, safety glasses, head protection, ear muffs
- safety boots, knee pads
- gloves
- woggles hats, flashing lights
- warning signs and tapes
- fire extinguisher
- first aid kit

Applicable legislation, codes and national standards may relate to:

- compliance with Australian building codes and regulations
- compliance with Australian Communications Authority (ACA) cabling standards
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Australian Standards, quality assurance, licensing and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements, freedom of information

Customisation may involve:

- changing password or user code
- modifying system functions
- adding system functions
- changing volume or length of alarms

Hand-over procedures may include:

- comprehensive explanation / demonstration of security equipment / system operations and functions
- effective user training
- verbal and written explanations, demonstration, practice, question and answer session
- clear instructions on security equipment / system maintenance
- provision of all relevant information and documentation
- manufacturer's and user manuals, maintenance requirements and contract, monitoring procedures and contract, keying plan, warranty requirements and contract, company contact details

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- administering first aid

Removal may include:

- disconnection
- dismantling
- removal
- reconnecting components to ensure correct operation and compliance with building codes and regulations

Results of commissioning may include:

- commissioning undertaken
- persons equipment / system commissioned to
- date and time of commissioning
- information / documentation handed over to client
- job card
- customisation of equipment / system

Documentation may include:

- completion of work log
- details of system decommissioning / commissioning
- client approval for decommissioning
- client sign-off for commissioning
- adjustments made to security equipment / system
- section lists, zone lists, equipment lists
- fixings, job card
- adjustments to original cable plan

Disposal may involve:

- return to client
- destruction
- return to manufacturer
- special disposal requirements for hazardous components (radioactive components and batteries)
- return to store
- special storage and / or disposal requirements for classified or high security equipment / systems

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to commission or decommission a range of security equipment and systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Clearly identify commissioning / decommissioning requirements of security equipment / systems from work order and organise appropriate tools, equipment and materials to carry out work
- Follow safe and efficient work practices in the use of tools and equipment and accurately identify and manage risks and hazards to commissioning / decommissioning work and work areas
- Access security equipment / systems and methodically carry out commissioning / decommissioning procedures with minimal disruption to client services, existing structures or normal work routines
- Hand-over security equipment / system to client ensuring a full and complete understanding of equipment / system operations and functions through the provision of clear and effective instructions, information and / or training
- Clean and store tools and equipment, reinstate work area in a clear and safe condition, and prepare and submit all required documentation in an accurate and prompt manner

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and requirements of security equipment / systems
- Methods and procedures to commission / decommission security equipment / systems
- Security equipment / system configurations and programs
- Risks and hazards associated with commissioning / decommissioning work
- Types and functions of tools, equipment and testing devices
- Types and functions of keypad and control panels
- Earthing systems, arrangements and requirements
- Electrical concepts (voltage, current, resistance and impedance)
- Electrical connections and types of electrical circuits
- Cable identification and handling requirements
- Building construction methods and types
- Types and functions of computer software
- Technical terminology
- Procedures for working in confined spaces
- Organisational and client confidentiality requirements
- OHS requirements and safe work practices
- Relevant legislative including Australian Standards, building codes and Australian Communications Authority (ACA) cabling standards

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret plans and specifications
- Select and use suitable tools and equipment
- Methodically prioritise and organise work tasks
- Effectively operate security equipment / systems
- Download / upload information
- Test security equipment systems and read a multimeter
- Accurately identify and correctly handle cables
- Customise equipment / systems to client requirements
- Communicate in a clear and concise manner and provide effective training / instructions to clients
- Safely disable security equipment / systems
- Solder, weld and carry out basic carpentry
- Solve routine problems
- Estimate resource requirements
- Apply safe and efficient work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRSTS305A

## Identify and diagnose electronic security equipment/ system fault

### Unit Descriptor

This competency standard covers the skills and knowledge required to identify and diagnose faults in electronic security equipment / systems. It requires the ability to ascertain normal operational functions and performance of a range of security equipment / systems, conduct fault-finding inspections and checks, systematically identify and diagnose faults, and accurately document and maintain information systems. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments and would be carried out under routine supervision within organisational guidelines.

### Unit Sector

Technical Security

### ELEMENT

### PERFORMANCE CRITERIA

- |                                    |  |
|------------------------------------|--|
| 1. Prepare for diagnosis of faults | <ul style="list-style-type: none"> <li>1.1 <i>Work order</i> is reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 <i>Tools, equipment and materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications and organisational procedures</li> <li>1.3 Suitable <i>personal protective equipment</i> is selected, used and maintained in accordance with OHS and organisational requirements</li> <li>1.4 Potential and existing <i>risks and hazards</i> associated with <i>security equipment / systems</i> are identified and managed in accordance with OHS and organisational requirements</li> <li>1.5 <i>Site access and specific site requirements</i> are identified and appropriate arrangements made as required in accordance with client and organisational requirements</li> </ul>   |
| 2. Diagnose faults                 | <ul style="list-style-type: none"> <li>2.1 <i>Safe operating practices</i> are followed to remove risk of injury to self, others or security equipment / system in accordance with OHS and organisational requirements</li> <li>2.2 Reported <i>faults</i> are confirmed and normal operational functions and performance of security equipment / systems are ascertained in accordance with manufacturer's specifications</li> <li>2.3 <i>Operational data and relevant information</i> is accessed and appropriate <i>inspections</i> and tests are carried out in accordance with manufacturer's specifications and relevant industry standards</li> <li>2.4 Faults are <i>systematically</i> identified and diagnosed on the basis of an accurate assessment of inspection and test results, operational data and relevant information</li> <li>2.5 Personal limitations in identifying and diagnosing faults are promptly identified and assistance is sought from appropriate person(s ) in accordance with organisational procedures</li> </ul> |

- 3. Complete and report diagnosis
  - 3.1 Work is completed in an efficient and timely manner in accordance with work order and organisational requirements
  - 3.2 Notification of work completion is made to appropriate person(s) in accordance with organisational procedures
  - 3.3 *Documentation* is completed promptly and accurately and processed in accordance with client, *legislative* and organisational requirements
  - 3.4 Work area, tools and equipment are cleaned and stored in a secure and safe location in accordance with organisational requirements
  - 3.5 Waste from work activities is collected, treated and disposed of or recycled in accordance with organisational procedures and environmental policies

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Reported faults of security equipment / system may be verified in consultation with relevant persons.	2
Collecting analysing and organising information	Results of conducted inspections and tests may be accurately documented and organised in reports for analysis.	2
Planning and organising activities	Fault-finding tests may be carried out systematically to ensure fault is effectively isolated and identified.	2
Working with others and in teams	Personal limitations in identifying and diagnosing faults may be promptly identified and assistance sought from relevant persons.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to accurately estimate resource requirements and prioritise work tasks.	2
Solving problems	Hazards and risks in the work area may be promptly identified and controlled to ensure safety of self, property and others.	2
Using technology	Technology may be used to communicate, source and record information. It may also be used to carry out testing activities.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may relate to:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations
- warranties and service information

Appropriate person(s) may include:

- clients
- site managers, project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues, security consultants
- regulatory personnel

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures



Tools and equipment may include:

- computer, software, back-up disks
- test equipment (multimeter)
- hand tools, fixing tools, crimp tools, IDC tools
- strippers, router, file, drill, power saw
- lockpick, pick gun, followers
- glass break tester, spirit level
- soldering iron, welder
- ladder, hoist, drop sheet, batteries
- personal protective equipment
- communications equipment

Materials may include:

- computer disks
- circuit board cleaner
- computer cables / leads
- software
- interface PCBs

Personal protective clothing and equipment may include:

- masks, safety glasses, head protection, ear muffs
- safety boots, knee pads
- gloves
- witches hats, flashing lights
- warning signs and tapes
- fire extinguisher
- first aid kit

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- manual handling
- chemical hazards (battery corrosion)
- exposure to:
- asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- smoke detection devices
- electric / mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Site access and specific site requirements may relate to:

- access and egress points, time of access
- access codes, keys, passes, security clearances
- union requirements
- OHS requirements
- building codes and regulations
- heritage listings
- noise control

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- administering first aid

Faults may be:

- electronic, mechanical, procedural
- software related
- due to operational misuse
- environmental
- due to previous installation

Operational data may be found in:

- central monitoring station records
- maintenance documentation
- manufacturer's specifications
- visual inspections
- software records
- back-ups

Relevant information may include:

- site variables
- equipment / system usage, environmental conditions, building structures, client habits
- historical information of past performance
- operational data

Inspections may involve:

- a visual inspection of:
- equipment / system malfunctioning
- parts and components
- mechanisms
- connections
- using computer tools
- client demonstration
- environmental assessment

Systematic fault-finding may involve:

- using a methodical approach
- progressively isolating fault
- using testing equipment
- verifies continued existence of problem
- reviews all available information
- identifies fault in shortest time possible

Documentation may detail:

- completion of work log
- equipment / system problem
- fault diagnosis
- warranty conditions and allowances
- recommendations for repair
- circuit diagrams and flow charts
- keying plans

Applicable legislation, codes and national standards may relate to:

- compliance with Australian building codes and regulations
- compliance with Australian Communications Authority (ACA) cabling standards
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements and related legislation

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to identify and diagnose electronic security equipment / system faults. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Clearly identify job requirements and organise appropriate tools, equipment and materials to carry out checks and testing of a range of security equipment and systems
- Confirm reported faults with client and ascertain normal performance of security equipment / system against manufacturer's specifications
- Follow safe and efficient work practices in the use of tools and equipment and effectively manage risks and hazards in the work area
- Conduct inspections and tests of security equipment / systems in a methodical manner and accurately identify and diagnose faults based on an assessment of test data, site variables, operational and historical information
- Clean and store tools and equipment, reinstate work area in a clear and safe condition, and update and submit all required documentation in an accurate and prompt manner

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and specifications of security equipment / systems
- Operational principles of security equipment / systems
- Operational principles of data transmission networks
- Basics of circuit diagrams
- Electrical connections
- Electrical concepts (voltage, current, resistance and impedance)
- Common test equipment
- Tests to confirm equipment / system operation
- Fault finding techniques
- Common equipment / system faults
- Technical terms
- Common security equipment / system faults
- Building construction methods and types
- Cable identification and handling requirements
- Earthing systems arrangements and requirements
- Confined space procedures

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret specifications, charts and diagrams
- Communicate in a clear and concise manner
- Demonstrate basic logic and lateral thinking processes
- Use appropriate tools and equipment
- Test security equipment / systems
- Read and interpret a multimeter
- Accurately identify and diagnose faults
- Identify and correctly handle cables
- Carry out soldering, welding, drilling and basic carpentry
- Work in confined spaces
- Methodically prioritise and organise work tasks
- Solve routine problems and trouble shoot
- Estimate resource requirements
- Apply safe and efficient work practices
- Prepare orders, invoices and supply requisitions

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS306A**  
**Unit Descriptor**

**Plan and co-ordinate installation**

This competency standard covers the skills and knowledge required to plan, schedule and supervise the installation of a range of security equipment and systems. This unit is generally applicable for larger installations. It requires the ability to accurately identify job requirements, organise and allocate appropriate resources, monitor work progress against work schedules, make adjustments to schedules as required, and ensure compliance with applicable legislative requirements at all times. This work would be carried out under limited supervision within organisational guidelines.

**Unit Sector** Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                             |  |
|-----------------------------|--|
| 1. Plan for installation    | <ul style="list-style-type: none"> <li>1.1 <i>Client requirements</i> are reviewed and confirmed with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 <i>Security equipment / system</i> to be installed is selected and <i>resource</i> requirements are identified, checked against work order and prepared for installation</li> <li>1.3 Licensing requirements are identified and complied with in accordance with industry and <i>legislative</i> requirements</li> <li>1.4 <i>Site access and specific site requirements</i> are identified and appropriate arrangements made as required in accordance with client and organisational requirements</li> <li>1.5 Applications to relevant authorities are made to ensure access requirements of security equipment / system to <i>communication connections</i> are met at time of installation</li> <li>1.6 <i>Work order</i> is prepared and <i>contingencies</i> are planned for to ensure client and organisational requirements are met in an efficient and effective manner</li> </ul> |
| 2. Co-ordinate installation | <ul style="list-style-type: none"> <li>2.1 Installation work is monitored to ensure compliance with OHS, legislative and organisational requirements is maintained</li> <li>2.2 Installation work is monitored against work schedules to ensure completion occurs within designated timeframes</li> <li>2.3 Factors affecting the achievement of work order instructions are promptly identified and required <i>variations</i> to schedules are negotiated and agreed with appropriate person(s)</li> <li>2.4 Work order is adjusted and modified as required to include new or changed details and is communicated in a timely manner to appropriate person(s) in accordance with organisational procedures</li> <li>2.5 Established <i>communication channels and processes</i> are used to ensure an accurate exchange of information throughout installation activities</li> </ul>  |

- 3. Check and document installation
  - 3.1 Notification of completed installation is received and checked against work order, manufacturer's specifications and organisational requirements
  - 3.2 Visual inspection of completed work is conducted to ensure installed equipment / system complies with safety and environmental legislation and is in accordance with organisational requirements
  - 3.3 Commission and test results confirm that security equipment / system is fully operational and meets installation performance specifications and industry standards
  - 3.4 Faults, errors or omissions are identified and prompt remedial action is determined and arranged with appropriate person(s) in accordance with organisational procedures
  - 3.5 Completed *documentation* is accurate and is processed in accordance with legislative, industry and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Established communication channels and processes may be used to ensure an accurate exchange of information is maintained with the installer during work activities.	2
Collecting analysing and organising information	Work order may be adjusted and modified as required to accurately reflect agreed variations to schedules.	2
Planning and organising activities	Work tasks may be prioritised and sequenced to ensure equipment / system is installed within designated timeframes.	2
Working with others and in teams	Changed details or variations to schedules are communicated promptly to ensure a clear understanding of updated job requirements.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to estimate and allocate resources and to prioritise and schedule tasks.	2
Solving problems	Equipment / system faults, errors or omissions are promptly identified and arrangements made for remedial action.	2
Using technology	Technology may be used to communicate, source, organise and record information. It may also be used to schedule work tasks.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Client requirements may include:

- requirements as detailed in client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation schedules
- warranties / guarantees
- budget allocations

Appropriate person(s) may include:

- installer
- sub contractor
- technician
- supervisor
- manager
- director
- client

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures



Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- smoke detection devices
- electric / mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Resource requirements may include:

- tools and equipment
- computer, software, test equipment, multimeter, hand tools, power tools, fixing tools, strippers, router, file, drill, lockpick, pick gun, followers, spirit level, soldering iron, welder, crimp tools, IDC tools, ladder, hoist, drop sheet, batteries, personal protective equipment, communications equipment
- materials
- cable, wiring, fixings, mounts, screws, sealants, springs, pins, graphite powder, silicon, grease, oil, glue, paint, patch materials, solder
- personnel
- transport
- training

Applicable legislation, codes and national standards may relate to:

- compliance with Australian building codes and regulations
- compliance with Australian Communications Authority (ACA) cabling standards
- EPA noise control regulations
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements and privacy related legislation

Site access and specific site requirements may relate to:

- access and egress points
- time of access
- access codes
- keys, passes, security clearance
- union requirements
- OHS requirements
- building codes and regulations
- heritage listings
- noise control

Communications connections may include:

- securitel
- direct line
- mobile phone line
- standard switch phone line
- radio
- mobile data
- packet radio

Work order information may relate to:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations
- warranties and service information

Contingencies may include:

- industrial disputes
- building delays
- public holidays and shut-down periods
- competing work demands
- technology / equipment breakdowns
- unforeseen incidents
- workplace hazards, risks and controls
- environmental factors (time, weather)
- non-availability of resource and materials
- budget constraints

Reasons for variations may include:

- changed client requirements
- changed installation requirements
- contingency factors

Communication channels and processes may include:

- organisational networks
- formal communication pathways
- direct line supervision paths
- lateral supervision paths
- organisational communication protocols and procedures
- clear and concise use of technical and security terminology

Documentation may include:

- work logs
- equipment / system positioning
- section lists, zone lists, equipment lists
- cable identification
- fixings, job cards
- adjustments to original cable plan

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to plan and co-ordinate the installation of security equipment / systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Clearly identify job requirements and prepare efficient and realistic work schedules which allow for contingencies
- Organise and allocate correct labour, tools, equipment and security equipment / systems required for installation and make appropriate site access arrangements where required
- Effectively monitor installation progress and make adjustments where required in order to minimise deviation from work schedule or budget constraints
- Ensure installation work is conducted in compliance with applicable legislative, OHS, industry and organisational requirements
- Maintain clear communication with installer and client during installation activities and upon notification of work completion conduct a visual inspection to ensure installed equipment / system conforms to standards and specifications

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Job types
- Standard industry time allocations for installations
- Project planning
- Contingency factors
- Local conditions and travel routes
- Scheduling methods
- Building construction methods and types
- Technical terminology
- Skill requirements for the installation, testing and commissioning of security equipment / systems
- Organisational and client confidentiality requirements
- Duty of care
- Communications connection requirements
- Noise control requirements

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner
- Relate to people from different social and cultural backgrounds
- Read and interpret plans and specifications
- Plan and supervise projects
- Methodically organise, prioritise and schedule work tasks
- Estimate resource requirements
- Allocate work and resources
- Solve problems
- Supervise and evaluate work progress

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRSTS307A

## Maintain and service security equipment/system

### Unit Descriptor

This competency standard covers the skills and knowledge required to carry out routine servicing and repairs of a range of security equipment, systems, plant and equipment. It requires the ability to identify maintenance requirements, follow correct procedures, use safe and efficient work practices, maintain a hazard-free work area, accurately document and maintain information systems. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments and would be carried out under routine supervision within organisational guidelines.

### Unit Sector

Technical Security

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Prepare for maintenance                                      | <ul style="list-style-type: none"> <li>1.1 <i>Maintenance</i> requirements of <i>security equipment / systems</i> are confirmed against <i>work order</i></li> <li>1.2 Types of <i>security equipment / systems</i> to be inspected, serviced and / or repaired are identified and checked against <i>work order</i></li> <li>1.3 <i>Tools, equipment</i> and <i>materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications</li> <li>1.4 Faulty or unsafe tools are identified and segregated for repair or replacement in accordance with organisational procedures</li> <li>1.5 Potential and existing <i>risks and hazards</i> associated with maintenance activities are identified and controlled in accordance with <i>OHS policies and procedures</i> and <i>organisational requirements</i></li> <li>1.6 Suitable <i>personal protective equipment</i> is selected, used and maintained in accordance with OHS and organisational requirements</li> </ul> |
| 2. Carry out service and repair of security equipment / systems | <ul style="list-style-type: none"> <li>2.1 All work is conducted using <i>safe operating practices</i> in accordance with OHS, <i>legislative</i> and organisational requirements</li> <li>2.2 Security equipment / systems identified for maintenance are <i>accessed</i> with minimal <i>disruption</i> to client, services or normal work routines</li> <li>2.3 Inspections and checks are conducted to identify any damage, obstruction or component wear in accordance with manufacturer's specifications and OHS requirements</li> <li>2.4 Security equipment / systems are serviced and repaired in accordance with manufacturer's specifications, work order and OHS requirements</li> <li>2.5 Complex faults or repair requirements outside area of responsibility or competence are reported to <i>appropriate person(s)</i> for specialist advice in accordance with organisational procedures</li> </ul>   |

- 3. Complete maintenance activities
  - 3.1 Serviced and / or repaired security equipment / systems are checked and confirmed for correct operation and serviceability in accordance with manufacturer's specifications and OHS requirements
  - 3.2 Relevant *documentation* is promptly and accurately completed and processed in accordance with industry, legislative and organisational requirements
  - 3.3 Work area, tools and equipment are cleaned and stored in accordance with OHS and organisational requirements
  - 3.4 Malfunctions, faults, wear or damage to tools is reported for repair or replacement in accordance with organisational policy and procedures
  - 3.5 Waste from service and repair activities is collected, treated and disposed or recycled in accordance with organisational and environmental requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Maintenance requirements of security equipment / systems may be clarified with relevant persons	2
Collecting analysing and organising information	Results of conducted inspections and checks may be accurately documented and organised in reports for review.	2
Planning and organising activities	Access to security equipment / systems may be organised with minimal disruption to client, services or normal work routines.	2
Working with others and in teams	Team work may be applied in methods and procedures to complete maintenance tasks within designated timeframes.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to accurately estimate resource requirements and prioritise work tasks.	2
Solving problems	Complex faults or repair requirements may be accurately identified and promptly reported for specialist advice.	2
Using technology	Technology may be used to communicate, source and record information. It may also be used to carry out testing activities.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Maintenance may include:

- inspections, lubrication, cleaning and adjustments
- routine repairs
- identification and replacement of worn parts
- confirmation of operational effectiveness
- back-ups
- changing user codes

Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- smoke detection devices
- electric / mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Equipment may include:

- personal protective equipment
- electronic instruments and equipment
- diagnostics and testing equipment
- installation tools and equipment
- staple guns, ladders, cherrypickers
- generators, extension cords, torches and lighting
- mobile phones and communications equipment
- cameras, computers
- motor vehicles

Security systems may be:

- electronic
- mechanical
- computerised
- procedural



Work order information may include:

- work schedules and completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations
- warranties and service information

Tools and equipment may include:

- compute, software, back-up disks
- test equipment (multimeter)
- hand tools, fixing tools, crimp tools, IDC tools
- strippers, router, file, drill, power saw
- lockpick, pick gun, followers
- glass break tester, spirit level
- soldering iron, welder
- ladder, hoist, drop sheet, batteries
- personal protective equipment
- communications equipment

Materials may include:

- resistors, parts and components
- wire and cable, fixings, solder, insulation tape
- springs, pins, oil, silicon, grease
- glass cleaner / lens cleaner
- glue, paint, patch materials
- sealing compound, cleaning compounds
- electronic components

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- manual handling
- chemical hazards (battery corrosion)
- exposure to:
- asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

OHS policies and procedures may relate to:

- hazardous and risk assessment mechanisms
- implementation of safety regulations
- safety training
- safety systems incorporating:
- work clearance procedures
- isolation procedures
- gas and vapour
- monitoring / testing procedures
- use of protective equipment and clothing
- use of codes of practice

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Personal protective clothing and equipment may include:

- masks, safety glasses, head protection, ear muffs
- safety boots, knee pads
- gloves
- woggles hats, flashing lights
- warning signs and tapes
- fire extinguisher
- first aid kit

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- administering first aid

Applicable legislation, codes and national standards may relate to:

- compliance with Australian building codes and regulations
- compliance with Australian Communications Authority (ACA) cabling standards
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements, freedom of information

Access may involve:

- use of access code
- disablement of system
- removal of housing
- access token, keys
- phone line access, modem

Disruptions may affect:

- security
- time
- access
- noise
- use of communications equipment
- business operations

Appropriate person(s) may include:

- clients
- site managers
- project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues
- regulatory personnel
- security consultants

Documentation may relate to:

- work log
- service / maintenance records
- equipment / system problems / faults
- warranty conditions and allowances
- recommendations for repairs
- operational checks and maintenance conducted
- testing and commissioning results
- parts and components replaced, materials used
- costings, receipts, invoice

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain and service security equipment and systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Clearly identify maintenance requirements of security equipment / systems and organise appropriate tools, equipment and materials to carry out work
- Follow safe and efficient work practices in the use of tools and equipment and accurately identify and manage risks and hazards to maintenance work and work areas
- Access security equipment / systems and methodically carry out maintenance procedures appropriate to the security equipment or system with minimal disruption to client, services or normal work routines
- Clean and store tools and equipment, reinstate work area in a clear and safe condition, and update and submit all required documentation in an accurate and prompt manner

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and specifications of security equipment / systems and plant and equipment
- Operational principles of security equipment / systems
- Security equipment / system maintenance requirements
- Spare parts availability and supply
- Equipment calibration requirements
- Maintenance schedules
- Technical terms
- Common security equipment / system faults
- Tests to confirm equipment / system operation
- Building construction methods and types
- Electrical concepts
- Cable identification and handling requirements
- Earthing systems arrangements and requirements
- Confined space procedures

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret specifications, charts and diagrams
- Communicate in a clear and concise manner
- Use appropriate testing tools and equipment
- Use appropriate maintenance equipment
- Service and repair security equipment / systems and plant and equipment
- Test security equipment / systems
- Read and interpret a multimeter
- Identify faults
- Identify and correctly handle cables
- Work in confined spaces
- Methodically prioritise and organise work tasks
- Solve routine problems
- Estimate resource requirements
- Apply safe and efficient work practices
- Prepare orders, invoices and supply requisitions

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSTS308A

## Identify and diagnose CCTV equipment/system fault

### Unit Descriptor

This competency standard covers the skills and knowledge required to identify and diagnose faults in CCTV equipment and systems. It requires the ability to ascertain normal operational functions and performance, conduct fault-finding inspections and checks, systematically identify and diagnose faults, and accurately document and maintain information systems. This work applies in extra low voltage as defined through the Australian Standards As 2201 (1986) environments and would be carried out under routine supervision within organisational guidelines.

### Unit Sector

Technical Security

### ELEMENT

### PERFORMANCE CRITERIA

- |                                    |  |
|------------------------------------|--|
| 1. Prepare for diagnosis of faults | <ul style="list-style-type: none"> <li>1.1 <i>Work order</i> is reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 <i>Tools, equipment and materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications and organisational procedures</li> <li>1.3 Suitable personal protective equipment is selected, used and maintained in accordance with OHS and organisational requirements</li> <li>1.4 Potential and existing <i>risks and hazards</i> associated with <i>CCTV equipment / systems</i> are identified and managed in accordance with OHS and organisational requirements</li> <li>1.5 <i>Site access and specific site requirements</i> are identified and appropriate arrangements made as required in accordance with client and organisational requirements</li> </ul>  |
| 2. Diagnose faults                 | <ul style="list-style-type: none"> <li>2.1 <i>Safe operating practices</i> are followed to remove risk of injury to self, others or security equipment / system in accordance with OHS and organisational requirements</li> <li>2.2 Reported <i>faults</i> of CCTV equipment / system are confirmed and <i>operational data</i> and <i>relevant information</i> is accessed in accordance with client and organisational requirements</li> <li>2.3 <i>Inspections</i> and tests are conducted to ascertain operation and <i>output</i> of CCTV equipment / system against normal operating criteria in accordance with manufacturer's specifications</li> <li>2.4 Faults are <i>systematically</i> identified and diagnosed on the basis of an accurate assessment of inspection and test results, operational data and relevant information</li> <li>2.5 Personal limitations in identifying and diagnosing faults are promptly identified and assistance is sought from appropriate person(s ) in accordance with organisational procedures</li> </ul> |

- 3. Complete and report diagnosis
  - 3.1 Work is completed in an efficient and timely manner in accordance with work order and organisational requirements
  - 3.2 Notification of work completion is made to appropriate person(s) in accordance with organisational procedures
  - 3.3 *Documentation* is completed promptly and accurately and processed in accordance with client, *legislative* and organisational requirements
  - 3.4 Work area, tools and equipment are cleaned and stored in a secure and safe location in accordance with organisational requirements
  - 3.5 Waste from work activities is collected, treated and disposed of or recycled in accordance with organisational procedures and environmental policies

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Reported faults of CCTV and / or audio equipment / system may be verified in consultation with relevant persons.	2
Collecting analysing and organising information	Results of conducted inspections and tests may be accurately documented and organised in reports for analysis.	2
Planning and organising activities	Fault-finding tests may be carried out systematically to ensure fault is effectively isolated and identified.	2
Working with others and in teams	Personal limitations in identifying and diagnosing faults may be promptly identified and assistance sought from relevant persons.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to accurately estimate resource requirements and prioritise work tasks.	2
Solving problems	Hazards and risks in the work area may be promptly identified and controlled to ensure safety of self, property and others.	2
Using technology	Technology may be used to communicate, source and record information. It may also be used to carry out testing activities.	2

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may relate to:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations
- warranties and service information

Appropriate person(s) may include:

- clients
- site managers, project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues, security consultants
- regulatory personnel

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures



Tools and equipment may include:

- computer, software, back-up disks
- test equipment (multimeter)
- hand tools, fixing tools, crimp tools, IDC tools
- strippers, router, file, drill, power saw
- glass break tester, spirit level
- ladder, hoist, drop sheet, batteries
- personal protective equipment
- communications equipment

Materials may include:

- fixings (saddles, conduit, loxins, girderclips, wall plugs, hollow wall anchors, silicon, screws)
- cleaning rags
- wire and cable
- lens cleaner

Personal protective clothing and equipment may include:

- masks, safety glasses, head protection, ear muffs
- safety boots, knee pads
- gloves
- witches hats, flashing lights
- warning signs and tapes
- fire extinguisher
- first aid kit

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- manual handling
- chemical hazards (battery corrosion)
- exposure to:
- asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

CCTV equipment and systems may include:

- monitors
- process equipment
- recording equipment (DVR, VCR, tape, still, digital)
- cameras (black and white, colour)
- camera brackets, housings (external, dome, internal, pole)
- microphones
- speakers
- cable connections

Site access and specific site requirements may relate to:

- access and egress points, time of access
- access codes, keys, passes, security clearances
- union requirements
- OHS requirements
- building codes and regulations
- heritage listings
- noise control

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- administering first aid

Faults may be:

- electronic, mechanical, procedural
- software related
- due to operational misuse
- environmental
- due to previous installation

Operational data may be found in:

- central monitoring station records
- maintenance documentation
- manufacturer's specifications
- visual inspections
- software records
- back-ups

Relevant information may include:

- site variables
- equipment / system usage, environmental conditions, building structures, client habits
- historical information of past performance
- operational data

Inspections may involve:

- a visual inspection of:
- equipment / system malfunctioning
- parts and components
- mechanisms
- connections
- using computer tools
- client demonstration
- environmental assessment

Output may relate to:

- screen / monitor controls
- power, colour, brightness, contrast, volume, channels, vertical hold
- screen characteristics
- no image, blurred image, snowy image, frozen image, flickering screen, moving picture, view of incorrect area
- recorded video
- video tape

Systematic fault-finding may involve:

- using a methodical approach
- progressively isolating fault
- using testing equipment
- verifies continued existence of problem
- reviews all available information
- identifying fault in shortest time possible

Documentation may detail:

- completion of work log
- equipment / system problem
- fault diagnosis
- warranty conditions and allowances
- recommendations for repair
- circuit diagrams and flow charts
- keying plans

Applicable legislation, codes and national standards may relate to:

- compliance with Australian building codes and regulations
- compliance with Australian Communications Authority (ACA) cabling standards
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements and related legislation

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to identify and diagnose CCTV equipment / system faults. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### **What critical aspects are required for evidence of competency?**

- Clearly identify job requirements and organise appropriate tools, equipment and materials to carry out checks and testing of a range of CCTV equipment and systems
- Confirm reported faults with client and ascertain normal performance of CCTV equipment / system against manufacturer's specifications
- Apply safe and efficient work practices in the use of tools and equipment and manage risks and hazards in the work area
- Conduct inspections and tests of CCTV equipment / systems in a methodical manner and accurately identify and diagnose faults based on an assessment of test data, site variables, operational and historical information
- Clean and store tools and equipment, reinstate work area in a clear and safe condition, and update and submit all required documentation in an accurate and prompt manner

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and requirements of CCTV and audio equipment / systems
- Operational principles of CCTV and audio equipment / systems
- Operational principles of data transmission networks
- Requirements of CCTV and audio equipment / system installation
- Common CCTV and audio equipment / system faults
- Types of testing equipment and techniques and procedures
- Cleaning requirements for recording equipment and video heads
- Cleaning requirements for lenses
- Operational functions and uses of screen / monitor output controls
- Basics of circuit diagrams
- Electrical connections
- Electrical concepts (voltage, current, resistance and impedance)
- Technical terms
- Cable identification and handling requirements
- Earthing systems arrangements and requirements
- Confined space procedures

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret specifications, charts and diagrams
- Communicate in a clear and concise manner
- Demonstrate basic logic and lateral thinking processes
- Use appropriate tools and testing equipment
- Test security equipment / systems
- Clean lenses, recording equipment and video heads
- Adjust screen / monitor output controls
- Read and interpret a multimeter
- Diagnose faults in cameras, monitors and recording systems
- Identify and correctly handle cables
- Safety use power and hand tools
- Work in confined spaces
- Methodically prioritise and organise work tasks
- Solve routine problems and trouble shoot
- Estimate resource requirements
- Apply safe and efficient work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes, Australian Standards, ACA standards, technical standards, manufacturers specifications, trade books and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSTS309A

## Establish and set up electronic monitoring parameters

### Unit Descriptor

This competency standard covers the skills and knowledge required to determine the monitoring parameters for a range of electronic security equipment and systems. This work would usually be conducted off-site at an electronic reporting facility or monitoring centre. It requires the ability to identify the monitoring functions and capabilities of the type of security equipment / system, accurately determine suitable monitoring parameters, conduct tests to confirm operation and performance of monitoring and determine appropriate actions from the interpretation of data. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Technical Security

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Determine monitoring parameters          | <p>1.1 <i>Work order and client requirements</i> are reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></p> <p>1.2 Monitoring functions and capabilities of <i>electronic security equipment / system</i>, signals or information are identified in accordance with manufacturer's specifications</p> <p>1.3 <i>Monitoring parameters</i> are determined and meet monitoring capabilities of security equipment / system and monitoring station</p> <p>1.4 Relevant industry and <i>legislative</i> requirements are identified and complied with in accordance with organisational requirements</p> <p>1.5 Information and data required to set up monitoring parameters is obtained, reviewed and actioned in accordance with organisational and client requirements and Australian Standards</p> |
| 2. Establish and test monitoring parameters | <p>2.1 <i>Ergonomic</i> issues are identified and appropriate risk control measures implemented in accordance with legislative, OHS and organisational requirements</p> <p>2.2 Electronic security equipment / system template is designed and data is entered accurately in accordance with organisational procedures and Australian Standards</p> <p>2.3 Data and information entered on template is cross-checked and verified against monitoring parameters in accordance with organisational procedures</p> <p>2.4 <i>Tests</i> to evaluate monitoring performance and functions are determined and are conducted in accordance with manufacturer's specifications</p> <p>2.5 Communication is maintained with appropriate person(s) while testing monitoring signals and data in accordance with organisational requirements</p>                                      |

- 3. Evaluate and document test results
  - 3.1 Transmitted test data is accurately read and compared against test requirements to determine monitoring performance and functioning of security equipment / system
  - 3.2 Errors or deviations from specifications are identified, documented and reported in accordance with organisational procedures
  - 3.3 Test results are accurately recorded and organised in suitable formats for review in accordance with organisational and client requirements
  - 3.4 Documentation is completed and processed in a timely manner in accordance with client, industry and organisational requirements
  - 3.5 Safe storage and protection procedures are complied with to ensure the integrity and confidentiality of system and documented information is maintained in accordance with organisational requirements and Australian Standards

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Data and information may be reviewed to establish monitoring functions and capabilities of security equipment / system.	2
Collecting analysing and organising information	Transmitted test data is accurately interpreted and documented and organised by reports for review.	2
Planning and organising activities	Keyed in data and information is cross-checked and verified against monitoring parameters.	2
Working with others and in teams	Communication may be continually maintained with field technician during while testing monitoring parameters.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise and schedule tasks. It may also be used to interpret test data.	2
Solving problems	Identified errors or deviations from specifications are identified and reported for remedial action.	2
Using technology	Technology may be used to communicate, source, document and record information. It may also be used to carry out testing.	2



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may relate to:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations

Client requirements may include:

- requirements as detailed in client brief
- computer system capabilities and functions
- electronic security equipment and / or system type
- electronic security equipment locations and positions
- installation schedules
- warranties / guarantees
- electronic security equipment communication signal
- power supplies and backup generators
- software types and applications
- budget allocations

Appropriate person(s) may include:

- installer
- sub contractor
- technician
- supervisor
- manager
- director
- software developer / reseller
- consultant

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service delivery standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures
- Australian standards
- database backup procedures

Electronic security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, vehicle alarms
- electronic readers, electronic recognition controls
- electronic locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- smoke detection devices
- electric / mechanical fire safety and fire locking systems
- security doors and door controls
- lighting, boom gates, turnstiles
- electric / mechanical fire safety and fire locking systems
- CCTV
- alarm monitoring and management software

Electronic security systems may be:

- electronic
- computerised

Monitoring parameters may relate to:

- levels of integrity of monitoring
- functions monitored (alarms, system on and off, access times, levels of access, identity of person gaining access, tracking and location devices)
- client response requirements (including people to contact, emergency services to be contacted, armed guard or patrol send out, no action),
- testing and report functions
- recording functions
- passwords, codes and database maintenance

Applicable legislation, codes and national standards may relate to:

- duty of care in provision of services to client and protection of client privacy
- relevant Australian Standards for the establishment of monitoring procedures
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- Environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements

Ergonomic considerations may include:

- work station height and layout
- chair height, seat and back adjustment
- screen position, keyboard and mouse position
- footrest, document holder
- posture
- avoiding radiation from computer screens
- lighting
- noise minimisation
- rest periods, exercise breaks

Tests may relate to:

- type of test may include
- testing for correct relaying of information / data
- testing to specifications
- detection test
- alarm test
- functional tests
- reporting tests
- alarm response to electronic security system
- communication links
- tests may be conducted using
- computer terminals, computer screens
- field technicians / installers
- software
- print outs
- clients
- video cameras
- listening equipment, telephones, lift phones
- radios, intercoms
- tracking and location equipment

**EVIDENCE GUIDE**

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to establish and set up monitoring parameters. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Identify monitoring functions and capabilities of electronic security equipment / system in comparison to client instructions
- Gather information and data required to establish monitoring parameters
- Design appropriate templates and accurately key in data and cross-check against monitoring parameters and client instructions
- Determine and conduct appropriate tests to confirm operation and performance of monitoring while maintaining clear communication with field technician
- Determine clear and appropriate actions from the accurate interpretation of test results and complete and submit all required documentation

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and requirements of electronic security equipment / systems including communications
- Templates for equipment / systems
- Keypad and control panel types and functions
- Testing methods and requirements
- Equipment / system configurations and programs
- Alarm monitoring and management software
- Technical terminology
- Organisational and client confidentiality requirements

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner
- Read and interpret data, information and specifications
- Use relevant testing tools and equipment
- Test monitoring parameters
- Evaluate test results
- Use computer to download and upload information
- Accurately enter data
- Use keypads and control panels
- Prioritise work tasks
- Perform data backup procedures
- Record action note relative to alarms received
- Solve routine problems

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

# PRSTS311A

# Maintain and repair mechanical lock/locking system

## Unit Descriptor

This competency standard covers the skills and knowledge required to carry out the routine maintenance of a range of mechanical locks and locking systems. It requires the ability to identify maintenance requirements, use safe and efficient work practices to inspect, service and repair mechanical locks / locking systems, maintain a hazard-free work area and accurately document and maintain information systems. This work would be carried out under routine supervision within organisational guidelines.

## Unit Sector

Technical Security

## ELEMENT

## PERFORMANCE CRITERIA

- |                            |   |
|----------------------------|---|
| 1. Prepare for maintenance | <p>1.1 <i>Work order</i> is reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></p> <p>1.2 Mechanical locks / locking systems to be inspected, serviced and / or repaired are identified and confirmed in accordance with work order</p> <p>1.3 Faults are <i>systematically</i> identified and diagnosed on the basis of an accurate assessment of inspection and test results</p> <p>1.4 <i>Tools, equipment</i> and <i>materials</i> are selected appropriate to job requirements and checked for operational effectiveness in accordance with manufacturer's specifications</p> <p>1.5 Potential and existing <i>risks and hazards</i> associated with maintenance activities are identified and controlled in accordance with <i>OHS</i> and organisational requirements</p> <p>1.6 Suitable <i>personal protective equipment</i> is selected and maintained in accordance with OHS and organisational requirements</p> <p>1.7 <i>Site access and specific site requirements</i> are identified and appropriate arrangements made as required in accordance with client and organisational requirements</p> |
|----------------------------|---|

2. Maintain mechanical lock / locking system
  - 2.1 All work is conducted using *safe operating practices* in accordance with OHS and organisational requirements
  - 2.2 Mechanical locks / locking systems identified for *maintenance* are *accessed* with minimal *disruption* to client, services or normal work routines
  - 2.3 Checks are conducted on mechanical locks / locking systems and / or components to identify any damage, friction or sticking in accordance with manufacturer's specifications
  - 2.4 Mechanical locks / locking systems and / or components are serviced and repaired in accordance with manufacturer's specifications, work order and OHS requirements
  - 2.5 Worn keys are identified and replaced as required to ensure effective operational capability in accordance with work order, *legislative* and organisational requirements
  - 2.6 Complex faults or repair requirements outside area of responsibility or competence are reported to appropriate person(s) for specialist advice in accordance with organisational procedures
  
3. Complete maintenance
  - 3.1 Serviced and / or repaired mechanical locks / locking systems are reassembled and checked for correct operation and serviceability in accordance with manufacturer's specifications and OHS requirements
  - 3.2 Notification of work completion is made to appropriate person(s) in accordance with organisational procedures
  - 3.3 *Documentation* is promptly and accurately completed and processed in accordance with industry, legislative and organisational requirements
  - 3.4 Work area, tools and equipment are cleaned and stored in accordance with OHS and organisational requirements
  - 3.5 Malfunctions, faults, wear or damage to tools is reported for repair or replacement in accordance with organisational policy and procedures
  - 3.6 Waste from service and repair activities is collected, treated and disposed or recycled in accordance with organisational and environmental requirements

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Appropriate notification may be made to relevant persons upon the completion of maintenance work.	2
Collecting analysing and organising information	Work order instructions may be reviewed to verify and arrange materials, tools and equipment suitable to carry out servicing and repairs to mechanical locks or locking systems.	2
Planning and organising activities	Services and / or repaired mechanical locks / locking systems may be checked for correct operation and serviceability.	2
Working with others and in teams	Additional information and advice may be sought from relevant persons to ensure the most effective procedures may be applied in the maintenance of mechanical locks or locking systems.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to prioritise and schedule work tasks and arrange adequate materials, tool and equipment provisioning.	2
Solving problems	Complex faults or repair requirements may be reported for specialist advice.	2
Using technology	Technology may be used to communicate, schedule and document information.	2



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations
- warranties and service information

Appropriate person(s) may include:

- installer
- sub contractor
- technician
- supervisor
- manager
- director
- client

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Systematic fault-finding may involve:

- using a methodical approach
- progressively isolating fault
- verifying continued existence of problem
- review of all available information
- identifying fault in shortest time possible

Tools and equipment may include:

- hand tools, fixing tools,
- strippers, router, file, drill, power saw
- lockpick, pick gun
- spirit level
- soldering iron, welder
- ladder, hoist, drop sheet, batteries
- master key plans
- personal protective equipment
- communications equipment

Materials may include:

- solder, insulation tape
- springs, pins, graphite powder
- oil, silicon, dry lube, grease
- lockease, glue, paint, patch materials
- electronic components
- cleaning compounds
- key blanks

Risks and hazards may include:

- non-compliance with building codes and regulations
- exposed electrical wiring
- manual handling
- exposure to:
- asbestos, dust, noise, live power, vermin, water, glass fibre, building debris, natural and other gas build-up

OHS policies and procedures may relate to:

- hazardous and risk assessment mechanisms
- implementation of safety regulations
- safety training
- safety systems incorporating:
- work clearance procedures
- isolation procedures
- gas and vapour
- monitoring / testing procedures
- use of protective equipment and clothing
- use of codes of practice

Personal protective clothing and equipment may include:

- masks, safety glasses, head protection, ear muffs
- safety boots, knee pads
- gloves
- warning signs and tapes
- first aid kit

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- hazard recognition
- emergency procedures
- awareness of electrical hazards
- following confined spaces procedures
- administering first aid

Maintenance requirements may involve:

- cleaning
- inspection
- lubrication
- routine repairs
- identification of worn parts
- confirming operation
- adjustments
- key cutting
- replacement of worn parts

Access may involve:

- disassembly
- use of access code
- disablement of system
- removal of housing
- access token
- keys
- phone line access

Disruptions may affect:

- security
- time
- access
- noise
- use of communications equipment
- business operations

Applicable legislation, codes and national standards may relate to:

- compliance with Australian building codes and regulations
- compliance with Australian Communications Authority (ACA) cabling standards
- EPA noise control regulations
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements and privacy related legislation

Documentation may detail:

- completion of work log
- mechanical lock / locking system problems / faults
- warranty conditions and allowances
- recommendation for repairs
- operational checks and maintenance conducted
- testing and commissioning results
- parts and components replaced
- materials used
- recommendations for future operation and maintenance
- costings

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain mechanical locks and locking systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Clearly identify job requirements and organise appropriate tools, equipment and materials to carry out the maintenance of mechanical locks / locking systems
- Follow safe and efficient work practices in the use of tools and equipment and accurately identify and manage risks and hazards to maintenance work and work areas
- Conduct inspections and tests of mechanical lock / locking system in a methodical manner and accurately identify and diagnose faults based on an assessment of site variables and inspection and test data
- Access and methodically carry out the service and repair of mechanical locks / locking systems in an efficient and effective manner with minimal disruption to client, services or normal work routines
- Clean and store tools and equipment and reinstate work area in a clear and safe condition and submit all required documentation in an accurate and prompt manner

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and specifications of mechanical locks / locking systems
- Operational principles of mechanical locks and locking systems
- Common mechanical locking faults
- Maintenance requirements of mechanical locks and locking
- Common mechanical lock and locking system faults
- Tests to confirm lock operation
- Procedures to disassemble / reassemble mechanical locks
- Technical terminology
- Types of doors and windows and mechanical locking system applications
- Maintenance risks and hazards
- Working in confined space procedures
- Duty of care

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate in a clear and concise manner
- Use appropriate tools and equipment
- Lubricate mechanical locks and locking systems
- Demonstrate basic logic and lateral thinking processes
- Disassemble / reassemble mechanical locks / locking systems
- Identify faults
- Read and interpret specifications, charts and diagrams
- Methodically organise and prioritise work tasks
- Solve routine problems
- Work in confined spaces
- Accurately estimate materials, tools and equipment requirements
- Apply safe and environmentally aware workplace practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSTS315A

## Determine security equipment/system modifications

### Unit Descriptor

This competency standard covers the skills and knowledge required to determine modifications to security equipment / system to meet changed client or operational needs. It requires the ability to source and gather relevant information, identify modification capability and feasibility for the type of equipment / system, and clearly and accurately document system schematics, configuration and specifications showing detailed modifications. This work would be carried out under limited supervision within organisational guidelines.

### Unit Sector

Technical Security

### ELEMENT

### PERFORMANCE CRITERIA

- |  |  |
|--|--|
| 1. Assess security equipment / system status | <ul style="list-style-type: none"> <li>1.1 <i>Work order and client requirements</i> are reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 <i>Historical information and operational data</i> of security equipment / system is obtained in accordance with client, <i>legislative</i> and organisational requirements</li> <li>1.3 Additional information is sought as required in accordance with legislative and organisational requirements</li> <li>1.4 Current operational functions and capabilities of security equipment / system are confirmed based on an assessment of accurate and reliable information</li> <li>1.5 Specifications of security equipment / system are reviewed to determine <i>modification</i> capability and feasibility in accordance with manufacturer's specifications</li> </ul> |
| 2. Determine modifications                   | <ul style="list-style-type: none"> <li>2.1 Terms of reference and budgetary constraints are identified and complied with in accordance with client and organisational requirements</li> <li>2.2 Design concepts and options are researched and evaluated to identify most appropriate modification to meet security equipment / system capabilities and client requirements</li> <li>2.3 Security equipment / system schematics, specifications and configuration are adjusted to clearly and accurately show details of planned modifications</li> <li>2.4 Modifications to security equipment / system satisfy changed operational requirements and client needs</li> <li>2.5 Planned modifications do not compromise compliance with manufacturer's specifications, industry and legislative requirements</li> </ul>  |

- 3. Document recommended modifications
  - 3.1 Recommended security equipment / system modifications and modification requirements are accurately documented in accordance with organisational requirements
  - 3.2 Modification options and recommendations are supported by gathered and verifiable information in accordance with organisational requirements
  - 3.3 *Documentation* is completed accurately and promptly and presented to appropriate person(s) in accordance with work order and organisational procedures
  - 3.4 Feedback is sought and all queries are responded to promptly, courteously and accurately with appropriate regard to client concerns and organisational interest
  - 3.5 All information is handled safely and securely in accordance with client confidentiality, legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Discussions may be conducted with relevant persons to clarify scope of security equipment / system modification requirements.	2
Collecting analysing and organising information	Security equipment / system specifications, operational data and historical information on past performance may be collected and assessed to determine modification capability and feasibility.	2
Planning and organising activities	Planned modifications may be documented and presented for review and feedback.	2
Working with others and in teams	Effective methods and procedures may be used to determine modifications to security equipment / system which accurately meet client operational requirements.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to estimate, calculate and maintain budgets. These techniques may also be used for planning and scheduling.	2
Solving problems	Modifications may be planned to ensure compliance with all applicable legislative and industry requirements.	2
Using technology	Technology may be used to communicate, schedule, source and document information.	2



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations
- warranties and service information

Client requirements may relate to:

- requirements as detailed in security assessment or client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation procedures and schedule
- service and maintenance
- monitoring
- warranty / guarantee
- budget

Appropriate person(s) may include:

- clients
- site managers
- project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues
- regulatory personnel
- security consultants

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Historical information may be found in:

- installation records
- client records
- central station records
- site logs
- alarm history
- maintenance and repair documentation
- product releases
- manufacturer's specifications

Operational data may be found in:

- central monitoring station records
- maintenance documentation
- manufacturer's specifications
- visual inspections

Security equipment and systems may include:

- detection devices, audible / visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- smoke detection devices
- electric / mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Applicable legislation, codes and national standards may relate to:

- compliance with Australian building codes and regulations
- compliance with Australian Communications Authority (ACA) cabling standards
- EPA noise control regulations
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements and privacy related legislation

Modification requirements may relate to:

- change in system capabilities and functions
- locations and positions
- monitoring
- equipment
- parts, components
- materials
- labour
- installation
- monitoring
- programming functions

Documentation may detail:

- estimates and quotes
- changed client requirements
- changes to equipment / system schematics, specification and configuration
- equipment / system modifications
- warranty conditions and allowances
- parts and components
- materials requirements
- recommendations for future operation and maintenance
- costings
- estimates and quotes

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to determine modifications to a range of security equipment and systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Source and gather relevant operational information and review existing security equipment / system and determine modification capability and feasibility
- Use appropriate methods to assess and determine modifications to accurately meet the changed operational requirements of security equipment / system
- Clearly and accurately adjust system schematics, configuration and specifications to show detail of modifications and prepare documentation in a format suitable for review

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and specifications of security equipment / systems
- Operational principles of security equipment / systems
- Range of security equipment / system modifications
- Technical terms
- Drawing and drafting symbols and techniques
- Building construction methods and types
- Requirements for installation and modification of security equipment / systems
- Organisational and client confidentiality requirements
- Duty of care to client in the provision of services

### What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Read and interpret schematics specifications, charts and diagrams
- Make modifications to schematics, specifications, charts and diagrams
- Modify security equipment / systems
- Draw and draft plans, layouts, structures and system
- Prepare and present security system specification and configuration documentation in suitable formats
- Communicate in a clear and concise manner
- Organise work tasks in a methodical manner
- Solve problems
- Work in confined spaces
- Apply safe and efficient work practices

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS316A**  
**Unit Descriptor**

**Configure a security system**

This competency standard covers the skills and knowledge required to configure a security system which meets client security requirements. It requires the ability to clearly identify client security requirements, source and gather relevant information, and use appropriate methods to determine and prepare detailed and accurate security system schematics and specifications. This work would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                               |  |
|-------------------------------|--|
| 1. Assess client requirements | <ul style="list-style-type: none"> <li>1.1 <i>Work order and client requirements</i> are reviewed and clarified with <i>appropriate person(s)</i> as required in accordance with <i>organisational requirements</i></li> <li>1.2 Purpose and parameters of <i>security equipment / system</i> is clarified through discussions with the <i>client</i></li> <li>1.3 Effective <i>interpersonal techniques</i> are used that reflect sensitivity to individual <i>social and cultural differences</i> and are appropriate to job requirements</li> <li>1.4 A <i>site assessment</i> is carried out to ensure accuracy in system design and to determine the most effective <i>placement and positioning</i> of security system equipment</li> <li>1.5 <i>Site restrictions, regulations and requirements</i> are identified and adhered to in accordance with <i>legislative</i> and organisational requirements</li> <li>1.6 <i>Security risk factors</i> that may affect the site are identified, assessed and accounted for in accordance with organisational procedures</li> </ul> |
| 2. Determine specifications   | <ul style="list-style-type: none"> <li>2.1 Design options are evaluated to identify most appropriate system specifications to meet site and client security requirements</li> <li>2.2 <i>Schematics</i> and specifications <i>clearly and accurately</i> detail security system installation to enable accurate costings to be made</li> <li>2.3 Security equipment / system and materials that best meet system specifications are determined in accordance with client requirements</li> <li>2.4 Applicable legislative and industry requirements are identified and considered in security equipment / system specifications and configuration</li> <li>2.5 <i>Business equipment</i> is used to manage information efficiently and effectively in accordance with manufacturer's specifications and organisational requirements</li> </ul>   |

3. Present specifications and configuration
  - 3.1 Proposed security system specification and configuration details are prepared and presented to the client within specified time, budget and quality constraints
  - 3.2 Presented information uses clear and concise language, is free of inconsistencies and meets organisational standards of style, format and accuracy
  - 3.3 Feedback is sought and all queries are responded to promptly, courteously and accurately with appropriate regard to client concerns and organisational interest
  - 3.4 *Client confirmation* to proceed with proposed security system specifications and configuration is obtained and processed in accordance with industry, legislative and organisational requirements
  - 3.5 *Information and materials* are securely handled in accordance with client confidentiality, legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Discussions may be conducted with relevant persons to clarify purpose and parameters of security equipment / system.	2
Collecting analysing and organising information	Research of design concepts and options may be conducted and evaluated to identify most appropriate system specifications to meet site and client security requirements	2
Planning and organising activities	Site restrictions and access requirements may be identified and appropriate arrangements made as required.	2
Working with others and in teams	Effective methods and procedures may be used to determine the most suitable security equipment / system specifications and configuration which accurately meet client operational requirements.	2
Using mathematical ideas and techniques	Mathematical techniques may be used to estimate and calculate time, measurements and quantities. These techniques may also be used for planning and scheduling.	2
Solving problems	Compliance with applicable legislative and industry requirements may be considered in security equipment / system specifications and configuration.	2
Using technology	Technology may be used to communicate, schedule, source and document information. It may also be used to estimate and calculate.	2



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work requirements, work practices and knowledge as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Work order information may include:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements
- compliance with relevant legislation
- budget allocations
- warranties and service information

Client requirements may relate to:

- requirements as detailed in security assessment or client brief
- system capabilities and functions
- equipment and / or system type
- equipment locations and positions
- installation procedures and schedule
- service and maintenance
- monitoring
- warranty / guarantee
- budget

Appropriate person(s) may include:

- clients
- site managers
- project managers
- engineers and technicians
- technical experts
- line managers / supervisors
- colleagues
- regulatory personnel
- security consultants

Organisational requirements may relate to:

- legal and organisational operational policies and procedures
- operations manuals, induction and training materials
- insurance policy agreements
- client and organisational confidentiality requirements
- organisational goals, objectives, plans, systems and processes
- employer and employee rights and responsibilities
- own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- OHS policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Client objectives may include:

- protection of persons, property or assets
- conformance with insurance
- government or other requirements

Security equipment / systems may include:

- detection devices
- audible and visual warning devices
- cameras
- monitors and control equipment
- control panels
- intercoms
- wireless equipment
- car alarms
- electronic readers
- electronic recognition controls
- locks and locking systems
- grills
- lighting
- boom gates
- turnstiles
- bank pop up screens
- biometrics
- electric and mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Interpersonal techniques may include:

- verbal or non-verbal language
- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- interpreting non-verbal and verbal messages
- observation techniques
- use of positive, confident and co-operative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to compromise

Social and cultural differences may be expressed in:

- verbal / non-verbal language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender / sexuality

Site assessment may involve:

- type and condition of building structures
- identification of risk areas / weak points
- site restrictions, regulations and requirements
- access and egress patterns
- floor plan
- existing security equipment / systems
- determination of site availability and access
- site assessment to ensure correct positioning of equipment

Placement and positioning of security system equipment may be:

- on walls
- within walls
- within doors
- under floors
- within concrete pores
- within ceilings or vents
- on windows
- on external beams
- external under eaves

Site restrictions, regulations and requirements may relate to:

- union requirements
- access
- occupational requirements
- security clearances
- building codes and regulations
- heritage listings
- physical restrictions and limitations

Applicable legislation, codes and national standards may relate to:

- compliance with Australian building codes and regulations
- compliance with Australian Communications Authority (ACA) cabling standards
- EPA noise control regulations
- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- trade practices, award and enterprise agreements
- privacy requirements and privacy related legislation

Risk factors may include:

- unsecured windows
- entry points screened from public view
- external doors without deadlocks or with hinges opening outward
- flimsy building materials
- client habits (eg doors left unlocked)
- adequacy of street lighting
- traffic flow
- neighbourhood crime rating
- proximity of other buildings

Schematics may include:

- security system component positioning
- cable routes
- fixtures
- locations of detectors
- frame location
- control panel locations
- switchboards
- telephone mainframes
- power points

Suitability for purpose may include considerations of:

- dimensions of areas to be secured
- area usage
- aesthetics of environment
- environmental hazards (air conditioners, animals, rodents and birds, lighting)
- equipment specifications and limitations

Clear and accurate details may require:

- drawing title and details
- plans drawn to scale
- inclusion of dimensions and other measurements
- key providing explanation for symbols or abbreviations used
- use of standard drawing and drafting symbols

Business equipment may include:

- computers, computer applications
- modems
- personal schedulers
- e-mail, internet, intranet
- facsimile machines
- printers
- photocopiers
- scanners

Client confirmation may be:

- signature
- letter of verification or authorisation
- work order

Information and materials may include:

- reports
- schematic drawings
- floor plans
- schedules
- work orders

**EVIDENCE GUIDE**

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to specify and configure security systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Clarify client security requirements and conduct a site assessment to determine site availability and access to ensure correct positioning of equipment / system
- Use appropriate methods to determine and prepare detailed and accurate security system schematics and specifications which allow the determination of appropriate security equipment and materials requirements
- Accurately document and prepare security equipment / system specifications and configuration in formats suitable for presentation to client

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and specifications of security equipment and systems
- Building construction methods and types
- Requirements for installation of security systems
- Drawing and drafting symbols and techniques
- Organisational pricing policy and procedures
- Organisational and client confidentiality requirements
- Duty of care

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Draw and draft plans, layouts, structures and system
- Prepare and present security system specification and configuration documentation in suitable formats
- Interpret plans, designs and specifications
- Communicate in a clear and concise manner
- Organise work tasks in a methodical manner
- Calculate time, measurements and quantities
- Solve problems
- Apply safe and efficient work practices

**What resources may be required for assessment?**

- Access to a suitable work area for identification of hazards and control measures
- Access to personal protective equipment
- Access to organisations health and safety policies and procedures
- Access to plain English version of Acts, regulations and codes of practice
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS317A**  
**Unit Descriptor**

**Provide estimate and quote**

This competency standard covers the process of providing an estimate and quote on security systems to clients. It requires the ability to identify the needs of clients and prepare an accurate quote which provides full details of security equipment and system provisions . Competency also requires a knowledge of interpreting plans, designs and specifications and calculating labour and material costs. These work functions would be carried out under routine supervision within organisational guidelines.

**Unit Sector**

Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                            |  |
|----------------------------|--|
| 1. Identify customer needs | 1.1 Security <i>assessment</i> is undertaken in accordance with organisational requirements to determine <i>client</i> requirements<br>1.2 <i>Specialised system requirements</i> of clients are identified and <i>installation requirements</i> are considered in accordance with <i>legislative</i> and <i>organisational requirements</i><br>1.3 Occupational Health and Safety standards, statutory requirements, Australian Standards, <i>manufacturers specifications</i> and organisational requirements are interpreted<br>1.4 Appropriate plans, drawings and texts are interpreted in order to identify correct size, type and quantity of material and equipment for estimation<br>1.5 Ability to provide client <i>security system</i> is assessed in accordance with client security requirements and organisational and legal requirements |
| 2. Estimate costs          | 2.1 Organisation's <i>rate schedules</i> and / or industry based labour rates and conditions are identified and applied to establish costings according to organisational policy and procedures<br>2.2 Where equipment or materials are to be obtained from a supplier, quotations are obtained to ensure fair comparisons between suppliers<br>2.3 Equipment, materials and other relevant items availability and delivery dates are confirmed with supplier, where required<br>2.4 Site inspection is carried out to identify installation method and <i>possible problems</i> are considered and allowances for contingencies are made based on findings<br>2.5 Costs estimated plan to return a profit on provision of security systems to client requirements where appropriate   |



- 3. Document and confirm quotation with client
  - 3.1 *Quotation* is prepared providing clear and concise information including all details of security system to be provided in accordance with organisational requirements
  - 3.2 Quotation is presented promptly to client which reflects client security requirements according to organisational requirements and accepted timeframes
  - 3.3 Client is consulted and any *changes or variations* are negotiated to meet client and organisational requirements
  - 3.4 Client file is created and required documentation is accurately updated to include all relevant details in accordance with organisational policy and procedures

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to developing an understanding of client expectations and requirements may be shared and discussed with colleagues, supervisor and / or clients.	2
Collecting analysing and organising information	Occupational Health and Safety standards, quality assurance requirements, manufacturers specifications and organisational policy and procedures may be accessed to ensure compliance.	2
Planning and organising activities	Work tasks may be prioritised and coordinated or sequenced as required to ensure availability of materials and meet agreed completion dates.	2
Working with others and in teams	Assistance may be provided among team members to carry out and fulfil quotation requirements.	2
Using mathematical ideas and techniques	Mathematics may be applied as an aid to measure and calculate materials and labour.	2
Solving problems	In the application of skills and knowledge to identify and resolve client complaints or to recognise service delivery complications.	2
Using technology	To access company pricing schedules and company pro-formas for the preparation of estimates and quotes.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Assessment may involve

- discussions with client
- visual inspections
- review of client floor plans and supporting documentation
- questioning police, insurance companies and other bodies

Clients may include:

- property agent
- tenant
- building supervisor
- project manager
- corporations
- general public
- government agencies

Specialist system requirements may be:

- use of special tools
- system manuals and documentation
- product training
- software / hardware development

Installation requirements may be:

- use of special tools or equipment (eg drill, ladder, scaffolding, cherry picker)
- sub-contract labour

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing arrangements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Manufacturers specifications may be found in:

- printed instruction leaflets
- operators manuals
- equipment specifications
- attachments to equipment
- plans and diagrams
- warranty documents

Security systems may be:

- electronic
- mechanical
- computerised
- procedural

Rate schedules may include:

- labour rates
- standard unit costs
- standard equipment costs
- standard materials costs
- standard installation costs
- standard service costs
- standard monitoring costs

Possible problems may include:

- insurance
- time penalties
- disputes
- availability
- delivery
- competencies
- restricted site access
- building progress
- weather and environmental conditions
- cash flow

Quotations are written and may include:

- company identification information
- results of security assessment
- client brief
- recommended security system and agreed security system
- system capabilities
- system specifications and configuration
- equipment and / or system type
- equipment locations and positions
- service and maintenance
- limits of system
- costs, timelines, warranty / guarantee / liability terms and conditions if applicable
- suitable sign-off arrangements by company and client
- terms of trade

Changes or variations may include:

- changes and variations in cost, equipment, services
- changes and variations in installation, monitoring
- changes and variations in starting and / or completion dates
- variations of warranty / guarantee / liability terms and conditions
- variations in exclusions and terms of trade

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to provide an estimate and quote on security systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

### What critical aspects are required for evidence of competency?

- Determine security equipment requirements for provision of security system
- Determine prices and estimates for labour, equipment, materials and other relevant items
- Determine availability of equipment / materials
- Calculate estimations to return a profit where appropriate
- Ensure estimates allow for provision of security system which meets client requirements
- Prepare accurate quotes for clients which provide full details of security equipment / system provision

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislation and regulations applicable to quoting and providing security equipment / system services
- Organisational policies and procedures (personal presentation, documentation procedures, records and information systems)
- Types and functions of security equipment and systems
- Requirements of company pricing including schedules, policy and procedures
- Computer applications in relation to costing
- Contractual requirements for estimating and quoting for service provision
- Principles of duty of care, code of conduct and code of ethics
- Organisational policies and procedures related to the analysis of client requirements and selection of services
- Rights and responsibilities of customers

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Accurately record and report information
- Present a professional image to members of the public and colleagues
- Apply active listening and questioning techniques
- Handle customer complaints courteously
- Communicate effectively with and relate to people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- Calculate time, measurements and quantities
- Operate a computer
- Read and interpret plans, designs and specifications
- Organise work utilising time management skills
- Comply with relevant legislative and regulatory requirements

**What resources may be required for assessment?**

- Access to a suitable venue and access to designs and specifications, unit prices of equipment, materials and labour to make an estimate
- Quotation pro-forma
- Case studies
- Occupational Health and Safety guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

## PRSTS318A

## Maintain effective relationships with customers

### Unit Descriptor

This competency standard covers the process maintaining an effective relationship with customers. It requires the ability to discuss problems with clients, and where appropriate, carry out on-site inspection to confirm existence of problem. Competency also requires a knowledge of problem solving techniques to promote customer confidence and ensure accurate records are maintained to meet company requirements. These work functions would be carried out under routine supervision within organisational guidelines.

### Unit Sector

Technical Security

### ELEMENT

### PERFORMANCE CRITERIA

- |                                      |   |
|--------------------------------------|---|
| 1. Present a positive image          | <ul style="list-style-type: none"> <li>1.1 Credibility is established by using appropriate <i>interpersonal styles and techniques</i> to enhance customer commitment and to build return customer base</li> <li>1.2 Positive relationships are developed and maintained through compliance with <i>organisational requirements, social, ethical and applicable standards</i></li> <li>1.3 Own conduct reflects sensitivity to individual <i>social and cultural differences</i> in accordance with legislative and organisational requirements</li> <li>1.4 Personal presentation, manner and language is consistent at all times with organisational requirements</li> </ul> |
| 2. Provide and review client service | <ul style="list-style-type: none"> <li>2.1 Service is provided promptly to customers to meet identified needs in accordance with organisational requirements</li> <li>2.2 Customers with special needs or requests for assistance are responded to in accordance with organisational requirements</li> <li>2.3 Customer feedback is regularly sought and used to identify opportunities to enhance the quality of service and products</li> <li>2.4 Customer satisfaction with service delivery is regularly reviewed using verifiable evidence in accordance with organisational requirements</li> </ul>   |

3. Respond to complaints
  - 3.1 *Customers' complaints* are handled sensitively and courteously in accordance with organisational requirements, legislation or codes of practice
  - 3.2 Possible responses to client feedback are identified and evaluated and a response that meets client needs and requirements is decided in accordance with organisational policy and procedures
  - 3.3 Contact is made with the customer to ensure that the response is satisfactory and resolution of the complaint is negotiated and agreed where possible
  - 3.4 *Personal limitations* in responding to complaints are identified and referral made to *appropriate personnel* or external bodies in accordance with organisational requirements
  
4. Document complaints
  - 4.1 Necessary reports relating to received complaints are obtained, documented and reviewed and investigation reports are forwarded
  - 4.2 Appropriate personnel are followed up to gain prompt decisions in accordance with *organisational policy and procedures*
  - 4.3 Decisions to modify products or services incorporate evidence of customer satisfaction and are within organisational requirements
  - 4.4 All required *documentation* is completed promptly and accurately, and contains detailed recommendations focused on critical aspects of service delivery in accordance with organisational requirements
  - 4.5 Information on the type and source of complaints is collated to enable subsequent market analysis



**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information and ideas with regard to security systems and equipment and organisational requirements may be shared and discussed with colleagues, supervisor and / or clients.	1
Collecting analysing and organising information	Legislative and regulatory information relevant to installation of security systems may be collected, analysed and complied with as required.	1
Planning and organising activities	Client inquiries may be prioritised and coordinated or sequenced to meet organisational requirements.	1
Working with others and in teams	Assistance may be provided among team members to gather and report information on security equipment to meet customer's and organisation's requirements.	1
Using mathematical ideas and techniques	Mathematics may be applied as an aid to measure labour costs, materials, and installation requirements	1
Solving problems	Possible delivery / installation problems related to meeting client requirements may be identified and resolved.	1
Using technology	Technology may be used to access client and industry information and calculate estimate costs.	1

## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Interpersonal styles and techniques may include:

Those techniques which are used to develop rapport and promote confidence including:

- using appropriate body language
- summarising and paraphrasing to check understanding of customers message
- providing an opportunity for the customer to confirm their request
- seeking feedback from the customer to confirm understanding of needs
- questioning to clarify and confirm the customers needs and expectations
- listening actively to what the customer's communicating

Customer / client may include:

- owner, property agent, tenant, building supervisor, manager, project manager, agent, government and legal agencies

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety and safe work practices
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- Australian building codes and regulations
- Australian Communications Authority cabling standards
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Social and cultural differences may include:

- language, verbal or non-verbal
- beliefs and values
- religious / spiritual observances
- relationships / family structures
- social conventions
- codes of conduct

Customer complaints may include:

- damaged goods or goods not delivered
- administrative errors such as incorrect invoices or prices
- warehouse or store room errors such as incorrect product delivered
- service errors
- delivery errors
- products not delivered / installed on time
- customer satisfaction with service quality

Personal limitations may include:

- understanding of specialist security systems and equipment
- own role and responsibilities
- legal knowledge base relating to client inquiry
- current competence level
- difficulties in meeting timelines
- complying with Occupational Health and Safety requirements
- being unsure of best method to complete task
- lack of resources
- additional research required

Appropriate personnel may include:

- supervisor
- customers
- colleagues
- external organisation
- committee
- line management

Organisations policy and procedures may be found in:

- operations manuals
- induction documentation
- training materials
- policy and procedures documents
- insurance policy agreements
- verbal or written instructions
- client and company confidentiality requirements
- quality assurance documents

Documentation may include:

- client details
- details of feedback and / or complaints
- security equipment / system
- response to complaint
- updated client records

## EVIDENCE GUIDE

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to maintain effective relationships with clients customers. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Comply with organisation policies, procedures, relevant legislation and industry codes of practice in regard to client service
- Provide a quality service environment by treating clients in a courteous and professional manner
- Understand limitations of own work role and responsibility in relation to service delivery
- Monitor and act on changing customer needs
- Follow workplace procedures relevant to controlling risks in the workplace

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Legislation, codes and national standards relevant to the organisation
- Uniform and personal grooming requirements of the employer and client expectations in this regard
- Limitations of own work role and responsibilities in relation to service delivery
- Contractual requirements for estimating and quoting for service provision
- Requirements for compliance with Australian building codes and regulations and Australian Communications Authority cabling standards
- Company and client confidentiality requirements
- Trade practices legislation regarding customer rights and / or consumer protection

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Communicate effectively with clients and team members
- Work as part of a team
- Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- Update documentation accurately
- Research information relevant to client requirements
- Question, gain feedback, provide information in format suitable to customer
- Operate a computer and use keyboarding skills to document information
- Methodically organise work
- Follow safe and efficient work practices

**What resources may be required for assessment?**

- Client feedback
- Case studies
- Occupational Health and Safety guidelines
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSTS319A**  
**Unit Descriptor**

**Modify and repair security equipment/system**

This competency standard covers the skills and knowledge required to conduct minor modifications and repairs on a range of security equipment and systems. It requires the ability to diagnose and rectify common basic faults and refer more complex faults for specialist attention. This work applies to extra-low voltage environments and would be carried out under limited supervision within organisational guidelines.

**Unit Sector** Technical Security

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                            |  |
|----------------------------|--|
| 1. Prepare for maintenance | 1.1 <i>Maintenance requirements of security equipment and systems are checked and confirmed against work order</i><br>1.2 <i>Tools, equipment and materials are selected appropriate to job requirements and checked to ensure safe and efficient operation</i><br>1.3 <i>Potential and existing risks and hazards in the workplace are risk assessed and controlled in accordance with legislative and OHS requirements</i><br>1.4 <i>Suitable personal protective equipment is selected, used and maintained according to OHS and organisational requirements</i>  |
| 2. Carry out maintenance   | 2.1 <i>Security equipment / system to be modified or repaired is accessed in accordance with manufacturer's specifications and organisational requirements with minimal disruption to client or property</i><br>2.2 <i>Common faults in security equipment / system are diagnosed and appropriate repairs or modifications are carried out in accordance with manufacturer's specifications</i><br>2.3 <i>Complex faults and repair requirements are identified and reported for specialist attention in accordance with organisational requirements</i><br>2.4 <i>All work is conducted using safe operating practices in accordance with OHS, legislative and organisational requirements</i><br>2.5 <i>Maintenance work is completed in accordance with designated timeframes and work order instructions</i> |

- 3. Complete and document maintenance activities
  - 3.1 Equipment / system components are reassembled and tested for correct operation according to manufacturer's specifications and accepted practice
  - 3.2 Work area, tools and equipment are cleaned, maintained and stored in accordance with organisational requirements
  - 3.3 Malfunctions, faults, wear or damage to tools and equipment are reported to facilitate repair or replacement in accordance with organisational policy and procedures
  - 3.4 Waste from service and repair activities is collected, treated and disposed or recycled in accordance with organisational and environmental requirements
  - 3.5 *Relevant information* is accurately documented, processed and maintained in accordance with industry, legislative and organisational requirements

**KEY COMPETENCIES**

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

1 = perform the process, 2 = perform and administer the process, and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Work order instructions and methods to repair or modify security equipment / systems may be verified with the supervisor or work team.	1
Collecting analysing and organising information	Test results, diagnosis, repair recommendations, and repairs or modifications undertaken may be documented for reference and organised by records and reports.	1
Planning and organising activities	Tests and maintenance activities may be planned and co-ordinated around client and work schedules or sequenced as required.	1
Working with others and in teams	Additional information and advice may be sought from colleagues / supervisor to assist the accurate diagnosis of common faults and appropriate repair procedures to be undertaken.	1
Using mathematical ideas and techniques	Mathematical techniques may be used to plan and schedule work tasks and estimate resource requirements.	1
Solving problems	Complex faults may be accurately identified and promptly referred for specialist advice.	1
Using technology	Technology may be used to communicate, organise schedules, maintain records, and troubleshoot performance problems.	1



## RANGE STATEMENT

The Range Statement provides information about the context in which the unit of competency is carried out. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables may be present for this particular unit:

Maintenance may include:

- minor modifications
- repairs
- servicing

Security equipment may include:

- detection devices
- audible and visual warning devices
- cameras, monitors and control equipment
- control panels, intercoms
- wireless equipment, car alarms
- electronic readers, electronic recognition controls
- locks and locking systems
- grills, lighting, boom gates, turnstiles
- bank pop-up screens
- biometrics
- electric and mechanical fire safety and fire locking systems
- power supplies, batteries
- security doors and door controls

Security systems may be:

- electronic
- mechanical
- computerised

Work order instructions may relate to:

- work schedules
- completion dates
- job requirements and tasks
- specific client requirements
- access to site and specific site requirements
- resource requirements
- OHS requirements, compliance with relevant legislation
- organisational policies and procedures
- budget allocations

Tools and equipment may include:

- computer, software
- test equipment (multimeter)
- hand and power tools, fixing tools
- wire strippers
- file, drill, lockpick, pick gun
- glass break tester
- soldering iron, welder, crimp tools, IDC tools
- ladder, hoist
- batteries
- personal protective equipment
- communications equipment

Materials may include:

- parts and components
- security equipment / systems
- wire and cable
- fixings, solder, insulation tape
- springs, pins, graphite powder
- oil, silicon, grease, glass cleaner / lens cleaner
- glue, paint, patch materials
- electronic components, sealing compounds
- cleaning compounds

Workplace risks and hazards may include:

- non-compliance with maintenance and repair codes and regulations
- exposed electrical wiring
- live power
- other identified OHS risks (asbestos, dust, noise)

Applicable legislation, codes and national standards may relate to:

- relevant Commonwealth / State / Territory legislation which affect organisational operation:
- Occupational Health and Safety
- environmental issues
- equal employment opportunity
- industrial relations
- anti-discrimination and diversity
- licensing requirements
- Australian Standards, quality assurance and certification requirements
- relevant industry Codes of Practice
- award and enterprise agreements
- trade practices
- privacy requirements
- freedom of information

Personal protective equipment and clothing may include:

- masks
- safety boots
- head protection
- safety glasses
- knee pads
- gloves
- witches hats, flashing lights, warning signs and tapes
- fire extinguisher, first aid kit

Organisational requirements may relate to:

- legal and organisational policy and procedures including personnel practices and guidelines
- organisational goals, objectives, plans, systems and processes
- legislation relevant to the operation, incident and / or response
- employer and employee rights and responsibilities
- business and performance plans
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- client service standards
- defined resource parameters
- Occupational Health and Safety policies, procedures and programs
- emergency and evacuation procedures
- duty of care, code of conduct, code of ethics
- access and equity policy, principles and practice
- records and information systems and processes
- communication channels and reporting procedures

Modifications may include:

- change in system capabilities and functions
- locations and positions
- monitoring

Repairs may be made:

- remotely
- on site

Access to security equipment / systems may involve:

- use of access code
- disablement of system
- removal of housing
- access token
- keys
- phone line access
- modem

Manufacturers specifications may be found in:

- printed instruction leaflets
- operators manuals
- equipment specifications
- attached to the equipment
- plans and diagrams
- warranty documents

Clients may include:

- owner
- property agent
- tenant
- building supervisor
- manager
- project manager
- agent
- government and legal instruments / agencies

Faults may be:

- electronic
- software
- mechanical
- procedural
- result of operational misuse
- environmental
- result of previous mis-installation

Safe operating practices may include:

- working safely around electrical wiring, cables and overhead power lines
- working safely around tools and equipment
- hazard recognition
- emergency procedures
- awareness of electrical hazards
- follow confined spaces procedures
- first aid

Relevant information may relate to:

- completion of work log
- equipment / system fault diagnosis
- repairs and modifications undertaken
- recommended repairs
- warranty conditions and allowances
- testing and commissioning results
- materials used, parts and components replaced
- recommendations for future operation and maintenance
- costings
- indemnity

**EVIDENCE GUIDE**

The Evidence Guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to modify and repair security equipment / systems. Assessment of performance should be over a period of time covering all categories within the Range Statement that are applicable in the learning environment.

**What critical aspects are required for evidence of competency?**

- Effectively prepare for maintenance to security equipment / system including selecting tools and equipment appropriate to job requirements and identifying possible risks and hazards in the work area
- Access security equipment / system with minimal disruption to client, conduct tests and confirm status and repair requirements
- Accurately repair or modify security equipment / system using safe operating practices and complete within designated timeframes
- Clean work area, store tools and equipment and complete all relevant documentation

**What specific knowledge is needed to achieve the performance criteria?**

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Types, functions and specifications of security equipment / systems and principles of operation
- Security equipment / system repair techniques
- Fault finding techniques
- Welding, grinding and oxy-acetylene cutting principles and procedures
- Types, characteristics and functions of tools and equipment
- Electrical concepts (voltages, current, resistance, impedance)
- Cable identification and handling requirements
- Security equipment / system configurations and methods of programming
- Requirements for installation and modification of security equipment / systems
- Requirements for commissioning of security equipment / systems
- Relevant licensing, legislative and OHS requirements
- Safe work practices and their importance

**What specific skills are needed to achieve the performance criteria?**

To achieve the performance criteria, some specific skills are required. These include the ability to:

- Provide efficient and effective customer service (liaise, consult, provide and gain feedback)
- Read and interpret specifications, charts and diagrams
- Read and interpret a multimeter
- Prioritise and methodically organise work
- Trouble shoot, solve routine problems
- Identify and diagnose faults and malfunctions
- Identify and refer complex faults
- Use appropriate testing equipment
- Repair and / or modify security equipment / systems
- Program and configure security equipment / systems
- Commission security equipment / systems
- Safely handle cable voltage, current, resistance and impedance
- Apply basic carpentry and fitting, soldering, welding, and drilling
- Apply safe and efficient work practices
- Obtain appropriate licensing

**What resources may be required for assessment?**

- Access to a suitable venue and equipment
- Access to plain English version of relevant statutes and procedures
- Assignment instructions, work plans and schedules, policy documents and duty statements
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Continuous assessment in a setting that simulates the conditions of performance described in the elements, performance criteria and Range Statement that make up the unit
- Continuous assessment in the workplace, taking into account the Range Statement affecting performance
- Self-assessment on the same terms as those described above
- Simulated assessment or critical incident assessment, provided that the critical incident involves assessment against performance criteria and an evaluation of underpinning knowledge and skill required to achieve the required performance outcomes

**PRSBIO302A**  
**Unit Descriptor**

**Install biometrics equipment/systems**

This unit of competency specifies the outcomes required to install a range of biometric equipment/systems in a security environment. It requires the ability to read and interpret specifications, and use tools and equipment to effectively locate, install and commission biometric equipment/systems. The unit also requires the ability to apply effective principles and requirements relating to confidentiality, privacy and security in own work.

An understanding of the operating principles of biometric equipment, systems and technology is required.

Compliance with licensing, legislative, regulatory or certification requirements may be required in various jurisdictions.

**Employability Skills**  
**Application of the Unit**

This unit contains employability skills.

This unit has been developed for application in any industry involved with the maintenance of workplace security. It supports the attainment of skills and knowledge required for competent workplace performance in security operations of all sizes. Skills and knowledge are to be used within the scope of the person's job and authority.

**Unit Sector** Technical Security - Biometrics

**Functional Area** Biometrics

**ELEMENT**

**PERFORMANCE CRITERIA**

- |  |  |
|--|--|
| <p>1. Apply the principles of confidentiality, privacy and security in own work.</p> | <p>1.1 Applicable <b>occupational health and safety (OHS), legislative</b> and <b>organisational requirements</b> relevant to the installation of <b>biometric equipment/systems</b> are identified and complied with.</p> <p>1.2 Relevant <b>privacy legislation</b> and code of ethics relating to the workplace application of biometric technology are accessed and interpreted.</p> <p>1.3 Privacy and confidentiality of verbal and written client data and information are securely maintained according to legislative and organisational requirements.</p> <p>1.4 Potential confidentiality issues are promptly identified and clarified as required with <b>appropriate personnel</b>.</p> <p>1.5 Effective <b>communication</b> and <b>interpersonal techniques</b> are used that reflect sensitivity to individual <b>social and cultural differences</b>.</p> |
|--|--|



2. Prepare for installation.
  - 2.1 **Work order** requirements are reviewed and confirmed as required with appropriate personnel.
  - 2.2 Relevant plans, drawings and specifications are accessed and interpreted against the work order.
  - 2.3 Biometric equipment/system to be installed is identified and confirmed against work order specifications.
  - 2.4 **Tools, equipment** and testing devices appropriate to job requirement are selected and checked for operational effectiveness according to manufacturer specifications.
  - 2.5 Licensing and site access requirements are identified and complied with.
  - 2.6 Coordination requirements, including requests for isolations, are requested and confirmed with appropriate personnel.
  - 2.7 Potential and existing risks and **hazards** in the work area are identified and controlled according to OHS and organisational requirements.
3. Install biometric equipment/system.
  - 3.1 All work is conducted using safe operating procedures according to OHS and organisational requirements.
  - 3.2 Biometric equipment/system is assembled, positioned and secured according to relevant plans, drawings and specifications.
  - 3.3 Biometric equipment/system is installed in specified positions and locations in a manner that maximises safety of self and others, without damage or distortion to the surrounding environment or services and according to manufacturer specifications.
  - 3.4 Biometric equipment/system is decommissioned and connected according to manufacturer specifications.
4. Complete installation.
  - 4.1 Basic operational testing of biometric equipment/system is conducted according to manufacturer specifications.
  - 4.2 Biometric equipment/system is confirmed by commission and test results to be fully operational and in line with installation performance specifications.
  - 4.3 Visual inspection of completed work is conducted to ensure installed biometric equipment/system complies with safety and environmental requirements.
  - 4.4 Faults, errors or omissions are identified and prompt remedial action is determined and arranged with appropriate personnel.
  - 4.5 Notification of completed installation is received and confirmed according to workplace procedures.
  - 4.6 **Records and reports** are completed and maintained according to legislative and organisational requirements.

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required skills:

Required skills include:

- accurately and securely maintain records, reports and other workplace information
- comply with applicable confidentiality and privacy requirements
- comply with legislation, regulations, standards and codes of practice relevant to the installation of biometric equipment/systems
- install biometric equipment/systems
- make effective decisions
- organise work priorities and arrangements and complete work tasks within designated timeframes
- read and interpret technical information, including plans, designs and specifications
- relate effectively to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- resolve problems
- select and use appropriate information technology
- select and use appropriate tools and equipment, including hand and power tools
- written communication skills sufficient to complete relevant records and reports
- use appropriate communication and interpersonal skills, including speaking clearly and questioning.

### Required knowledge:

Required knowledge and understanding include:

- applicable federal and state or territory legislation, regulations, standards and codes of practice relevant to the full range of processes relating to the installation of biometric equipment/systems
- appropriate mathematical procedures for estimating, measuring and calculating
- cable identification and handling requirements
- earthing systems arrangements and requirements
- electrical concepts and connections
- ergonomic and safe work practices and procedures
- established threshold levels and their impact on security
- installation risks and hazards
- methods of installing biometric equipment/systems
- operational principles of information technology
- operational principles of local area networks (LANs) and wide area networks (WANs)
- organisational standards, requirements, policies and procedures for installing biometric equipment/systems
- organisational procedures for recording, reporting and maintaining workplace information
- physical environment requirements for the operation of biometric equipment/systems
- principles of cultural diversity and access and equity
- problem identification and resolution procedures
- types, functions and parameters of biometric equipment/systems
- workplace communication channels, protocols and procedures.

## 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.

***OHS requirements*** are to be in accordance with federal and state or territory legislation and regulations, and organisational safety policies and procedures. Requirements relate to:

- identifying hazards
- controlling and minimising risks
- eliminating hazardous materials and substances
- safe use of equipment, including:
  - personal protective clothing and equipment
  - safety equipment
  - first aid equipment
  - fire safety equipment
  - business technology
- correct manual handling, including shifting, lifting and carrying
- safety procedures for the protection of self and others.

***Legislative requirements*** are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may relate to:

- award and enterprise agreements
- industrial relations
- Australian standards
- confidentiality and privacy
- OHS
- environment
- equal opportunity
- relevant industry codes of practice
- duty of care
- anti-discrimination and diversity
- licensing arrangements
- Compliance Policy Guidelines.

***Organisational requirements*** may relate to:

- legal, organisational and site guidelines, policies and procedures relating to own role and responsibility
- standard operating procedures
- quality assurance
- procedural manuals
- continuous improvement processes and standards
- OHS
- emergency and evacuation procedures
- ethical standards
- recording and reporting
- access and equity principles and practices
- equipment use, maintenance and storage
- ergonomic practices
- environmental management (e.g. waste disposal, recycling and re-use guidelines)
- procedures for following instructions and accessing information
- physical environment.

**Biometrics** refers to:

- a measurable physical characteristic or personal behavioural trait used to recognise the identity or verify the identity of an individual.

**Biometric equipment/systems** are:

- automated systems able to capture a biometric sample from an individual person, extract biometric data from the sample, compare the data with one or more reference template, determine the quality of a match, and indicate whether or not an identification or verification of identity has been achieved.

**Biometric equipment/systems** may include:

- acquisition devices:
  - optical scanners
  - microphones
  - cameras (e.g. video, infra-red enabled video and single-image)
  - chip or reader embedded in peripheral device
- software:
  - server-based authentication software for biometric authentication and logging
  - software associated with acquisition devices
- hardware
- interconnecting infrastructure
- biometric servers.

**Privacy legislation** may include:

- national privacy principles
- national information privacy principles
- federal and state or territory Privacy Acts.

**Appropriate personnel** may include:

- managers
- supervisors
- colleagues
- clients
- information technology specialists
- biometric technology specialists.

**Communication** may be:

- face-to-face
- verbal or non-verbal
- in languages other than English
- in Indigenous languages
- through the use of assistive technology
- via an interpreter
- listening and understanding
- speaking clearly and directly
- writing to audience needs
- group interaction
- questioning to obtain information and/or clarify information and understanding
- oral reporting
- participating in routine meetings
- recording of discussions.

**Interpersonal techniques** may include:

- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- using and interpreting verbal and non-verbal language
- observation techniques
- use of positive, confident and cooperative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate.

**Social and cultural differences** may include:

- verbal and non-verbal language
- languages other than English
- traditional practices and observations
- beliefs, values and practices
- food and diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender and sexuality.

**Work order** may include details of:

- biometric equipment/system specifications
- installation location
- OHS, privacy and other legal requirements
- resource requirements
- client requirements
- licensing and site access requirements
- personnel coordination and isolation requirements
- work schedules.

**Tools and equipment**

may include:

- multimeter
- testing equipment
- hand tools
- power tools
- personal protective equipment
- communications equipment.

**Hazards** may be:

- ergonomic (e.g. improper manual handling methods)
- environmental (e.g. improper use of materials and chemicals)
- obstructive (e.g. blocked access to emergency entry or exit points)
- associated with electrical or mechanical faults.

**Records and reports:**

- may be:
  - manual
  - computer-based
  - other appropriate organisational communication system
- may detail:
  - biometric equipment/systems installation
  - commissioning details
  - technical data and specifications
  - activity reports
  - faults and repair requirements in processes.

## 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**

Evidence gathered is to be related to:

- complying with organisational policies and procedures, including OHS, relevant to work tasks undertaken in the workplace
- complying with applicable legislation and code of ethics applicable to privacy and client confidentiality
- preparing for the installation of biometric equipment/systems in the workplace, including coordinating personnel and arranging required isolations
- selecting and using correct tools, equipment and testing devices and applying appropriate methods to safely position and install biometric equipment/system
- conducting commissioning and visual inspections of installed biometric equipment/system to ensure installation conforms to required specifications
- organising relevant licensing and accessing authorisations relevant to undertaking the installation of biometric equipment/systems.

### **Context of and specific resources for assessment**

Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. It is to comply with relevant regulatory requirements or Australian standards requirements.

The following resources must be available:

- materials and equipment relevant to installing biometric equipment/systems
- work instructions and related documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

### **Method of assessment**

Assessment methods must satisfy the endorsed Assessment Guidelines of PRS03 Asset Security Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.

Assessment may be in conjunction with assessment of other units of competency.

**PRSBIO304A**  
**Unit Descriptor**

**Identify and diagnose biometrics system fault**

This unit of competency specifies the outcomes required to conduct diagnostic testing of biometric systems to locate and verify faults. It requires the ability to use testing and diagnostic tools and equipment, collate data and prepare reports based on an accurate assessment of test results and operational data.

An understanding of the basic operating principles, processes and parameters of a biometric system, together with applicable legislation including privacy requirements is required.

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

**Employability Skills**  
**Application of the Unit**

This unit contains employability skills.

This unit has been developed for application in any industry involved with the maintenance of workplace security. It supports the attainment of skills and knowledge required for competent workplace performance in security operations of all sizes. Skills and knowledge are to be used within the scope of the person's job and authority.

**Unit Sector** Technical Security - Biometrics

**Functional Area** Biometrics

**ELEMENT**

**PERFORMANCE CRITERIA**

- |                                 |   |
|---------------------------------|---|
| 1. Prepare for fault diagnosis. | <ul style="list-style-type: none"> <li>1.1 Applicable <b>occupational health and safety (OHS), legislative</b> and <b>organisational requirements</b> relevant to diagnosing faults in <b>biometric systems</b> are identified and complied with.</li> <li>1.2 Relevant <b>privacy legislation</b> and code of ethics relating to the workplace application of biometric technology are accessed and interpreted.</li> <li>1.3 Work order is reviewed, confirmed and clarified as required with <b>appropriate personnel</b>.</li> <li>1.4 <b>Resources</b> appropriate to work requirements are organised and checked for operational effectiveness according to manufacturer specifications.</li> <li>1.5 <b>Information</b> relevant to fault diagnosis activities is accessed and interpreted.</li> <li>1.6 Relevant authorisation for access to biometric system is arranged as required according to workplace procedures.</li> <li>1.7 Requests for system isolation are coordinated and arranged with appropriate personnel according to workplace procedures.</li> <li>1.8 Effective <b>communication</b> and <b>interpersonal techniques</b> are used that reflect sensitivity to individual <b>social and cultural differences</b>.</li> </ul> |
|---------------------------------|---|



2. Diagnose faults.
  - 2.1 Normal operational functions and performance of biometric system are confirmed and checked against specifications.
  - 2.2 System components are inspected for obvious faults and connections and cables are checked for operation according to manufacturer specifications.
  - 2.3 **Systematic fault-finding methods** are used to identify and locate system faults.
  - 2.4 Appropriate diagnostic techniques are used to conduct tests of system according to manufacturer specifications.
  - 2.5 Test results are assessed against normal operational performance of system.
  - 2.6 Complex faults outside area of responsibility or competence are reported for specialist assistance.
  
3. Complete and report diagnosis.
  - 3.1 Reports are prepared based on an assessment of diagnostic testing results and reviewed and checked for accuracy.
  - 3.2 Reports are prepared using **appropriate formats** and presentation methods according to organisational requirements.
  - 3.3 Valid and verifiable conclusions about the type and cause of identified system faults are included in reports.
  - 3.4 Work area is reinstated to original condition and waste from work activities is collected, treated and disposed of according to organisational requirements.
  - 3.5 **Records and reports** are completed and securely maintained according to legislative and organisational requirements.

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required skills:

Required skills include:

- accurately and securely maintain records, reports and other workplace information
- collate and record biometric data
- comply with applicable confidentiality and privacy requirements
- comply with legislation, regulations, standards and codes of practice relevant to the use of a biometric system
- conduct checks for accurate and consistent information
- organise work priorities and arrangements and complete work tasks within designated timeframes
- read and interpret technical information, including plans, designs and specifications
- read and interpret test results and data
- relate effectively to people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- resolve problems
- safely and correctly handle system components, including connections and cables
- select and use testing tools, equipment and measurement instruments appropriate to work task
- undertake effective enrolment of biometric and biographical data
- use appropriate communication and interpersonal skills, including speaking clearly and questioning
- written communication skills sufficient to develop a diagnosis report and complete other relevant records and reports
- verify and determine system faults.

### Required knowledge:

Required knowledge and understanding include:

- applicable federal and state or territory legislation, regulations, standards and codes of practice relevant to the full range of processes relating to workplace biometric systems
- appropriate mathematical procedures for estimating, measuring and calculating
- biometric system administration and security requirements
- biometric system testing and diagnostic methods and techniques
- common biometric system performance problems
- data analysis techniques
- earthing systems arrangements and requirements
- electrical concepts (e.g. voltage, current, resistance and impedance)
- ergonomic and safe work practices and procedures
- established threshold levels and their impact on security
- initial enrolment procedures
- processes for the management of enrolment data
- organisational standards, requirements, policies and procedures for the use, testing and operation of a biometric system
- organisational procedures for recording, reporting and maintaining workplace information
- principles of cultural diversity and access and equity
- problem identification and resolution procedures
- system components and cable handling requirements
- system fault-finding techniques
- types, functions and parameters of a biometric system

- types, functions and parameters of testing tools and equipment
- workplace communication channels, protocols and procedures.

## 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.

***OHS requirements*** are to be in accordance with federal and state or territory legislation and regulations, and organisational safety policies and procedures. Requirements relate to:

- identifying hazards
- controlling and minimising risks
- eliminating hazardous materials and substances
- safe use of equipment, including:
  - personal protective clothing and equipment
  - safety equipment
  - first aid equipment
  - fire safety equipment
  - business technology
- correct manual handling, including shifting, lifting and carrying
- safety procedures for the protection of self and others.

***Legislative requirements*** are to be in accordance with applicable legislation from all levels of government that affect organisational operation. Requirements may relate to:

- award and enterprise agreements
- industrial relations
- Australian standards
- confidentiality and privacy
- OHS
- environment
- equal opportunity
- relevant industry codes of practice
- duty of care
- anti-discrimination and diversity
- licensing arrangements
- Compliance Policy Guidelines.

**Organisational requirements** may relate to:

- legal, organisational and site guidelines, policies and procedures relating to own role and responsibility
- standard operating procedures
- quality assurance
- procedural manuals
- continuous improvement processes and standards
- OHS
- emergency and evacuation procedures
- ethical standards
- recording and reporting
- access and equity principles and practices
- equipment use, maintenance and storage
- ergonomic practices
- environmental management (e.g. waste disposal, recycling and re-use guidelines)
- procedures for following instructions and accessing information
- physical environment.

**Biometrics** refers to:

- a measurable physical characteristic or personal behavioural trait used to recognise the identity or verify the identity of an individual.

**Biometric systems** are:

- automated systems able to capture a biometric sample from an individual person, extract biometric data from the sample, compare the data with one or more reference template, determine the quality of a match, and indicate whether or not an identification or verification of identity has been achieved.

**Biometric systems** may include:

- acquisition devices:
  - optical scanners
  - microphones
  - cameras (e.g. video, infra-red enabled video and single-image)
  - chip or reader embedded in peripheral device
- software:
  - server-based authentication software for biometric authentication and logging
  - software associated with acquisition devices
- hardware
- interconnecting infrastructure
- biometric servers.

**Privacy legislation** may include:

- national privacy principles
- national information privacy principles
- federal and state or territory Privacy Acts.

**Appropriate personnel**

may include:

- managers and supervisors
- colleagues
- clients
- information technology specialists
- biometric technology specialists.

**Resources** may include:

- computer
- software and hardware
- testing equipment (e.g. multimeter)
- hand tools
- personal protective equipment and clothing
- communications equipment.

**Information** may include:

- system specification schedules
- system fault history
- system test data
- current system trending data
- system configuration diagrams and installation records.

**Communication** may be:

- face-to-face
- verbal or non-verbal
- in languages other than English
- in Indigenous languages
- through the use of assistive technology
- via an interpreter
- listening and understanding
- speaking clearly and directly
- writing to audience needs
- group interaction
- questioning to obtain information and/or clarify information and understanding
- oral reporting
- participating in routine meetings
- recording of discussions.

**Interpersonal techniques**

may include:

- two-way interaction
- constructive feedback
- active listening
- questioning to clarify and confirm understanding
- using and interpreting verbal and non-verbal language
- observation techniques
- use of positive, confident and cooperative language
- control of tone of voice and body language
- use of language and concepts appropriate to cultural differences
- use of clear presentations of options and consequences
- demonstrating flexibility and willingness to negotiate.

**Social and cultural**

**differences** may include:

- verbal and non-verbal language
- languages other than English
- traditional practices and observations
- beliefs, values and practices
- food and diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender and sexuality.

**Systematic fault-finding**

may involve:

- using a methodical approach
- progressively isolating fault
- verifying existence of problem
- reviewing available data and information.

**Fault-finding methods**

may include:

- visual inspection
- functionality tests
- equipment program.

**Appropriate formats** may

include:

- formats that cater for those with special needs, e.g. producing documents in large print.

**Records and reports:**

- may be:
  - manual
  - computer-based
  - other appropriate organisational communication system
- may detail:
  - technical data and specifications
  - activity reports
  - operational details
  - faults and diagnosis
  - testing and inspection results.

## 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**

Evidence gathered is to be related to:

- complying with organisational policies and procedures, including OHS, relevant to biometric work tasks
- complying with applicable legislation and code of ethics applicable to privacy and client confidentiality
- complying with operational procedures for the use and testing of a biometric system, including use of tools, equipment and measurement instruments
- identifying and verifying faults in a biometric system and preparing data for presentation in a report
- reading, interpreting and assessing test results and biometric system data.

### **Context of and specific resources for assessment**

Competency may be assessed in an actual workplace or simulated environment that provides access to the required resources. Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints. It is to comply with relevant regulatory requirements or Australian standards requirements.

The following resources must be available:

- materials and equipment relevant to identifying and diagnosing biometric system faults
- work instructions and related documentation.

Where applicable, physical resources should include equipment modified for people with disabilities.

### **Method of assessment**

Assessment methods must satisfy the endorsed Assessment Guidelines of PRS03 Asset Security Training Package.

Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of underpinning knowledge.

Assessment may be in conjunction with assessment of other units of competency.

## BSBCMN402A

### Unit Descriptor

## Develop work priorities

This unit covers the skills and knowledge required to plan own work schedules, monitor and obtain feedback on work performance and development.

This unit is related to BSBCMN302A Organise personal work priorities and development.

### Competency Field

Common

### ELEMENT

### PERFORMANCE CRITERIA

- |  |  |
|--|--|
| 1. Plan and complete own work schedule | 1.1 <i>Workgroup</i> plans are prepared to reflect consideration of resources, client needs and workgroup targets<br>1.2 <i>Work objectives</i> and priorities are analysed and incorporated into personal schedules and responsibilities<br>1.3 <i>Factors</i> affecting the achievement of work objectives are identified and contingencies established and incorporated into work plans<br>1.4 <i>Business technology</i> is used efficiently and effectively to manage and monitor planning completion and scheduling of tasks   |
| 2. Monitor own work performance        | 2.1 Personal performance standards are identified and analysed through self-assessment and feedback from others on the achievement of work objectives<br>2.2 <i>Feedback on performance</i> is actively sought from colleagues and clients and evaluated in context of individual and group requirements<br>2.3 Variations in the quality of service and products are routinely identified and reported in accordance with <i>organisational requirements</i>  |
| 3. Coordinate professional development | 3.1 Personal knowledge and skills are assessed against <i>competency standards</i> performance descriptions to determine development needs and priorities<br>3.2 Opportunities for improvement and sources of learning are researched and planned in liaison with colleagues<br>3.3 <i>Feedback</i> is used to identify and develop ways to improve competence within available opportunities<br>3.4 New skills are identified and <i>professional development activities</i> are accessed and completed to facilitate continuous learning and career development<br>3.5 Records and documents relating to achievements and assessments are stored and maintained in accordance with organisational requirements |



**KEY COMPETENCIES**

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with members of the work team	2
Collecting analysing and organising information	to measure self-performance	2
Planning and organising activities	for self	2
Working with others and in teams	in completing scheduled tasks	2
Using mathematical ideas and techniques	as an aid to measure and schedule tasks	1
Solving problems	as an aid to self-development	2
Using technology	to manage scheduling and completion of tasks	2

**RANGE STATEMENT**

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

They may use legislation, codes and national standards relevant to the workplace including:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Workgroup plans may include:

- sales plans
- reporting plans
- production plans
- budgetary plans
- team participation
- work schedules
- team and individual learning goals

Work objectives may include:

- sales targets
- reporting deadlines
- production targets
- budgetary targets
- team participation
- team and individual learning goals

Factors affecting the achievement of work objectives may include:

- competing work demands
- technology/equipment breakdowns
- unforeseen incidents
- personnel
- environmental factors such as time, weather, etc
- resource and materials availability
- budget constraints

Business technology may include:

- computers
- computer applications
- personal schedules
- modems
- scanners
- email and internet/intranet/extranet
- photocopiers
- facsimile machines
- printers

Feedback on performance may include:

- formal/informal performance appraisals
- obtaining comments from supervisors and colleagues
- obtaining comments from clients
- personal, reflective behaviour strategies
- routine organisational methods for monitoring service delivery

Organisational requirements may be included in:

- quality assurances and/or procedures manuals
- goals, objectives, plans, systems and processes
- legal and organisational policy/guidelines and requirements
- business and performance plans
- access and equity principles and practice
- ethical standards
- Occupational Health and Safety policies, procedures and programs
- quality and continuous improvement processes and standards
- defined resource parameters

Competency standards are standards which measure:

- all those personal and technical knowledge, skills and attitudinal aspects (competencies) required to effectively and efficiently undertake the day to day tasks and duties of the practitioner's work function

Professional development activities may include:

- coaching, mentoring and/or supervision
- formal/informal learning programs
- internal/external training provision
- work experience/exchange/opportunities
- personal study
- career planning/development
- performance appraisals
- workplace skills assessment
- Recognition of Prior Learning

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Preparing and communicating work plans
- Scheduling work objectives and tasks to support the achievement of goals
- Seeking and acting on feedback from clients and colleagues
- Reviewing own work performance against achievements through self-assessment
- Accessing learning opportunities to extend own personal work competencies
- Using business technology to monitor self development

### Underpinning Knowledge

- The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Understanding the organisation's policies, plans and procedures
- Understanding of methods to elicit, analyse and interpret feedback
- Knowledge of techniques to prepare personal plans and establish priorities
- Knowledge of quality standards for products and services
- Knowledge of relevant business technology applications
- Understanding of methods to evaluate own performance
- Processes to interpret competency standards and apply them to self
- Methods to identify and prioritise personal learning needs
- Understanding range of professional development activities and criteria to apply in choosing between them

At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

**Underpinning Skills**

- Literacy skills to understand the organisation's policies and procedures; interpret competency standards; use a variety of strategies for planning and reviewing own work
- Problem solving skills to develop contingency plans
- Evaluation skills for assessing outcomes
- Communication skills including giving and receiving constructive feedback on development needs
- Technology skills including the ability to select and use technology appropriate to a task
- Time management skills to complete tasks within agreed timeframes
- Observation skills for identifying opportunities for learning and development
- Participation skills for integrating as a member of a work team
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels

## BSBCMN406A

### Unit Descriptor

## Maintain business technology

This unit covers the skills and knowledge required to maintain the effectiveness of business technology in the workplace. It includes activities such as the maintenance of existing technology and the planning of future technology requirements.

This unit is related to BSBCMN307A Maintain business resources. Consider co-assessment with BSBCMN407A Coordinate business resources.

### Competency Field

Common

### ELEMENT

### PERFORMANCE CRITERIA

- |  |  |
|--|--|
| 1. Maintain performance of hardware and software | <ul style="list-style-type: none"> <li>1.1 Systems effectiveness is monitored and evaluated to ensure it meets <i>organisational and system requirements</i></li> <li>1.2 Operating system, drive and disk structure, reports and files are used to identify performance problems</li> <li>1.3 <i>Disk drives and peripherals are maintained</i> according to manufacturers' and organisational requirements</li> <li>1.4 <i>Consumables</i> are replaced in accordance with the manufacturers' and organisational requirements</li> <li>1.5 <i>Software</i> applications are installed and operated in accordance with developers' and organisational requirements</li> </ul> |
| 2. Provide basic system administration           | <ul style="list-style-type: none"> <li>2.1 System back up procedure is carried out at regular intervals according to organisational and system requirements</li> <li>2.2 Security access procedures are maintained in line with organisational requirements</li> <li>2.3 Licence for use of software is used, checked and recorded in accordance with organisational requirements</li> <li>2.4 Virus systems are maintained and updated on a regular basis in accordance with organisational requirements</li> </ul>   |
| 3. Identify future technology requirements       | <ul style="list-style-type: none"> <li>3.1 <i>Sources of information</i> about new <i>technology</i> are accessed to maintain knowledge in current technology</li> <li>3.2 Feedback from clients and colleagues is used to identify and develop <i>improved technology systems</i></li> <li>3.3 Existing technology is assessed against newly available technology to determine future needs and priorities</li> <li>3.4 New technologies are identified and selected to achieve and maintain continuous organisational development</li> <li>3.5 Management and budget approval is obtained for new technologies identified and selected</li> </ul>                            |

### KEY COMPETENCIES

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with members of the work team	2
Collecting analysing and organising information	to formulate recommendations	2
Planning and organising activities	to maintain business technology	2
Working with others and in teams	in completing scheduled tasks	1
Using mathematical ideas and techniques	as an aid to measure and schedule tasks	2
Solving problems	to identify future technology requirements	2
Using technology	to complete allocated tasks	3

### RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Organisational and system requirements may include:

- quality assurances and/or procedures manuals
- back up procedures
- security and confidentiality procedures
- legal and organisational policy/guidelines and requirements
- storage retrieval and type of product licenses
- storage of information technology documentation
- register of licenses
- Occupational Health and Safety policies, procedures and programs
- code of conduct
- ethical standards
- maintenance of customised software
- updating of virus protection systems

Disk drives and peripherals maintenance may include:

- creating more free space on the hard disk
- reviewing programs
- deleting unwanted files
- cleaning dust from internal and external surfaces
- backing up files before major maintenance
- checking hard drive for errors
- defragmenting the hard disk
- using up-to-date anti-virus programs

Consumables may include:

- printer ribbons and cartridges
- print heads
- disks
- magnetic tape and cassettes
- print media

Software may include:

- word processing applications
- spreadsheet applications
- accounting applications
- database applications
- presentation applications
- internet/intranet/extranet related programs

Information sources on new technology may include:

- industry associations
- seminars, workshops and training sessions
- the Internet
- computer magazines and journals
- trade fairs
- computer software designers
- computer hardware manufacturers
- internal/external clients
- retail outlets

Technology may include:

- computers
- modems
- software
- client services
- data transfer devices
- scanners
- photocopiers
- printers

Improved technology systems may include:

- access protocols
- cable data transmissions
- delivery and installation systems
- maintenance options
- multi-media
- networking options
- resource usage monitoring

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Evaluating and mapping network operations
- Reviewing compliance with system protocols
- Installing software and hardware
- Organising and accessing software, materials and consumables
- Maintaining virus, backup and security systems in line with organisational requirements
- Identifying new technologies which match the future needs of the organisation

### Underpinning Knowledge

- The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Knowledge of the costs and benefits of technology maintenance strategies
- Knowledge of organisation's operating systems, including knowledge of networks
- Principles of developing a maintenance schedule for a network
- Knowledge of back up and security procedures, maintenance and diagnostic procedures, licensing and installation and purchasing procedures
- Understanding current industry accepted hardware and software products including knowledge of general features and capabilities
- Understanding organisational business plans, goals and directions
- Understanding methods and processes to prepare budget and cost analysis
- Knowledge of access protocols (eg. internet, TP/TCP)

At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.



**Underpinning Skills**

- Literacy skills to interpret and evaluate the purposes and objectives of various uses of technology; display logical organisation of written information
- Research and analysis skills to analyse and identify organisation's future technology requirements
- Problem solving skills for common network problems
- Report writing skills to organise information from a range of sources to form recommendations
- Analytical skills in relation to systems administration
- Diagnostic skills in relation to identifying problems or faults
- Decision making skills for purchasing of new technology
- Interpersonal skills for cooperating with others on system use
- Presentation skills for explaining the operation of technology in a business environment
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels

## BSBCMN407A

### Unit Descriptor

## Coordinate business resources

This unit covers the skills and knowledge required to determine and analyse existing and required resources, their effective application and the accountability for their use.

This unit is related to BSBCMN307A Maintain business resources. Consider co-assessment with BSBCMN406A Maintain business technology.

### Competency Field

Common

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Determine resource requirements      | 1.1 <i>Resource requirements</i> are determined in accordance with business and operational plans and <i>organisational requirements</i><br>1.2 Opportunities are given to individuals and workgroups to contribute to the identification of resource requirements<br>1.3 Resource expenditure is realistic and makes efficient use of available budget resources<br>1.4 Recommendations on resource requirements are presented in the required format, style and structure using relevant <i>business equipment and technology</i>   |
| 2. Acquire and allocate resources       | 2.1 Physical resources and services are acquired in accordance with organisational requirements<br>2.2 Resources are checked to ensure quality and quantity in line with service agreements<br>2.3 Resources are allocated promptly to enable achievement of work group objectives<br>2.4 Consultation with individuals and teams on allocation of resources is participative and is conducted using appropriate <i>interpersonal skills</i>  |
| 3. Monitor and report on resource usage | 3.1 The effectiveness of resource planning is measured and assessed against actual costs and identified shortfalls and surpluses<br>3.2 Methods of monitoring resource use are developed and implemented to enable timely and accurate reporting against business and operating plans<br>3.3 Improvements in resource planning are identified through consultation and <i>feedback</i> and implemented in accordance with organisational requirements<br>3.4 <i>Records</i> concerning equipment and resource purchases are maintained in accordance with organisational requirements |

## KEY COMPETENCIES

NB: These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with members of the work team	2
Collecting analysing and organising information	to identify resource needs	2
Planning and organising activities	to coordinate resources	2
Working with others and in teams	in completing scheduled tasks	2
Using mathematical ideas and techniques	as an aid to estimate resource usage	1
Solving problems	to identify equipment faults	2
Using technology	to complete allocated tasks	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace including:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Resource requirements may include:

- technological equipment/software
- plant/machinery
- stock and supplies
- Occupational Health and Safety resources
- staff amenities
- human resources
- training materials
- storage space
- location/premises
- refurbishment
- raw materials

Organisational requirements may be included in:

- quality assurances and/or procedures manuals
- goals, objectives, plans, systems and processes
- legal and organisational policy/guidelines and requirements
- business and performance plans
- security and confidentiality requirements
- management and accountability channels
- access and equity principles and practice
- ethical standards
- Occupational Health and Safety policies, procedures and programs
- quality and continuous improvement processes and standards
- defined resource parameters
- reporting requirements
- manufacturers' and operational specifications

Business equipment/technology may include:

- photocopier
- computer
- printer
- binder
- shredder
- answering machine
- fax machine
- telephone

Appropriate interpersonal skills may include:

- using appropriate body language
- summarising and paraphrasing
- consultation methods, techniques and protocols
- clarity of language
- seeking feedback from group members to confirm understanding

Feedback sources may include:

- customer/client response data
- employee data
- sales orders
- financial forecasts
- supplier's invoices
- equipment meter readings

Records may include:

- computerised or manual
- financial statements
- stock list and inventory control
- purchase orders
- invoices
- maintenance schedules
- order forms
- petty cash forms

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Monitoring resource usage to determine resource needs
- Maintaining records of resource requirements
- Identifying and communicating of faults and/or risks to appropriate people
- Calculating costs and expenditures
- Negotiating with others in relation to access to resources

### Underpinning Knowledge

- The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Understanding the organisation's policies, plans and procedures
- Understanding the functions of a range of business equipment
- Knowledge of correct start-up and shut-down procedures for a range of business equipment
- Understanding common equipment faults
- Knowledge of principles of designing maintenance schedules for plant, equipment and business technology
- Understanding evaluation processes for resource monitoring purposes
- Knowledge of record management processes and techniques related to maintenance schedules
- Knowledge of decision making techniques for allocating resources between competing priorities

At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

**Underpinning Skills**

- Literacy skills to draft complex reports and display logical information on resource usage
- Communication skills to request advice, receive feedback and work with a team
- Diagnostic skills to identify problems with resource use
- Numeracy skills to interpret, compare and calculate resource usage costs
- Report writing skills to organise and present information considering aspects of context, purpose and audience
- Planning skills to schedule resource use and availability
- Analytical skills to define parameters for resource use
- Technology skills including the ability to select and use technology appropriate to a task
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels

## BSBCM408A

### Unit Descriptor

## Report on financial activity

This unit covers the reporting of financial activity for business both in response to client requests and to meet statutory requirements such as the completion of statutory requirement reports.

This unit is related to BSBCM308A Maintain financial records.

### Competency Field

Common

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Compile financial information and data     | <ul style="list-style-type: none"> <li>1.1 Current <i>financial data</i> is collected, evaluated and coded to ensure consistency, quality and accuracy in accordance with <i>organisational requirements</i></li> <li>1.2 <i>Conversion and consolidation procedures</i> are used to compile analysis in accordance with organisational requirements</li> <li>1.3 Asset and liability valuations are made, recorded and disclosed in accordance with organisational requirements</li> <li>1.4 <i>Discrepancies</i>, unusual features or queries are identified, resolved or referred to the appropriate authority</li> </ul>  |
| 2. Prepare statutory requirement reports      | <ul style="list-style-type: none"> <li>2.1 Income and expenditure is correctly recorded to ensure compliance with <i>statutory requirements</i></li> <li>2.2 Liabilities for tax are calculated in accordance with current legislation and <i>revenue gathering practices</i></li> <li>2.3 Relevant receipts, <i>revenue documentation</i> and payments are identified correctly</li> <li>2.4 Statements and claims take full advantage of <i>available benefits and allowances</i> in accordance with statutory requirements</li> <li>2.5 Statutory requirement reports are submitted to appropriate authorities within <i>stated deadlines</i></li> </ul>                   |
| 3. Provide financial business recommendations | <ul style="list-style-type: none"> <li>3.1 <i>Recommendations</i> are logically derived and supported by <i>evidence</i> in report</li> <li>3.2 Recommendations propose constructive actions to enhance the effectiveness and efficacy of functions and services</li> <li>3.3 Recommendations are concise and facilitate direction and control of organisation's operations</li> <li>3.4 <i>Significant issues</i> in statements including comparative financial performances are identified and prioritised for review and decision-making</li> <li>3.5 Structure and <i>format</i> of reports are clear and conform to organisational and statutory requirements</li> </ul> |

**KEY COMPETENCIES**

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with members of the work team	2
Collecting analysing and organising information	to forecast and provide recommendations	3
Planning and organising activities	for completion of statutory returns and reports	2
Working with others and in teams	in completing scheduled tasks	2
Using mathematical ideas and techniques	in reconciling financial documents	3
Solving problems	to identify discrepancies and errors	2
Using technology	to complete allocated tasks	2

**RANGE STATEMENT**

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Financial data may include:

- budgets and forecasts
- financial/operational statements and reports (eg. expenditures and receipts, profit and loss statements)
- market valuations
- budget variances
- cash flow/profit reports
- Australian Bureau of Statistics (ABS) economic data
- financial markets monitoring services (eg, Reuters)



Organisational requirements may include:

- quality assurances and/or procedures manuals
- price and exchange parameters
- reporting requirements
- legal and organisational policy/guidelines and requirements
- financial analysis assessments
- Occupational Health and Safety policies, procedures and programs
- recording and filing systems
- standard financial analysis techniques
- financial management manuals

Conversion and consolidation procedures may include:

- spreadsheets
- standardised variables
- moving averages
- unit costs
- trend analysis

Discrepancies may include:

- expenditure report mismatches
- incorrect payments
- absence of auditable trail
- inappropriate authorisations
- variances from budget and phasings
- unreconciled cash flows and operating statements
- incorrect report formats

Statutory requirements may include:

- reporting periods
- taxation payment timings
- delegated authorities
- internal control procedures

Revenue gathering practices may include:

- sales
- leasing
- investments
- billing schedules
- lending and financing
- fees and charges

Revenue documentation may include:

- invoices
- declarations
- bills
- sales proceeds
- cash received
- debit notes

Available benefits and allowances may include:

- depreciation
- donations
- sales tax deductions
- interest payments

Stated deadlines may include:

- monthly returns
- annual reports
- lodgement dates
- payment schedules

Recommendations may relate to:

- profit
- loss
- expenses
- consolidation
- write-offs
- cash flow

Evidence may include:

- budgetary analysis
- forecasts and estimates
- returns on investments
- order and supplier documentation
- taxation and statutory returns

Significant issues may include:

- profitability
- losses and returns
- cost structures
- suppliers
- internal controls
- statutory obligations

Format of reports may include:

- cash flow statements
- statutory forms
- financial year reports
- balance sheets
- operating statements
- spreadsheets
- electronic forms

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Organising financial data to highlight relevant features
- Presenting of information in comprehensive formats
- Completing of Business Activity Statements
- Interpreting and identifying applications of statutory requirements
- Referring discrepancies outside scope of own responsibility to the appropriate persons

**Underpinning Knowledge**

- The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Knowledge of organisational policies and procedures relating to maintaining financial data, reporting, preparing statutory returns
- Principles of double entry bookkeeping and accrual accounting
- Knowledge of techniques for forecasting and analysis
- Understanding methods to present financial data
- Knowledge of State and Federal Government taxes and charges
- Knowledge of financial legislation
- Knowledge of options, methods and practices for deductions, benefits and depreciations
- Principles and practices for auditing and reporting

At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

**Underpinning Skills**

- Literacy skills to identify financial information, to follow Australian Accounting and Auditing Standards and the organisation's accounting procedures
- Research skills to analyse the organisations financial and business status
- Proof reading skills to check accuracy and consistency of information by consulting additional resources
- Problem solving skills for a defined range of predictable problems
- Report writing skills to assess information for relevance and accuracy from a range of sources
- Decision making skills in a limited range of options
- Numeracy skills for calculating data, reconciling figures
- Planning skills for timetabling and scheduling reports and lodgements
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels

# BSBCMN410A

# Coordinate implementation of customer service strategies

## Unit Descriptor

This unit covers the skills and knowledge required to advise on, and carry out customer service strategies, and evaluate customer strategies on the basis of feedback and design strategies for improvement.

This unit is related to BSBCMN310A Deliver and monitor a service to customers.

## Competency Field

Common

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| 1. Advise on customer service needs                      | <ul style="list-style-type: none"> <li>1.1 Customer service <i>needs</i> are clarified and accurately assessed using appropriate <i>communication techniques</i></li> <li>1.2 Problems matching service delivery to <i>customers</i> are diagnosed and options for improved service are developed within <i>organisational requirements</i></li> <li>1.3 Advice is relevant, constructive and promotes the improvement of customer service delivery</li> <li>1.4 <i>Business technology</i> is used to structure and present information on customer service needs</li> </ul>   |
| 2. Support implementation of customer service strategies | <ul style="list-style-type: none"> <li>2.1 Customer service strategies and opportunities are promoted to <i>designated individuals and groups</i></li> <li>2.2 Available budget resources are identified and allocated to fulfil customer service objectives</li> <li>2.3 <i>Procedures to resolve customer difficulties and complaints</i> are actioned promptly within organisational requirements</li> <li>2.4 <i>Coaching and mentoring assistance</i> is provided to colleagues to overcome difficulties in meeting <i>customer service standards</i></li> <li>2.5 Decisions to implement strategies are taken in consultation with designated individuals and groups</li> </ul> |
| 3. Evaluate and report on customer service               | <ul style="list-style-type: none"> <li>3.1 Client satisfaction with service delivery is reviewed using verifiable data in accordance with organisational requirements</li> <li>3.2 Changes necessary to maintain service standards are identified and reported to designated groups and individuals</li> <li>3.3 Conclusions and recommendations are prepared from verifiable evidence and provide constructive advice on future directions of client service strategies</li> <li>3.4 Systems, records and reporting procedures are maintained to compare changes in customer satisfaction</li> </ul>   |

## KEY COMPETENCIES

NB: These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	on products and services	2
Collecting analysing and organising information	to monitor and report on customer services	2
Planning and organising activities	to enhance products and services	2
Working with others and in teams	in completing scheduled tasks	2
Using mathematical ideas and techniques	to determine service or product costs	2
Solving problems	to respond to customer enquiries or complaints	2
Using technology	to complete allocated tasks	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Customer needs may relate to:

- advice or general information
- specific information
- further information
- making an appointment
- complaints
- purchasing organisation's products and services
- returning organisation's products and services
- accuracy of information
- fairness/politeness
- prices/value

- Communication techniques may include:
- consultation methods, techniques and protocols
  - analysing customer satisfaction surveys
  - conducting interviews
  - questioning
  - summarising and paraphrasing
  - seeking feedback to confirm understanding
  - making recommendations
  - obtaining management decisions
  - analysing quality assurance data
- Customers can be:
- internal or external
  - other agencies
  - individual members of the organisation
  - corporate customers
  - individual members of the public
- Organisational requirements may include:
- quality assurances and/or procedures manuals
  - goals, objectives, plans, systems and processes
  - legal and organisational policy/guidelines and requirements
  - Occupational Health and Safety policies, procedures and programs
  - confidentiality and security requirements
  - anti-discrimination and related policy
  - access and equity principles and practice
  - ethical standards
  - quality and continuous improvement processes and standards
  - defined resource parameters
  - who is responsible for products or services
  - pricing and discount policies
  - replacement and refund policy and procedures
  - payment and delivery options
- Business technology may include:
- photocopier
  - computer
  - printer
  - binder
  - shredder
  - answering machine
  - fax machine
  - telephone
- Designated individuals and groups may include:
- supervisor
  - customers
  - colleagues
  - external organisation
  - committee
  - line management

Procedures to resolve customer difficulties may include:

- using conflict management techniques
- refund of monies
- item replacement
- referrals to supervisor
- review of products or services
- external agencies (eg Ombudsman)

Customer complaints may include:

- damaged goods or goods not delivered
- administrative errors such as incorrect invoices or prices
- warehouse or store room errors such as incorrect product delivered
- service errors
- delivery errors
- products not delivered on time
- customer satisfaction with service quality

Coaching and mentoring assistance may include:

- providing feedback to another team member
- fair and ethical practice
- non-discriminatory processes and activities
- respecting the contribution of all participants and giving credit for achievements
- presenting and promoting a positive image of the collective group
- problem solving
- providing encouragement

Customer service strategies may include:

- delivery times
- price offers
- product/service availability
- product/refund guarantees
- merchandise characteristics
- courtesy/politeness

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competency for this unit. This is an integral part of the assessment of competency and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Identifying needs and priorities of the organisation in delivering services to customers
- Distinguishing between different levels of customer satisfaction
- Providing constructive advice on customer service practices
- Responding to and reporting on customer feedback
- Designing strategies to improve delivery of products and services



**\*Underpinning Knowledge**  
**\*At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.**

- The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Understanding the principles of customer services
- Understanding the organisation's business structure, products and services
- Understanding the organisation's policy and procedures for customer service including handling customer complaints
- Knowledge of product and service standards and best practice models
- Knowledge of common problems relating to customer service
- Understanding consultation methods, techniques and protocols
- Knowledge of techniques for dealing with customers with special needs

### **Underpinning Skills**

- Planning skills to develop implementation schedules
- Evaluation skills to assess effectiveness of customer service strategies
- Literacy skills to interpret a variety of texts; prepare information and papers; write formal and informal letters according to target audience
- Interpersonal skills to relate effectively to people from a range of social, cultural and ethnic backgrounds
- Technology skills including the ability to select and use technology appropriate to a task
- Problem solving skills to diagnose organisational problems relating to customer services
- Report writing skills to provide recommendations for the enhancement of products or services
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

### **Resource implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

### **Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels

## BSBCMN412A

### Unit Descriptor

## Promote innovation and change

This unit covers the skills and knowledge required to promote the use and implementation of innovative work practices to effect change.

This unit is related to BSBCMN312A Support innovation and change.

### Competency Field

Common

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Identify and develop opportunities for improved work practices | <ul style="list-style-type: none"> <li>1.1 Options for change incorporate identified improvements to work practices and procedures</li> <li>1.2 <i>Risk factors</i> affecting change are analysed to identify potential constraints</li> <li>1.3 Change is planned and resourced to promote the introduction and management of new processes</li> <li>1.4 Benefits of <i>change</i> are clear and consistent with <i>organisational requirements</i></li> <li>1.5 Timelines and targets for implementation are realistic and support the achievement of change</li> </ul>  |
| 2. Lead team to foster innovative work practices                  | <ul style="list-style-type: none"> <li>2.1 Team members are selected to maximise innovative opportunities</li> <li>2.2 Work assignments are organised to facilitate <i>innovative work skills</i></li> <li>2.3 Team members are provided with guidance and coaching on innovation in the workplace</li> <li>2.4 Models of innovative work practice are provided and discussed</li> </ul>   |
| 3. Facilitate commitment to workplace change                      | <ul style="list-style-type: none"> <li>3.1 Opinions and suggestions on improving work practices are encouraged to facilitate participation in change processes</li> <li>3.2 Goals and objectives of change are communicated clearly and promptly to individuals and teams</li> <li>3.3 <i>Business technology</i> is used to manage and provide access to information on progress towards objectives of change</li> <li>3.4 <i>Mentoring and coaching</i> is provided to support individuals and groups in introduction of change</li> <li>3.5 Decisions to overcome problems in the implementation of change are made in consultation with designated individuals and groups</li> <li>3.6 Effective relations and communications are maintained with clients and stakeholders during the process of change</li> </ul> |

- 4. Monitor and evaluate change
  - 4.1 Organisation's systems and technology are used to *monitor progress* towards objectives
  - 4.2 Team members are actively encouraged to reflect on team activities and opportunities for improvement and innovation
  - 4.3 Team activities are evaluated based on feedback from team members, management, clients and other interested people
  - 4.4 Suggestions for work improvements made by team members are positively received and acted on where appropriate
  - 4.5 *Evidence and information* on the impact of change is accurate, relevant and reported within organisational requirements
  - 4.6 Recommendations for improving methods or techniques to manage change are negotiated with designated individuals and groups using appropriate *negotiation skills*
  - 4.7 Systems, records and reporting procedures are maintained according to organisational requirements
  - 4.8 Feedback on individual and group work practices is prompt and constructive

**KEY COMPETENCIES**

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with members of the work team	2
Collecting analysing and organising information	to set goals and objectives	2
Planning and organising activities	to promote change	2
Working with others and in teams	in completing scheduled tasks	2
Using mathematical ideas and techniques	as an aid to measure impact of change	2
Solving problems	to diagnose problems of implementation	2
Using technology	to manage scheduling of tasks	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

They may use legislation, codes and national standards relevant to the workplace including:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Change may include:

- implementation of new work practices and/or services
- organisational restructures
- introduction of new technology
- change in work location
- new client base
- staffing changes
- job role changes
- work priorities

Innovative work skills are:

- the skills required to come up with and develop new ideas or the new use of an old idea. They include:
  - interpretation
  - conceptualisation
  - representation
  - reflection
  - evaluation

Organisational requirements may be included in:

- quality assurances and/or procedures manuals
- goals, objectives, plans, systems and processes
- legal and organisational policy/guidelines and requirements
- Occupational Health and Safety policies, procedures and programs
- business and performance plans
- anti-discrimination and related policy
- access and equity principles and practice
- ethical standards
- quality and continuous improvement processes and standards
- defined resource parameters
- consultation and communication processes

Risk factors may include:

- disturbances to workflow
- confusion/loss of confidence
- cost blow out
- supplier problems
- product/service delivery problems
- time delays

Business technology may include:

- computer
- internet/extranet/intranet
- email
- software
- answering machine
- fax machine
- telephone

Mentoring and coaching may include:

- providing feedback to another team member
- fair and ethical practice
- non-discriminatory processes and activities
- respecting the contribution of all participants and giving credit for achievements
- presenting and promoting a positive image of the collective group
- problem solving
- providing encouragement

Monitoring progress may include:

- weekly report
- monthly report
- consultative groups
- Occupational Health and Safety
- union delegates
- financial departments
- public profiles

Evidence and information may include:

- customer surveys
- employee satisfaction
- industrial disputes
- supplier feedback
- productivity measures
- cost savings
- marketshare data

Negotiation skills may include:

- assertiveness
- collaboration
- solution designing
- confidence building
- conflict reduction
- stress management
- empathising

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Analysing and evaluating problems associated with change
- Developing processes to introduce change
- Establishing plans and schedules to achieve the objectives of change
- Presenting information on the causes and introduction of the change
- Communicating priorities, goals and objectives
- Gathering evidence on the effect of change

### Underpinning Knowledge

- The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Understanding of common effects of change and innovation in the workplace
- Understanding of industrial and organisational context of change
- Understanding of organisation's policies, plans, procedures and structure
- Knowledge of resources required by the organisation's operations
- Understanding processes to interpret and apply feedback
- Knowledge of principles and techniques of goal setting and recording priorities
- Knowledge of the principles of negotiation

At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

**Underpinning Skills**

- Literacy skills to read and understand a variety of texts; prepare general information and papers according to target audience; spell with accuracy; use grammar and punctuation effectively as an aid to understanding
- Planning skills to schedule work activities for the implementation of change
- Team work skills for working as a member of a team during period of changes
- Consultation skills for including stakeholders in the change process
- Analytical skills for monitoring outcomes of change
- Negotiation skills for dealing with competing objectives
- Estimation skills for identifying resources necessary to support introduction of change
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels



## BSBFLM302A

### Unit Descriptor

## Support leadership in the workplace

This unit is equivalent to the original unit BSXFLM302A Provide leadership in the workplace.

Frontline management has an important leadership role in the development of the organisation. This will be evident in the way they work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within known routines, methods and procedures which require the exercise of some discretion and judgement.

Consider co-assessment with BSBCM302A Organise personal work priorities and development, BSBFLM304A Participate in work teams and BSBFLM306A Provide workplace information and resourcing plans.

### Unit Sector

No sector assigned

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Model high standards of management performance and behaviour | 1.1 The organisation's standards and values are used in conducting business<br>1.2 Standards and values considered to be damaging to the organisation are questioned through established communication channels<br>1.3 Personal performance contributes to developing an organisation which has integrity and credibility |
| 2. Enhance the organisation's image                             | 2.1 The organisation's standards and values are used in conducting business<br>2.2 Standards and values considered to be damaging to the organisation are questioned through established communication channels<br>2.3 Personal performance contributes to developing an organisation which has integrity and credibility |
| 3. Influence individuals and teams positively                   | 3.1 Expectations, roles and responsibilities are communicated in a way which encourages individuals/teams to take responsibility for their work<br>3.2 Individual's/team's efforts and contributions are encouraged, valued and rewarded<br>3.3 Ideas and information receive the acceptance and support of colleagues    |

- 4. Make informed decisions
  - 4.1 Information relevant to the issue(s) under consideration is gathered and organised
  - 4.2 Individuals/teams participate actively in the decision making processes
  - 4.3 Options are examined and their associated risks assessed to determine preferred course(s) of action
  - 4.4 Decisions are timely and communicated clearly to individuals/teams
  - 4.5 Plans to implement decisions are prepared and agreed by relevant individuals/teams
  - 4.6 Feedback processes are used effectively to monitor the implementation and impact of decisions

**KEY COMPETENCIES**

These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with individuals and members of work team	2
Collecting analysing and organising information	to develop Key Performance Indicators	2
Planning and organising activities	to establish work plans	2
Working with others and in teams	to implement and monitor performance	2
Using mathematical ideas and techniques	to as an aid to measure and plan goals	1
Solving problems	as part of the decision making processes	2
Using technology	to aid effective management of information	1

**RANGE STATEMENT**

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The general workplace context for this AQF level is described in the AQF level descriptor. In addition, the following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- Award and enterprise agreements and relevant industrial instruments
- Relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Relevant industry codes of practice

At AQF level 3, frontline management will normally be engaged in a workplace context where they:

- Engage in short term planning within the department's business plans. For example, prepares a weekly schedule of outputs and/or outcomes to be achieved
- Take responsibility for own outputs in work and learning. For example, assesses own performance and identifies the competencies which need to be upgraded/developed
- Take limited responsibility for the output of others. For example, provides coaching support to assist individuals meet their performance requirements
- Demonstrate some relevant theoretical knowledge. For example, explains the purpose of key performance indicators to others
- Perform a defined range of skills, usually within known routines, methods and procedures and within known time constraints. For example, provides services to internal customers within an agreed schedule
- Apply known solutions to a variety of predictable problems. For example, within the organisation's standard procedures considers the options and, using some discretion and judgement, selects the preferred action to rectify faulty service to a customer
  
- Interpret available information, using some discretion and judgement in work responsibilities. For example, interprets the continuous improvement processes, procedures and documentation used by the team and decides how to apply them to own work function

Frontline management at this level normally operate in a relatively simple and routine workplace environment in which they use the organisation's:

- Goals, objectives, plans, systems and processes
- Business and performance plans
- Access and equity principles and practice
- Ethical standards
- Quality and continuous improvement processes and standards
- Defined resource parameters

Organisation's requirements will be:

Expressed in written documentation and orally. They will normally be expressed in terms of goals, plans, processes and procedures. The requirements also include the culture and standards demonstrated by the organisation

The organisation's standards and values will be:

Stated or implied by the way the organisation conducts its business

Colleagues may include:

Team members, employees at the same level and more senior managers, and may include people from a wide variety of social, cultural and ethnic backgrounds

Feedback processes may be:

Formal or informal and may be from internal or external sources

OHS considerations may include:

- Implement and monitor OHS procedures in area of responsibility
- Leadership in OHS practice as an ethical standard
- OHS hazard identification, risk assessment and control approaches evident in decisions

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### **Critical aspects of assessment**

- Displays high standards of leadership
- Demonstrates a positive influence on others
- Uses effective consultative processes
- Makes soundly researched decisions

### **Underpinning knowledge: At this level the learner must demonstrate some relevant theoretical knowledge.**

- Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard
- Relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques associated with:
  - Leading people
  - Preparing performance plans
  - Establishing key performance indicators
  - Influencing others
  - Establishing effective consultative processes
  - Making decisions
- The characteristics of a positive role model
- The types of actions which uphold the organisation's image

**Underpinning skills:**

- Functional literacy skills to use written and oral information about workplace requirements
- Communication skills including receiving and analysing feedback and reporting
- Accessing and interpreting the organisation's standards and values
- Research and analytical skills to interpret data
- Planning and organising skills to meet work priorities
- Monitoring and introducing practices to improve work performance
- Being a positive influence on colleagues
- Using information systems to advantage
- Using feedback to achieve positive outcomes
- Use coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource implications:**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of performance:**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of assessment:**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels at the end of this unit

**BSBFLM306A****Provide workplace information and resourcing plans****Unit Descriptor**

Frontline management is an important contributor and user of information. Their competency in identifying, acquiring, analysing and using appropriate information plays a significant part in the effectiveness of the organisation's performance. At this level, work will normally be carried out within known routines, methods and procedures which require the exercise of some discretion and judgement.

**Unit Sector**

Technical Security

**ELEMENT****PERFORMANCE CRITERIA**

- |  |  |
|--|--|
| 1. Identify and source information needs   | <ul style="list-style-type: none"> <li>1.1 The <i>information</i> needs of teams is determined and the sources are identified</li> <li>1.2 Information held by the organisation is acquired and reviewed to determine suitability and accessibility</li> <li>1.3 Plans are prepared to obtain information which is not available/accessible within the organisation</li> </ul>   |
| 2. Collect, analyse and report information | <ul style="list-style-type: none"> <li>2.1 Collection of information is timely and relevant to the needs of teams</li> <li>2.2 Information is in a format suitable for analysis, interpretation and dissemination</li> <li>2.3 Information is analysed to identify and report relevant trends and developments in terms of the needs for which it was acquired</li> </ul>  |
| 3. Use management information systems      | <ul style="list-style-type: none"> <li>3.1 Management information systems are used effectively to store and retrieve data for decision making</li> <li>3.2 <i>Technology</i> available in the work area is used to manage information effectively</li> <li>3.3 Recommendations for improving the information system are submitted to <i>designated persons/groups</i></li> </ul>   |
| 4. Prepare business plan/budgets           | <ul style="list-style-type: none"> <li>4.1 Teams are involved in business plans and/or budget preparation in a way which uses their contribution effectively and gains their support for the outcomes</li> <li>4.2 Business plans and/or budgets are prepared and presented in accordance with the organisation's guidelines and requirements</li> <li>4.3 Contingency plans are prepared in the event that alternative action is required</li> </ul>  |
| 5. Prepare resource proposals              | <ul style="list-style-type: none"> <li>5.1 <i>Resource</i> planning data is collected in consultation with colleagues, including those who have a specialist role in resource management</li> <li>5.2 Estimates of resource needs and use reflects the organisation's business plans, and customer and supplier requirements</li> <li>5.3 Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes</li> </ul> |

### KEY COMPETENCIES

There are a number of processes that are learnt throughout work and life which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. Information below highlights how these processes are applied in this competency standard.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Ideas and information may be discussed with individuals and members of the work team.	2
Collecting analysing and organising information	Information may be collected, analysed and organised to contribute to the work team's information needs.	2
Planning and organising activities	Activities may be planned and organised for using the management information system.	2
Working with others and in teams	Team work may be used to collect and prepare budget information.	2
Using mathematical ideas and techniques	Mathematical ideas and techniques may be used to make budget calculations.	1
Solving problems	Problem solving skills may be used to access information not available in the organisation.	2
Using technology	Technology may be used to assist the management of information	1

### RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

At AQF level 3, frontline management will normally be engaged in a workplace context where they:

- engage in short term planning within the department's business plans. For example, prepares a weekly schedule of outputs and/or outcomes to be achieved
- take responsibility for own outputs in work and learning. For example, assesses own performance and identifies the competencies which need to be upgraded/developed
- take limited responsibility for the output of others. For example, provides coaching support to assist individuals meet their performance requirements
- demonstrate some relevant theoretical knowledge. For example, explains the purpose of Key Performance Indicators to others
- perform a defined range of skills, usually within known routines, methods and procedures and within known time constraints. For example, provides services to internal customers within an agreed schedule
- apply known solutions to a variety of predictable problems. For example, within the organisation's standard procedures considers the options and, using some discretion and judgement, selects the preferred action to rectify faulty service to a customer
- interpret available information, using some discretion and judgement in work responsibilities. For example, interprets the continuous improvement processes, procedures and documentation used by the team and decides how to apply them to own work function

Frontline management at this level normally operate in a relatively simple and routine workplace environment in which they use the organisation's:

- goals, objectives, plans, systems and processes
- business and performance plans
- access and equity principles and practice
- ethical standards
- quality and continuous improvement processes and standards
- defined resource parameters

Information may be:

- available in writing or verbally, held in computer or in manual systems, available internally or externally

Technology will be:

- that readily available in the workplace and be appropriate to frontline management's roles and responsibilities

Designated persons/groups includes:

- those who have the authority to make decisions and/or recommendations about information systems

Resources may include:

- for example, people, power/energy, information, finance, buildings/facilities, equipment, technology, time



Colleagues may include:

- team members, employees at the same level or more senior managers, and may include people from a wide variety of social, cultural and ethnic backgrounds

OHS considerations include:

- provision of information about OHS and the organisation's OHS policies, procedures and programs
- inclusion of OHS in business plans
- resource proposals address OHS

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

**What critical aspects are required for evidence of competency?**

- Accesses, uses and communicates workplace information
- Provides feedback on how to improve the management information system
- Researches and prepares financial and resource plans/proposals

**What specific knowledge is needed to achieve the performance criteria? At this level the learner must demonstrate some relevant theoretical knowledge.**

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques of:
  - workplace information systems
  - business plans/budgets
  - resource proposals
- The basic financial concepts in business plans/budgets
- The methods to gain efficiencies in resource management

**What specific skills are needed to achieve the performance criteria?**

- Functional literacy skills to access and use workplace information
- Communication skills including information collection, analysis and interpretation and reporting
- Identifying information requirements of the team
- Managing information to achieve goals and results
- Researching information
- Improving information usage in decision making
- Preparing information in a format for use by colleagues
- Using coaching and mentoring skills to provide support to colleagues
- Accessing technology to extract/input information
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**What resources may be required for assessment?**

- Access to a suitable work area for identification of hazards and control measures
- Access to personal protective equipment
- Access to organisations health and safety policies and procedures
- Access to plain English version of Acts, regulations and codes of practice
- Assessment instruments, including personal planner and assessment record book
- Access to a registered provider of assessment services

**What is required to achieve consistency of performance?**

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and observed by the assessor. The competency is to be demonstrated in a range of situations, which may include involvement in related activities normally experienced in the workplace.

Evidence of underpinning knowledge understanding of processes and principles can be gained through thorough questioning and by observation of previous work.

**Assessment against this unit may involve the following:**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels at the end of this unit

## BSBFLM402A

### Unit Descriptor

## Show leadership in the workplace

This unit is equivalent to the original unit BSXFMI402A Provide leadership in the workplace.

Frontline management has an important leadership role in the development of the organisation. This will be evident in the way they work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within routine and non-routine methods and procedures which require the exercise of some discretion and judgement.

Consider co-assessment with BSBCM402A Develop work priorities, BSBFLM403A Manage effective workplace relationships, BSBFLM404A Lead work teams, and BSBFLM406A Implement workplace information system.

### Unit Sector

No sector assigned

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Model high standards of management performance and behaviour | 1.1 Management performance and behaviour meets the <i>organisation's requirements</i><br>1.2 Management performance and behaviour serves as a positive role model for others<br>1.3 Performance plans are developed and implemented in accordance with the organisation's goals and objectives<br>1.4 Key performance indicators are established and used to meet the organisation's goals and objectives |
| 2. Enhance the organisation's image                             | 2.1 The organisation's <i>standards and values</i> are used in conducting business<br>2.2 Standards and values considered to be damaging to the organisation are questioned through established communication channels<br>2.3 Personal performance contributes to developing an organisation which has integrity and credibility  |
| 3. Influence individuals and teams positively                   | 3.1 Expectations, roles and responsibilities are communicated in a way which encourages individuals/teams to take responsibility for their work<br>3.2 Individual's/team's efforts and contributions are encouraged, valued and rewarded<br>3.3 Ideas and information receive the acceptance and <i>support of colleagues</i>   |

- 4. Make informed decisions
  - 4.1 Information relevant to the issue(s) under consideration is gathered and organised
  - 4.2 Individuals/teams participate actively in the decision making processes
  - 4.3 Options are examined and their associated risks assessed to determine preferred course(s) of action
  - 4.4 Decisions are timely and communicated clearly to individuals/teams
  - 4.5 Plans to implement decisions are prepared and agreed by relevant individuals/teams
  - 4.6 *Feedback processes* are used effectively to monitor the implementation and impact of decisions

**KEY COMPETENCIES**

These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with individuals and members of work team	2
Collecting analysing and organising information	to develop Key Performance Indicators	2
Planning and organising activities	to establish work plans	2
Working with others and in teams	to implement and monitor performance	2
Using mathematical ideas and techniques	as an aid to measure and plan goals	1
Solving problems	as part of the decision making processes	2
Using technology	to aid effective management of information	1

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

**RANGE STATEMENT**

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- Award and enterprise agreements and relevant industrial instruments
- Relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Relevant industry codes of practice

At AQF level 4, frontline management will normally be engaged in a workplace context where they:

- Engage in short to medium term planning within the organisation's business plans. For example, prepares six monthly plan of the department's productivity targets within the organisation's business plans
- Take responsibility for own outputs in relation to specific quality standards. For example, assesses own management performance against the organisation's standards of management
- Take limited responsibility for the quality and quantity of the output of others. For example, using the organisation's performance improvement processes, assists individuals to assess the quality and quantity of their output and to devise appropriate improvement plans
- Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts. For example, understands the principles and techniques underpinning the development of key performance indicators
- Perform varied activities in a wide range of routine and/or non-routine contexts, with knowledge and skill depth in some areas. For example, negotiates the services to be provided to an external customer who has needs which are not able to be met within the organisation's standard range of services
- Apply solutions to a defined range of unpredictable problems. For example, given the failure of a supplier to provide urgently required computer software, analyses the options and takes appropriate action for a prompt and cost-effective rectification of the problem
- Identify, analyse and evaluate information from a variety of sources. For example, given feedback from several employees as to ways to up-grade the department's operating procedures and given the organisation's standard documentation, considers the information provided and prepares a recommendation for consultation

Frontline management at this level normally operate in a relatively simple and routine workplace environment in which they use the organisation's:

- Goals, objectives, plans, systems and processes
- Quality and continuous improvement processes and standards
- Access and equity principles and practice
- Business and performance plans
- Defined resource parameters
- Ethical standards

Organisation's requirements will be:

- Expressed in written documentation and orally. They will normally be expressed in terms of goals, plans, processes and procedures. The requirements also include the culture and standards demonstrated by the organisation

The organisation's standards and values will be:

- Stated or implied by the way the organisation conducts its business

Colleagues may include:

- Team members, employees at the same level and more senior managers, and may include people from a wide variety of social, cultural and ethnic backgrounds. This will usually be from a wider spread of the organisation than at AQF level 3

Feedback processes may be:

- Formal or informal and may be from internal or external sources

OHS considerations may include:

- Implement and monitor OHS procedures in area of responsibility
- Leadership in OHS practice as an ethical standard
- OHS hazard identification, risk assessment and control approaches evident in decisions

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

**Critical aspects of assessment:**

- Displays high standards of leadership
- Demonstrates a positive influence on others
- Uses effective consultation processes
- Makes soundly researched decisions

**Underpinning knowledge:**  
**At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.**

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

- Relevant legislation from all levels of government that affects business operation, especially in regard to OHS and environmental issues, equal opportunity, industrial relations and anti-discrimination

The principles and techniques associated with:

- Leading people
- Preparing performance plans
- Establishing key performance indicators
- Influencing others
- Establishing effective consultative processes
- Making decisions
- The characteristics of a positive role model
- The types of actions which uphold the organisation's image

**Underpinning skills:**

- Functional literacy skills to use written and oral information about workplace requirements
- Communication skills including receiving and analysing feedback and reporting
- Accessing and interpreting the organisation's standards and values
- Research and analytical skills to interpret data
- Planning and organising skills to meet work priorities
- Monitoring and introducing practices to improve work performance
- Being a positive influence on colleagues
- Using information systems to advantage
- Using feedback to achieve positive outcomes
- Use coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource implications:**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of performance:**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of assessment:**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels at the end of this unit



## BSBFLM403A

### Unit Descriptor

## Manage effective workplace relationships

This unit is equivalent to the original unit BSXFMI403A Establish and manage effective workplace relationships.

Frontline management plays an important role in developing and maintaining positive relationships in internal and external environments so that customers, suppliers and the organisation achieve planned outputs / outcomes. At this level, work will normally be carried out within routine and non-routine methods and procedures which require the exercise of some discretion and judgement.

Consider co-assessment with BSBFLM402A Show leadership in the workplace and BSBFLM404A Lead work teams.

### Unit Sector

No sector assigned

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Gather, convey and receive information and ideas | <ul style="list-style-type: none"> <li>1.1 Information to achieve work responsibilities is collected from appropriate sources</li> <li>1.2 The method(s) used to communicate ideas and information is appropriate to the audience</li> <li>1.3 Communication takes into account social and cultural diversity</li> <li>1.4 Input from internal and external sources is sought, and valued in developing and refining new ideas and approaches</li> </ul>   |
| 2. Develop trust and confidence                     | <ul style="list-style-type: none"> <li>2.1 People are treated with integrity, respect and empathy</li> <li>2.2 The organisation's social, ethical and business standards are used to develop and maintain positive relationships</li> <li>2.3 Trust and confidence of colleagues, customers and suppliers is gained and maintained through competent performance</li> <li>2.4 Interpersonal styles and methods are adjusted to the social and cultural environment</li> </ul>  |
| 3. Build and maintain networks and relationships    | <ul style="list-style-type: none"> <li>3.1 Networking is used to identify and build relationships</li> <li>3.2 Networks and other work relationships provide identifiable benefits for the team and organisation</li> <li>3.3 Action is taken to maintain the effectiveness of workplace relationships</li> </ul>  |
| 4. Manage difficulties to achieve positive outcomes | <ul style="list-style-type: none"> <li>4.1 Problems are identified and analysed, and action is taken to rectify the situation with minimal disruption to performance</li> <li>4.2 Colleagues receive guidance and support to resolve their work difficulties</li> <li>4.3 Poor work performance is managed within the organisation's processes</li> <li>4.4 Conflict is managed constructively within the organisation's processes</li> <li>4.5 Difficult situations are negotiated to achieve results acceptable to the participants, and which meet organisation's and legislative requirements</li> </ul> |

## KEY COMPETENCIES

Key Competency	Performance Level
Communicating ideas and information	2
Collecting analysing and organising information	2
Planning and organising activities	2
Working with others and in teams	2
Using mathematical ideas and techniques	1
Solving problems	2
Using technology	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The general workplace context for this AQF level is described in the AQF level descriptor. In addition, the following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- Award and enterprise agreements and relevant industrial instruments
- Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Relevant industry codes of practice

At AQF level 4, frontline management will normally be engaged in a workplace context where they:

- Engage in short to medium term planning within the organisation's business plans. For example, prepares six monthly plan of the department's productivity targets within the organisation's business plans
- Take responsibility for own outputs in relation to specific quality standards. For example, assesses own management performance against the organisation's standards of management
- Take limited responsibility for the quality and quantity of the output of others. For example, using the organisation's performance improvement processes, assists individuals to assess the quality and quantity of their output and to devise appropriate improvement plans
- Demonstrate understanding of a broad knowledge base incorporating some theoretical concepts. For example, understands the principles and techniques underpinning the development of key performance indicators
- Perform varied activities in a wide range of routine and / or non-routine contexts, with knowledge and skill depth in some areas. For example, negotiates the services to be provided to an external customer who has needs which are not able to be met within the organisation's standard range of services
- Apply solutions to a defined range of unpredictable problems. For example, given the failure of a supplier to provide urgently required computer software, analyses the options and takes appropriate action for a prompt and cost-effective rectification of the problem
- Identify, analyse and evaluate information from a variety of sources. For example, given feedback from several employees as to ways to up-grade the department's operating procedures and given the organisation's standard documentation, considers the information provided and prepares a recommendation for consultation

Frontline management at this level normally operate in a relatively simple and routine workplace environment in which they use the organisation's:

- Goals, objectives, plans, systems and processes
- Quality and continuous improvement processes and standards
- Access and equity principles and practice
- Business and performance plans
- Defined resource parameters
- Ethical standards

Sources of information may be

- Internal or external and print or non-print

The organisation's social, ethical and business standards refers to

- Those relevant to frontline management's work activities. They may be written or oral, stated or implied

- |  |   |
|--|---|
| <p>Colleagues may include</p>                          | <ul style="list-style-type: none"> <li>• Team members, employees at the same level and more senior managers, and may include people from a wide variety of social, cultural and ethnic backgrounds. This will usually be from a wider spread of the organisation than at AQF level 3</li> </ul> |
| <p>Customers and suppliers would typically be from</p> | <ul style="list-style-type: none"> <li>• Internal sources, although there may be some limited external contact</li> </ul>   |
| <p>Networks may be</p>                                 | <ul style="list-style-type: none"> <li>• internal and / or external. They may be with individuals or groups, either through established structures or through unstructured arrangements</li> </ul>  |
| <p>Guidance and support may be:</p>                    | <ul style="list-style-type: none"> <li>• Provided by frontline management or arranged from alternative internal or external sources</li> </ul>  |
| <p>OHS considerations may include:</p>                 | <ul style="list-style-type: none"> <li>• OHS practice as an ethical standard and legislative requirement</li> <li>• Organisation's responsibilities to customers and suppliers</li> <li>• Adjust communication and OHS approach to cater for social and cultural diversity</li> </ul>           |

**EVIDENCE GUIDE**

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

**Critical Aspects of Evidence**

- Assessment requires evidence of the following products to be collected:
- Establishes and maintains positive work relationships
  - Develops trust and confidence
  - Accesses and analyses information to achieve planned outcomes
  - Resolves problems and conflicts effectively and efficiently

**Underpinning Knowledge**

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

At this level the learner must demonstrate some relevant theoretical knowledge.

**The principles and techniques associated with:**

- Developing trust and confidence
- consistent behaviour in work relationships
- identifying the cultural and social environment
- identifying and assessing interpersonal styles
- establishing networks
- problem identification and resolution
- handling conflict
- managing poor work performance

Managing relationships to achieve planning responsibilities

Monitoring and introducing ways to improve work relationships

Contributing to the elimination of discrimination / bias

Functional literacy skills to access and use workplace information

Communication skills including researching, analysing and interpreting information from a variety of people, reporting

Responding to unexpected demands from a range of people

Using consultative processes effectively

Forging effective relationships with internal and / or external people

Gaining the trust and confidence of colleagues

Dealing with people openly and fairly

Using coaching and mentoring skills to provide support to colleagues

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels at the end of this unit

## BSBFLM409A

### Unit Descriptor

## Implement continuous improvement

This unit is equivalent to the original unit BSXFMI409A Implement and monitor continuous improvement systems and processes.

Frontline management has an active role in managing the continuous improvement process in achieving the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they play an important part in influencing the on-going development of the organisation. At this level, work will normally be carried out within routine and non-routine methods and procedures which require the exercise of some discretion and judgement.

Consider co-assessment with BSBFLM402A Show leadership in the workplace, BSBFLM404A Lead work teams, BSBFLM405A Implement operational plan, BSBFLM407A Supervise quality customer service, BSBCMN411A Monitor a safe workplace, BSBCMN412A Promote innovation and change.

### Unit Sector

No sector assigned

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Implement continuous improvement systems and processes | <ul style="list-style-type: none"> <li>1.1 The manager actively encourages and supports team members to participate in decision making processes and to assume responsibility and authority</li> <li>1.2 The organisation's continuous improvement processes are communicated to individuals/teams</li> <li>1.3 The manager's mentoring and coaching support ensures that individuals/teams are able to implement the organisation's continuous improvement processes</li> </ul> |
| 2. Monitor, adjust and report performance                 | <ul style="list-style-type: none"> <li>2.1 The organisation's systems and <i>technology</i> are used to monitor progress and to identify ways in which planning and operations could be improved</li> <li>2.2 <i>Customer service</i> is strengthened through the use of continuous improvement techniques and processes</li> <li>2.3 Plans are adjusted and communicated to those who have a role in their development and implementation.</li> </ul>                           |
| 3. Consolidate opportunities for further improvement      | <ul style="list-style-type: none"> <li>3.1 Team members are informed of savings and productivity/service improvements in achieving the business plan</li> <li>3.2 Work performance is documented and the information is used to identify opportunities for further improvement</li> <li>3.3 Records, reports and recommendations for improvement are managed within the organisation's systems and processes</li> </ul>  |

**KEY COMPETENCIES**

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	to be used in continuous improvement processes	2
Collecting analysing and organising information	to individuals and work team about the organisation's continuous improvement processes	2
Planning and organising activities	for arranging continuous improvement program	2
Working with others and in teams	to gain team feedback on further improvement initiatives	2
Using mathematical ideas and techniques	to complete calculations associated with work improvement	1
Solving problems	as an aid to investigating problems with introducing improvements	2
Using technology	to assist the management of information	2

Three levels of performance denote level of competency required to perform a task.

1. Perform 2. Administer 3. Design

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

**RANGE STATEMENT**

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice



At AQF level 4, frontline management will normally be engaged in a workplace context where they:

- engage in short to medium term planning within the organisation's business plans. For example, prepares six monthly plan of the department's productivity targets within the organisation's business plans
- take responsibility for own outputs in relation to specific quality standards. For example, assesses own management performance against the organisation's standards of management
- take limited responsibility for the quality and quantity of the output of others. For example, using the organisation's performance improvement processes, assists individuals to assess the quality and quantity of their output and to devise appropriate improvement plans
- demonstrate understanding of a broad knowledge base incorporating some theoretical concepts. For example, understands the principles and techniques underpinning the development of Key Performance indicators
- perform varied activities in a wide range of routine and/or non-routine contexts, with knowledge and skill depth in some areas. For example, negotiates the services to be provided to an external customer who has needs which are not able to be met within the organisation's standard range of services
- apply solutions to a defined range of unpredictable problems. For example, given the failure of a supplier to provide urgently required computer software, analyses the options and takes appropriate action for a prompt and cost-effective rectification of the problem
- identify, analyse and evaluate information from a variety of sources. For example, given feedback from several employees as to ways to up-grade the department's operating procedures and given the organisation's standard documentation, considers the information provided and prepares a recommendation for consultation

Frontline management at this level normally operate in a relatively simple and routine workplace environment in which they use the organisation's:

- goals, objectives, plans, systems and processes
- quality and continuous improvement processes and standards
- access and equity principles and practice
- business and performance plans
- defined resource parameters
- ethical standards

Technology will be:

- that readily available in the workplace and will be appropriate to frontline management's roles and responsibilities

Customer service may be:

- internal or external, to existing or new clients

OHS considerations may include:

- implement and monitor participative arrangements for the management of OHS
- delegation and reporting complies with requirements of OHS legislation
- the continuous improvement processes of any OHS management system are implemented and monitored

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Adjusts plans, processes and procedures to improve performance
- Supports others to implement the continuous improvement system/processes
- Identifies opportunities for further improvement

### Underpinning Knowledge

- Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard
- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques associated with:
  - continuous improvement systems and processes
  - benchmarking
  - best practice
  - the benefits of continuous improvement
  - the quality approaches which the organisation may implement
  - the methods that can be used in continuous improvement
  - the barriers to continuous improvement
  - the organisation's recording, reporting and recommendation processes to facilitate continuous improvement

At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

**Underpinning Skills**

- Functional literacy skills to access and use workplace information
- Communication skills including researching, analysing and interpreting information from a variety of people and reporting
- Monitoring and evaluating systems, processes and procedures
- Gaining the commitment of individuals/teams to continuous improvement
- Consolidating opportunities for improvement
- Dealing with people openly and fairly
- Using consultation skills effectively
- Using coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

- The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

- In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels at the end of this unit

# BSBFLM501A

## Manage personal work priorities and professional development

### Unit Descriptor

This unit is equivalent to the original unit BSXFMI501A Manage personal work priorities and professional development.

Frontline management is responsible for managing their own performance and professional development. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Consider co-assessment with BSBFLM502A Provide leadership in the workplace, BSBFLM506A Manage workplace information system, and BSBFLM511A Develop a workplace learning environment.

### Unit Sector

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Establish personal work goals                | <ul style="list-style-type: none"> <li>1.1 Personal qualities and performance serve as a positive role model in the workplace</li> <li>1.2 Personal work goals and plans reflect the organisation's plans, personal plans, responsibilities and accountabilities</li> <li>1.3 Action is taken to achieve and extend personal work goals beyond those planned</li> <li>1.4 Consistent personal performance is measured and maintained in varying work conditions and work contexts</li> </ul>   |
| 2. Set and meet own work priorities             | <ul style="list-style-type: none"> <li>2.1 Competing demands are prioritised to achieve personal, team and the organisation's goals and objectives</li> <li>2.2 Technology is used efficiently and effectively to manage work priorities and commitments</li> </ul>  |
| 3. Develop and maintain professional competence | <ul style="list-style-type: none"> <li>3.1 Personal knowledge and skills are assessed against competency standards to determine development needs and priorities</li> <li>3.2 Feedback from clients and colleagues is used to identify and develop ways to improve competence</li> <li>3.3 Management development opportunities suitable to personal learning style(s) are selected and used to develop competence</li> <li>3.4 Participation in professional networks and associations enhances personal knowledge, skills and relationships</li> <li>3.5 New skills are identified and developed to achieve and maintain a competitive edge</li> </ul> |

## KEY COMPETENCIES

NB: These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices

Key Competency	Example of Application	Performance Level
Communicating ideas and information	to consult with members of work team and professionals network	2
Collecting analysing and organising information	to measure self performance	2
Planning and organising activities	to use for setting own priorities	3
Working with others and in teams	using professional networks to aid professional development	3
Using mathematical ideas and techniques	as an aid to measure and plan personal goals	1
Solving problems	as an aid to self development	2
Using technology	to aid effective communication	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

At AQF level 5, frontline management will normally be engaged in a workplace context where they:

- engage in tactical and operational planning within the organisation's strategic plans. For example, prepares an annual tactical plan for a department
- take responsibility for own outputs in relation to broad quantity and quality parameters. For example, evaluates own annual performance against personal work plans and the organisation's standards
- take limited responsibility for the achievement of group outcomes. For example, reviews group performance against plans and prepares in consultation with the group a performance improvement strategy
- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas. For example, understands in depth the principles and techniques of performance management
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations. For example, researches, negotiates and establishes protocols for customer service for the department
- analyse and plan approaches to technical problems or management requirements. For example, given the work team's inability to achieve planned outcomes/outputs, analyses the team's performance and develops strategies with the team to rectify the situation
- evaluate information using it to forecast for planning or research purposes. For example, the organisation's goals and strategic and tactical plans are analysed in preparation for the preparation of the department's annual operational plan

Frontline management at this level normally operate in a relatively diverse and complex workplace environment in which they use the organisation's:

- goals, objectives, plans, systems and processes
- quality and continuous improvement processes and standards
- access and equity principles and practice
- business and performance plans
- resources, which may be subject to negotiation
- ethical standards

They may use legislation, codes and national standards relevant to the workplace including:

- award and enterprise agreements
- commonwealth and state/territory legislative requirements especially in regard to Occupational Health and Safety
- industry codes of practice

Technology may include:

the systems (hardware and software) normally used by frontline management in their workplace to carry out their roles and responsibilities

Competency standards include:

industry-wide or enterprise specific and be consistent with AQF 5 work requirements

Clients and colleagues may be:	internal or external and may include team members, colleagues at the same level and more senior managers and may include people from a wide range of social, cultural and ethnic backgrounds. They will usually be from a wider spread of the organisation than at AQF level
Management development may include:	mentoring, action learning, coaching, shadowing, exchange/rotation, structured training programs
OHS considerations may include:	<ul style="list-style-type: none"><li>• maintaining knowledge of OHS legislation, principles and practice within context of organisation's operations and plans</li><li>• inclusion of OHS in personal work priorities within context of organisation</li></ul>

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Prepares personal work plan
- Establishes personal work priorities
- Assesses own performance
- Identifies and acts on own management development needs

**Underpinning Knowledge**

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Principles and techniques of:
  - personal goal setting
  - measuring performance
  - time management
  - identifying personal behaviour, self awareness, personality traits
  - establishing a personal development plan
- The organisation's policies, plans and procedures
- The types of work methods and practices which can improve personal performance
- The types of learning style(s) and how they relate to the individual

The management development opportunities and options for self

At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

**Underpinning Skills**

- Functional literacy skills to interpret written and oral information about workplace requirements
- Communication skills including receiving and analysing feedback and reporting
- Researching information to develop personal and work plans
- Eliciting, analysing and interpreting feedback
- Analysing culturally different viewpoints and taking them into account in personal and work plans
- Monitoring workplace trends related to work role and responsibilities
- Using information systems to assist establish work plans
- Assessing the effectiveness of own management development
- Developing and maintaining professional networks
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace



**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels earlier this unit

## BSBFLM502A

### Unit Descriptor

## Provide leadership in the workplace

This unit is equivalent to the original unit BSXFMI502A Provide leadership in the workplace.

Frontline management has an important leadership role in the development of the organisation. This will be evident in the way they work with teams and individuals, their standard of conduct and the initiative they take in influencing others. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Consider co-assessment with BSBFLM501A Manage personal work priorities and professional development, BSBFLM503A Establish effective workplace relationships, BSBFLM504A Facilitate work teams, and BSBFLM506A Manage workplace information system.

### Unit Sector

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Model high standards of management performance and behaviour | 1.1 Management performance and behaviour meets the organisation's requirements<br>1.2 Management performance and behaviour serves as a positive role model for others<br>1.3 Performance plans are developed and implemented in accordance with the organisation's goals and objectives<br>1.4 Key performance indicators are established and used to meet the organisation's goals and objectives |
| 2. Enhance the organisation's image                             | 2.1 The organisation's standards and values are used in conducting business<br>2.2 Standards and values considered to be damaging to the organisation are questioned through established communication channels<br>2.3 Personal performance contributes to developing an organisation which has integrity and credibility  |
| 3. Influence individuals and teams positively                   | 3.1 Expectations, roles and responsibilities are communicated in a way which encourages individuals/teams to take responsibility for their work<br>3.2 Individual's/team's efforts and contributions are encouraged, valued and rewarded<br>3.3 Ideas and information receive the acceptance and support of colleagues   |

- 4. Make informed decisions
  - 4.1 Information relevant to the issue(s) under consideration is gathered and organised
  - 4.2 Individuals/teams participate actively in the decision making processes
  - 4.3 Options are examined and their associated risks assessed to determine preferred course(s) of action
  - 4.4 Decisions are timely and communicated clearly to individuals/teams
  - 4.5 Plans to implement decisions are prepared and agreed by relevant individuals/teams
  - 4.6 Feedback processes are used effectively to monitor the implementation and impact of decisions

**KEY COMPETENCIES**

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Three levels of performance denote level of competency required to perform a task.

Level 1: Perform

Level 2: Administer

Level 3: Design

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with individuals and members of work team	2
Collecting analysing and organising information	to develop Key Performance Indicators	2
Planning and organising activities	to establish work plans	3
Working with others and in teams	to implement and monitor performance	3
Using mathematical ideas and techniques	as an aid to measure and plan goals	1
Solving problems	as part of the decision making processes	2
Using technology	to aid effective management of information	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

At AQF level 5, frontline management will normally be engaged in a workplace context where they:

- engage in tactical and operational planning within the organisation's strategic plans. For example, prepares an annual tactical plan for a department
- take responsibility for own outputs in relation to broad quantity and quality parameters. For example, evaluates own annual performance against personal work plans and the organisation's standards
- take limited responsibility for the achievement of group outcomes. For example, reviews group performance against plans and prepares in consultation with the group a performance improvement strategy
- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas. For example, understands in depth the principles and techniques of performance management
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations. For example, researches, negotiates and establishes protocols for customer service for the department
- analyse and plan approaches to technical problems or management requirements. For example, given the work team's inability to achieve planned outcomes/outputs, analyses the team's performance and develops strategies with the team to rectify the situation
- evaluate information using it to forecast for planning or research purposes. For example, the organisation's goals and strategic and tactical plans are analysed in preparation for the preparation of the department's annual operational plan

Frontline management at this level normally operate in a relatively diverse and complex workplace environment in which they use the organisation's:

- goals, objectives, plans, systems and processes
- quality and continuous improvement processes and standards
- access and equity principles and practice
- business and performance plans
- resources, which may be subject to negotiation
- ethical standards

They may use legislation, codes and national standards relevant to the workplace including:

- award and enterprise agreements
- commonwealth and state/territory legislative requirements especially in regard to Occupational Health and Safety
- industry codes of practice

They may use legislation, codes and national standards relevant to the workplace including:

- award and enterprise agreements
- commonwealth and state/territory legislative requirements especially in regard to Occupational Health and Safety
- industry codes of practice

The organisation's standards and values will be:

- stated or implied by the way the organisation conducts its business

Colleagues may include:

- team members, employees at the same level and more senior managers, and may include people from a wide variety of social, cultural and ethnic backgrounds. This will usually be from a wider spread of the organisation than at AQF level 4

Feedback processes may be

- formal or informal and may be from internal or external sources

OHS considerations may include:

- establish and maintain framework for OHS system
- demonstrate leadership in OHS practice as an ethical standard
- OHS hazard identification, risk assessment and control approaches are demonstrated in decisions

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Displays high standards of leadership
- Demonstrates a positive influence on others
- Uses effective consultative processes
- Makes soundly researched decisions

**Underpinning Knowledge\***

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques associated with:
  - leading people
  - preparing performance plans
  - establishing key performance indicators
  - influencing others
  - establishing effective consultative processes
  - making decisions
- The characteristics of a positive role model
- The types of actions which uphold the organisation's image

\*At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

**Underpinning Skills**

- Functional literacy skills to use written and oral information about workplace requirements
- Communication skills including receiving and analysing feedback and reporting
- Accessing and interpreting the organisation's standards and values
- Research and analytical skills to interpret data
- Planning and organising skills to meet work priorities
- Monitoring and introducing practices to improve work performance
- Being a positive influence on colleagues
- Using information systems to advantage
- Using feedback to achieve positive outcomes
- Use coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels earlier in this unit

## BSBFLM503A

### Unit Descriptor

## Establish effective workplace relationships

This unit is equivalent to the original unit BSXFMI503A Establish and manage effective workplace relationships.

Frontline management plays an important role in developing and maintaining positive relationships in internal and external environments so that customers, suppliers and the organisation achieve planned outputs/outcomes. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Consider co-assessment with BSBFLM502A Provide leadership in the workplace, and BSBFLM504A Facilitate work teams.

### Unit Sector

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Gather, convey and receive information and ideas | <ul style="list-style-type: none"> <li>1.1 Information to achieve work responsibilities is collected from appropriate sources</li> <li>1.2 The method(s) used to communicate ideas and information is appropriate to the audience</li> <li>1.3 Communication takes into account social and cultural diversity</li> <li>1.4 Input from internal and external sources is sought, and valued in developing and refining new ideas and approaches</li> </ul>                      |
| 2. Develop trust and confidence                     | <ul style="list-style-type: none"> <li>2.1 People are treated with integrity, respect and empathy</li> <li>2.2 The organisation's social, ethical and business standards are used to develop and maintain positive relationships</li> <li>2.3 Trust and confidence of colleagues, customers and suppliers is gained and maintained through competent performance</li> <li>2.4 Interpersonal styles and methods are adjusted to the social and cultural environment</li> </ul> |
| 3. Build and maintain networks and relationships    | <ul style="list-style-type: none"> <li>3.1 Networking is used to identify and build relationships</li> <li>3.2 Networks and other work relationships provide identifiable benefits for the team and organisation</li> <li>3.3 Action is taken to maintain the effectiveness of workplace relationships</li> </ul>   |



- 4. Manage difficulties to achieve positive outcomes
  - 4.1 Problems are identified and analysed, and action is taken to rectify the situation with minimal disruption to performance
  - 4.2 Colleagues receive guidance and support to resolve their work difficulties
  - 4.3 Poor work performance is managed within the organisation's processes
  - 4.4 Conflict is managed constructively within the organisation's processes
  - 4.5 Difficult situations are negotiated to achieve results acceptable to the participants, and which meet organisation's and legislative requirements

**KEY COMPETENCIES**

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Three levels of performance denote level of competency required to perform a task.

- 1. Perform
- 2. Administer
- 3. Design

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with individuals and members of work team	2
Collecting analysing and organising information	to support work responsibilities	2
Planning and organising activities	in building networks	3
Working with others and in teams	to assist in improving their performance	3
Using mathematical ideas and techniques	to use appropriate calculations to resolve problems	1
Solving problems	as an aid to decision making	3
Using technology	to assist in the management information	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

At AQF level 5, frontline management will normally be engaged in a workplace context where they:

- engage in tactical and operational planning within the organisation's strategic plans. For example, prepares an annual tactical plan for a department
- take responsibility for own outputs in relation to broad quantity and quality parameters. For example, evaluates own annual performance against personal work plans and the organisation's standards
- take limited responsibility for the achievement of group outcomes. For example, reviews group performance against plans and prepares in consultation with the group a performance improvement strategy
- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas. For example, understands in depth the principles and techniques of performance management
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations. For example, researches, negotiates and establishes protocols for customer service for the department
- analyse and plan approaches to technical problems or management requirements. For example, given the work team's inability to achieve planned outcomes/outputs, analyses the team's performance and develops strategies with the team to rectify the situation
- evaluate information using it to forecast for planning or research purposes. For example, the organisation's goals and strategic and tactical plans are analysed in preparation for the preparation of the department's annual operational plan

Frontline management at this level normally operate in a relatively diverse and complex workplace environment in which they use the organisation's:

- goals, objectives, plans, systems and processes
- quality and continuous improvement processes and standards
- access and equity principles and practice
- business and performance plans
- resources, which may be subject to negotiation
- ethical standards

- |  |   |
|--|---|
| <p>They may use legislation, codes and national standards relevant to the workplace including:</p> | <ul style="list-style-type: none"> <li>• award and enterprise agreements</li> <li>• commonwealth and state/territory legislative requirements especially in regard to Occupational Health and Safety</li> <li>• industry codes of practice</li> </ul>   |
| <p>Sources of information may be:</p>  | <ul style="list-style-type: none"> <li>• internal or external and print or non-print</li> </ul>   |
| <p>The organisation's social, ethical and business standards refers to:</p>                        | <ul style="list-style-type: none"> <li>• those relevant to frontline management's work activities. They may be written or oral, stated or implied</li> </ul>  |
| <p>Colleagues may include:</p>   | <ul style="list-style-type: none"> <li>• team members, employees at the same level and more senior managers, and may include people from a wide variety of social, cultural and ethnic backgrounds. This will usually be from a wider spread of the organisation than at AQF level 4</li> </ul> |
| <p>Customers and suppliers would typically be from:</p>  | <ul style="list-style-type: none"> <li>• internal sources, although there may be some limited external contact</li> </ul>   |
| <p>Networks may be:</p>  | <ul style="list-style-type: none"> <li>• internal and/or external. They may be with individuals or groups, either through established structures or through unstructured arrangements</li> </ul>  |
| <p>Guidance and support may be:</p>  | <ul style="list-style-type: none"> <li>• provided by frontline management or arranged from alternative internal or external sources</li> </ul>  |
| <p>OHS considerations may include:</p>   | <ul style="list-style-type: none"> <li>• OHS practice as an ethical standard as well as legislative requirement</li> <li>• organisation's responsibilities to customers and suppliers</li> <li>• adjust communication and OHS approach to cater for social and cultural diversity</li> </ul>    |

**EVIDENCE GUIDE**

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

**Critical Aspects of Evidence**

- Establishes and maintains positive work relationships
- Develops trust and confidence
- Accesses and analyses information to achieve planned outcomes
- Resolves problems and conflicts effectively and efficiently

**Underpinning Knowledge\***

- Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard
- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques associated with:
  - developing trust and confidence
  - consistent behaviour in work relationships
  - identifying the cultural and social environment
  - identifying and assessing interpersonal styles
  - establishing networks
  - problem identification and resolution
  - handling conflict
  - managing poor work performance
- Managing relationships to achieve planning responsibilities
- Monitoring and introducing ways to improve work relationships
- Contributing to the elimination of discrimination/bias

\*At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas

**Underpinning Skills**

- Functional literacy skills to access and use workplace information
- Communication skills including researching, analysing and interpreting information from a variety of people, reporting
- Responding to unexpected demands from a range of people
- Using consultative processes effectively
- Forging effective relationships with internal and/or external people
- Gaining the trust and confidence of colleagues
- Dealing with people openly and fairly
- Using coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels earlier in this unit

## BSBFLM504A

### Unit Descriptor

## Facilitate work teams

This unit is equivalent to the original unit BSXFMI504A Participate in, lead and facilitate work teams.

Frontline management has a key role in leading, participating in, facilitating and empowering work teams/groups within the context of the organisation. They play a prominent part in motivating, mentoring, coaching and developing team members, and in achieving team cohesion. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Consider co-assessment with BSBFLM502A Provide leadership in the workplace, BSBFLM503A Establish effective workplace relationships, BSBFLM506A Manage workplace information system, and BSBFLM511A Develop a workplace learning environment

### Unit Sector

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| 1. Participate in team planning                | 1.1 The manager assists the team establish its purpose, roles, responsibilities and accountabilities in accordance with the organisation's goals, plans and objectives<br>1.2 The manager assists the team monitor and adjust its performance within the organisation's continuous improvement policies and processes<br>1.3 The manager encourages the team to use the competencies of each member for team and individual benefit |
| 2. Develop team commitment and co-operation    | 2.1 The manager assists the team to use open communication processes to obtain and share information<br>2.2 The team makes decisions in accordance with its agreed roles and responsibilities<br>2.3 The manager supports the team to develop mutual concern and camaraderie  |
| 3. Manage and develop team performance         | 3.1 The results achieved by the team contribute positively to the organisation's business plans<br>3.2 The manager encourages the team to exploit innovation and initiative<br>3.3 Team and individual competencies are monitored regularly to confirm that the team is able to achieve its goals<br>3.4 Team members share and enhance their knowledge and skills  |
| 4. Participate in and facilitate the work team | 4.1 Team members participate actively in team activities and communication processes<br>4.2 Individuals and teams take individual and joint responsibility for their actions<br>4.3 The team receives support to identify and resolve problems which impede its performance   |

## KEY COMPETENCIES

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with members of work team	2
Collecting analysing and organising information	to assist team planning	2
Planning and organising activities	in association with team	3
Working with others and in teams	to achieve team goals	3
Using mathematical ideas and techniques	to assist the development of team plans	1
Solving problems	to assist team performance	3
Using technology	to assist the management of information	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

At AQF level 5, frontline management will normally be engaged in a workplace context where they:

- engage in tactical and operational planning within the organisation's strategic plans. For example, prepares an annual tactical plan for a department
- take responsibility for own outputs in relation to broad quantity and quality parameters. For example, evaluates own annual performance against personal work plans and the organisation's standards
- take limited responsibility for the achievement of group outcomes. For example, reviews group performance against plans and prepares in consultation with the group a performance improvement strategy
- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas. For example, understands in depth the principles and techniques of performance management
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations. For example, researches, negotiates and establishes protocols for customer service for the department
- analyse and plan approaches to technical problems or management requirements. For example, given the work team's inability to achieve planned outcomes/outputs, analyses the team's performance and develops strategies with the team to rectify the situation
- evaluate information using it to forecast for planning or research purposes. For example, the organisation's goals and strategic and tactical plans are analysed in preparation for the preparation of the department's annual operational plan

Frontline management at this level normally operate in a relatively diverse and complex workplace environment in which they use the organisation's:

- goals, objectives, plans, systems and processes
- quality and continuous improvement processes and standards
- access and equity principles and practice
- business and performance plans
- resources, which may be subject to negotiation
- ethical standards

They may use legislation, codes and national standards relevant to the workplace including:

- award and enterprise agreements
- commonwealth and state/territory legislative requirements especially in regard to Occupational Health and Safety
- industry codes of practice

The manager may:

- adopt a variety of roles in teams including leader, facilitator, participant, coach, mentor

Teams may be:

- one or a mixture of on-going, work-based, project-based, task specific, or cross-functional. Teams may include full time employees, contractors, part time employees



The organisation's goals, plans and objectives refers to:

- those relevant to frontline management's work activities and to the teams in which frontline management is involved

Competencies refer to:

- the abilities of the team members and may be formally recognised or not formally recognised. They may be industry-wide, enterprise specific or individual specific

Knowledge and skill development may:

- take place through a variety of methods including for example, coaching, mentoring, exchange/rotation, shadowing, action learning, structured training programs

OHS considerations may include:

- establish and maintain participative arrangements
- information to team about OHS and the organisation's OHS policies, procedures and practices

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Provides leadership to team
- Contributes positively to team performance
- Provides coaching and mentoring support

**Underpinning Knowledge**

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques associated with:
  - the organisation of teams
  - team goal setting
  - devolving responsibility/accountability to teams
  - team dynamics
  - conflict resolution
  - gaining team commitment
  - monitoring and assessing team performance
- Gain team commitment to the organisation's goals, values and plans
- The forms of bias/discrimination and how to deal with them

At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

**Underpinning Skills**

- Functional literacy skills to access and use workplace information
- Assessing the competence of the team
- Facilitating the participation of team members
- Working effectively with team members who have diverse work styles, aspirations, cultures and perspectives
- Facilitating team development and improvement
- Assessing competency development requirements
- Gaining the trust and confidence of colleagues
- Dealing with people openly and fairly
- Using coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels earlier in this unit

## BSBFLM507A

### Unit Descriptor

## Manage quality customer service

This unit is equivalent to the original unit BSXFMI507A Manage quality customer service.

Frontline management is involved in ensuring that products and services are delivered and maintained to standards agreed by the organisation and the customer. This will be carried out in the context of the organisation's policies and practices as well as legislation, conventions and codes of practice. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

This unit is imported from a primary training package and is being used in a beauty context.

Consider co-assessment with BSBFLM502A Provide leadership in the workplace, BSBFLM504A Facilitate work teams, BSBFLM506A Manage workplace information system, BSBMGT505A Ensure a safe workplace, and BSBFLM509A Promote continuous improvement.

### Unit Sector

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Plan to meet internal and external customer requirements | 1.1 The needs of customers are researched, understood, and assessed, and included in the planning process<br>1.2 Provision is made in plans to achieve the quality, time and cost specifications agreed with customers  |
| 2. Ensure delivery of quality products/services             | 2.1 Products/services are delivered to customer specifications within the team's business plan<br>2.2 Team performance consistently meets quality, safety, resource and delivery standards<br>2.3 Coaching and mentoring assists colleagues to overcome difficulty in meeting customer service standards  |
| 3. Monitor, adjust and report customer service              | 3.1 The organisation's systems and technology are used to monitor progress in achieving product/service targets and standards<br>3.2 Customer feedback is sought and used to improve the provision of products/services<br>3.3 Resources are used effectively to provide quality products/services to customers<br>3.4 Decisions to overcome problems and adjust products/services are taken in consultation with designated individuals/groups<br>3.5 Records, reports and recommendations are managed within the organisation's systems and processes |

## KEY COMPETENCIES

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	with customers	2
Collecting analysing and organising information	to be used in planning to meet customer needs	2
Planning and organising activities	to achieve customer specifications	3
Working with others and in teams	to provide quality service to customers	3
Using mathematical ideas and techniques	to calculate the outcome of adjustments to customer service	2
Solving problems	to identify and resolve deficiencies in customer service	2
Using technology	to assist the management of customer information	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit

Legislation, codes and national standards relevant to the workplace which may include

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

At AQF level 5, frontline management will normally be engaged in a workplace context where they:

- engage in tactical and operational planning within the organisation's strategic plans. For example, prepares an annual tactical plan for a department
- take responsibility for own outputs in relation to broad quantity and quality parameters. For example, evaluates own annual performance against personal work plans and the organisation's standards
- take limited responsibility for the achievement of group outcomes. For example, reviews group performance against plans and prepares in consultation with the group a performance improvement strategy
- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas. For example, understands in depth the principles and techniques of performance management
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations. For example, researches, negotiates and establishes protocols for customer service for the department
- analyse and plan approaches to technical problems or management requirements. For example, given the work team's inability to achieve planned outcomes/ outputs, analyses the team's performance and develops strategies with the team to rectify the situation
- evaluate information using it to forecast for planning or research purposes. For example, the organisation's goals and strategic and tactical plans are analysed in preparation for the preparation of the department's annual operational plan

Frontline management at this level normally operate in a relatively diverse and complex workplace environment in which they use the organisation's:

- goals, objectives, plans, systems and processes
- quality and continuous improvement processes and standards
- access and equity principles and practice
- business and performance plans
- resources, which may be subject to negotiation
- ethical standards

They may use legislation, codes and national standards relevant to the workplace including:

- award and enterprise agreements
- commonwealth and state/territory legislative requirements especially in regard to Occupational Health and Safety
- industry codes of practice

Customers may be:

internal or external, and be drawn from existing or new sources

Technology will be:

that readily available in the workplace and will be appropriate to frontline management's roles and responsibilities

Resources may include:

people, power/energy, information, finance, buildings/facilities, equipment, technology, time

Designated individuals/groups include: those who have authority to adjust plans

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Prepares plans to meet customer needs
- Provides quality service consistently
- Reviews and improves services following feedback
- Reports outcomes of customer service

### Underpinning Knowledge

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The organisation's policies and procedures for dealing with customers
- The principles and techniques of:
  - researching customer needs
  - customer relations
  - customer behaviour
  - problem identification and resolution
  - maintaining product/service quality

At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

### Underpinning Skills

- Functional literacy skills to access and use workplace information
- Communication skills including researching and analysing information, reporting
- Planning and organising skills to meet work priorities
- Work effectively in and with teams/groups
- Problem-solving skills to deal with complex and non-routine difficulties
- Select and use technology skills at the appropriate level
- Use coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels at the end of this unit



# BSBFLM510A

# Facilitate and capitalise on change and innovation

## Unit Descriptor

This unit is equivalent to the original unit BSXFMI510A Facilitate and capitalise on change and innovation.

Frontline management has an active role in fostering change and acting as a catalyst in the implementation of change and innovation. They have a creative role in ensuring that individuals, the team and the organisation gain from change; and that the customer benefits through improved products and services. At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Co assessed units: Opportunities for co-assessment are encouraged as part of the holistic approach promoted in the assessment guidelines. In the case of this unit consideration could be given to co-assessing in part or whole with:

Consider co-assessment with BSBFLM502A Provide leadership in the workplace, BSBFLM504A Facilitate work teams, BSBFLM505A Manage operational plan, and BSBFLM509A Promote continuous improvement.

## Unit Sector

Business Management Services

## ELEMENT

## PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Participate in planning the introduction of change     | <ul style="list-style-type: none"> <li>1.1 The manager contributes effectively in the organisation's planning processes to introduce change</li> <li>1.2 Plans to introduce change are made in consultation with designated individuals/groups</li> <li>1.3 The organisation's objectives and plans to introduce change are explained clearly to individuals/teams</li> </ul>  |
| 2. Develop creative and flexible approaches and solutions | <ul style="list-style-type: none"> <li>2.1 Alternative approaches to managing workplace issues and problems are identified and analysed</li> <li>2.2 Risks are assessed and action is taken to achieve a recognised benefit or advantage to the organisation</li> <li>2.3 The workplace is managed in a way which promotes the development of innovative approaches and outcomes</li> <li>2.4 Creative and responsive approaches to resource management improves productivity and services and/or reduces costs</li> </ul> |

- 3. Manage emerging challenges and opportunities
  - 3.1 Individuals/teams respond effectively and efficiently to changes in the organisation's goals, plans and priorities
  - 3.2 Coaching and mentoring assists individuals/teams to develop competencies to handle change efficiently and effectively
  - 3.3 The manager uses opportunities within their responsibility and authority to make adjustments to respond to the changing needs of customers and the organisation
  - 3.4 Individuals/teams are kept informed of progress in the implementation of change
  - 3.5 Recommendations for improving the methods/techniques to manage change are negotiated with designated individuals/groups

**KEY COMPETENCIES**

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Three levels of performance denote level of competency required to perform a task.

1. Perform 2. Administer 3. Design

Key Competency	Example of Application	Performance Level
Communicating ideas and information	to obtain information about the change processes	2
Collecting analysing and organising information	to individuals and team members about the impending changes	2
Planning and organising activities	to introduce change	3
Working with others and in teams	to engage in the change process	3
Using mathematical ideas and techniques	to make calculations associated with implementing change	2
Solving problems	to address difficulties arising from the changes	2
Using technology	to assist in the management of information	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

At AQF level 5, frontline management will normally be engaged in a workplace context where they:

- engage in tactical and operational planning within the organisation's strategic plans. For example, prepares an annual tactical plan for a department
- take responsibility for own outputs in relation to broad quantity and quality parameters. For example, evaluates own annual performance against personal work plans and the organisation's standards
- take limited responsibility for the achievement of group outcomes. For example, reviews group performance against plans and prepares in consultation with the group a performance improvement strategy
- demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas. For example, understands in depth the principles and techniques of performance management
- transfer and apply theoretical concepts and/or technical or creative skills to a range of situations. For example, researches, negotiates and establishes protocols for customer service for the department
- analyse and plan approaches to technical problems or management requirements. For example, given the work team's inability to achieve planned outcomes/outputs, analyses the team's performance and develops strategies with the team to rectify the situation
- evaluate information using it to forecast for planning or research purposes. For example, the organisation's goals and strategic and tactical plans are analysed in preparation for the preparation of the department's annual operational plan

Frontline management at this level normally operate in a relatively diverse and complex workplace environment in which they use the organisation's:

- goals, objectives, plans, systems and processes
- quality and continuous improvement processes and standards
- access and equity principles and practice
- business and performance plans
- resources, which may be subject to negotiation
- ethical standards

They may use legislation, codes and national standards relevant to the workplace including:

- award and enterprise agreements
- commonwealth and state/territory legislative requirements especially in regard to Occupational Health and Safety
- industry codes of practice

Manager refers to:

- a person with frontline management roles and responsibilities, regardless of the title of their position

Designated individuals/groups includes:

- those who have a stake in the change and innovation

OHS considerations may include:

- provision of information about OHS in context of change and the organisation's OHS policies, procedures and programs
- implement and monitor participative arrangements for management of OHS in context of change
- OHS hazard identification, risk assessment and control
- implement procedures for dealing with hazardous events

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Identifies opportunities to improve performance in consultation with appropriate individuals/groups
- Develops flexible and creative approaches and strategies to introduce and manage change and innovation
- Assesses risks associated with the introduction of change
- Provides coaching and mentoring support to facilitate change

**Underpinning Knowledge\***

Underpinning knowledge relates to the essential knowledge and understanding a person needs to perform work to the required standard

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- The principles and techniques associated with:
  - managing change and innovation
  - assessing risks
- The management styles which facilitate change
- The organisation's processes and procedures to plan and introduce change
- The sources of change and how they impact on the organisation
- The factors which lead/cause resistance to change

At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

**Underpinning Skills**

- Functional literacy skills to access and use workplace information
- Communication skills including researching and analysing information, reporting.
- Influencing the organisation's culture so that it is receptive to change and innovation
- Monitoring trends in the internal and/or external environment
- Responding positively to new situations/challenges
- Evaluating alternative proposals for change
- Drawing on the diversity of the workplace to assist the organisation benefit from change
- Managing resistance to change
- Gaining the trust and confidence of colleagues
- Dealing with people openly and fairly
- Using consultation skills effectively
- Using coaching and mentoring skills to provide support to colleagues
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competencies Levels at the end of this unit

## BSBMGT502A

### Unit Descriptor

## Manage people performance

This unit covers the ability of managers to manage the performance of the staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management. It is a unit that all managers/prospective managers who have responsibility for other employees should strongly consider undertaking.

Consider co-assessment with BSBMGT604A Manage business operations.

### Competency Field

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |                       |  |
|-----------------------|--|
| 1. Allocate work      | <ul style="list-style-type: none"> <li>1.1 Relevant groups and individuals are consulted on work to be allocated and resources to be deployed</li> <li>1.2 Work is allocated in accordance with operational plans</li> <li>1.3 Allocation of work is cost effective and appropriate in terms of the use of internal/external labour</li> <li>1.4 <i>Performance standards, Code of Conduct</i> and work outputs and processes are confirmed prior to commencement</li> <li>1.5 <i>Performance indicators</i> are developed for key result areas and are agreed prior to commencement of work</li> <li>1.6 <i>Risk analyses</i> are undertaken in accordance with the organisational risk management plan and legal requirements</li> </ul> |
| 2. Assess performance | <ul style="list-style-type: none"> <li>2.1 <i>Performance management</i> and review processes are designed to be consistent with organisational objectives and policies</li> <li>2.2 Participants in the performance management and review process are trained</li> <li>2.3 <i>Performance management</i> processes are implemented in accordance with planning and timelines</li> <li>2.4 Performance is monitored and evaluated on a continuous basis</li> </ul>   |
| 3. Provide feedback   | <ul style="list-style-type: none"> <li>3.1 Informal feedback is given in a regular, timely manner</li> <li>3.2 Poor performance is identified promptly and brought to the attention of the appropriate person</li> <li>3.3 On-the-job coaching is provided when necessary, both to improve performance and confirm <i>excellence in performance</i></li> <li>3.4 Documentation of performance is in accordance with the performance management system</li> <li>3.5 Formal structured feedback sessions occur as necessary and in accordance with organisational policy</li> </ul>  |

- 4. Manage follow-up
  - 4.1 Performance improvement and development plans are developed in accordance with organisational policies
  - 4.2 Assistance is sought from human resource specialists where appropriate
  - 4.3 *Excellence in performance* is reinforced through recognition and continuous feedback
  - 4.4 Individuals not meeting expectations are provided with the necessary *coaching* and re-training and monitored closely
  - 4.5 Support services are provided to meet individual needs and circumstances
  - 4.6 Individuals who continue to perform below expectations are counselled and, where necessary, placed within the disciplinary process
  - 4.7 *Terminations* occur where serious misconduct or on-going under-performance occurs
  - 4.8 *Terminations* are in accordance with organisational and legal requirements
  - 4.9 Performance feedback systems are evaluated regularly and revised as necessary
  - 4.10 Selection, induction and training systems are evaluated regularly and improved

**KEY COMPETENCIES**

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	to ensure that expectations are clearly understood	3
Collecting analysing and organising information	to provide feedback	3
Planning and organising activities	to undertake risk analysis	3
Working with others and in teams	to assess performance	3
Using mathematical ideas and techniques	to measure performance	2
Solving problems	to facilitate improvement where under-performance occurs	3
Using technology	to support the performance management systems	2



## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Key result areas means:

- those areas of business performance which are critical to the overall success of the business (or section of a business)

Key performance indicators means:

- those measures developed to gauge performance outcomes against targets

Performance standards means:

- the level of performance sought of an individual or group which may be expressed either quantitatively or qualitatively

Code of Conduct means:

- an agreed (or decreed) set of rules relating to employee behaviour/conduct with other employees or customers

Risk analysis means:

- a determination of the likelihood of a negative event preventing the organisation meeting its objectives and the likely consequences of such an event on organisational performance

Performance management means:

- a process or set of processes for establishing a shared understanding of what an individual or group is to achieve, and managing and developing individuals in a way which increases the probability it will be achieved in both the short and longer term
- in accordance with relevant industrial agreements

Excellence in performance means:

- regularly and consistently exceeding the performance targets established whilst meeting the organisation's performance standards

Coaching refers to:

- informal on-the-job and off-the-job advice and training to improve performance

Termination means:

- a cessation of the contract of employment between an employer and an employee, at the initiative of the employer within relevant industrial agreements

Relevant groups and individuals include:

- employees, employee representatives, employer representatives, line managers and human resource personnel

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Direct evidence of the performance management processes being undertaken is essential in the assessment of this unit, including the linking of performance indicators to the allocation of work and assessment of performance against performance standards
- Workplace coaching (informal feedback) coupled with formal performance feedback, resulting in performance improvement

### OHS considerations may include:

- establishment and maintenance of OHS training, records, induction processes
- performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions

**Underpinning Knowledge**

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Relevant awards and certified agreements
- Performance measurement systems utilised within the organisation
- Key result areas of the organisation
- Human resource specialist assistance available
- Organisational plans and objectives (strategic, tactical and operational)
- Human resource planning
- All legislation relevant to the organisation which impacts on people performance (including EEO and anti discrimination laws)
- Organisational support services for employees (external and internal)
- Unfair dismissal rules and due process
- Staff development strategies

At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

**Underpinning Skills**

- Communication/consultation skills to ensure all relevant groups and individuals are advised of what is occurring and are provided with an opportunity for input
- Performance measurement skills to develop and manage key performance indicators
- Risk management skills to analyse, identify and develop mitigation strategies for identified risks
- Coaching and training skills to remediate any under-performance present in the work group or individuals
- Counselling/interviewing skills to conduct formal performance feedback sessions including counselling and disciplinary interviews where required
- Evaluative skills to review and improve performance management systems
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competency Levels

## BSBMGT503A

### Unit Descriptor

## Prepare budgets and financial plans

This unit covers the preparation of financial plans and budgets by operational/non-financial managers, as required by their particular organisation.

This unit is related to BSBMGT504A Manage budgets and financial plans.

### Competency Field

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |  |  |
|--|--|
| 1. Analyse strategic and operational plans                       | 1.1 <i>Strategic opportunities</i> are expressed in terms of tactical and operational objectives<br>1.2 Tactical and operational objectives are converted into special projects or work programs<br>1.3 Financial trends are analysed and interpreted in the context of the organisational strategic objectives<br>1.4 Financial planning objectives, process timeframes and resources are clearly identified  |
| 2. Develop revenue, expenditure and capital investment proposals | 2.1 Individuals and groups are given responsibility for the development of specific <i>budgets and plans</i><br>2.2 Consultation occurs with all <i>relevant groups and individuals</i> throughout the organisation<br>2.3 Proposals are developed taking account of past experience, present trends and future expectations<br>2.4 Outcomes of proposals are clearly linked to organisational strategic objectives<br>2.5 Realistic cost benefit and risk analyses/management plans are incorporated into all proposals<br>2.6 Organisational <i>investment target rates</i> are met for <i>capital expenditure</i> proposals<br>2.7 Performance measures and tactics for monitoring and control processes are identified for each proposal/action<br>2.8 Proposals comply with the organisation's <i>values, policies, Code of Conduct, legal and ethical obligations</i><br>2.9 Proposals are developed within the agreed timeframes<br>2.10 <i>Supporting evidence</i> is valid and sufficient to allow proper evaluation of the proposals |

- 3. Build agreement for budgets and financial plans
  - 3.1 Negotiation is undertaken with relevant groups and individuals in ways that build commitment to the plans
  - 3.2 Links to the achievement of organisational strategic objectives are identified and agreed
  - 3.3 Outcomes are confirmed in terms of clear, concise objectives and timeframes
  - 3.4 Negotiations lead to a clear agreement of those matters to be incorporated into *budgets and plans*
  - 3.5 *Budgets and plans* incorporate the outcomes of negotiations and meet organisation's approval processes
  - 3.6 *Delegations, accountabilities and responsibilities* are agreed and confirmed in writing
  - 3.7 Final *budget and plans* are clearly documented and a communication plan developed

**KEY COMPETENCIES**

NB: These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	to develop a communication plan for the budget	3
Collecting analysing and organising information	to support budget proposals	3
Planning and organising activities	to develop budgets	3
Working with others and in teams	to ensure appropriate groups and individuals participate in the process	3
Using mathematical ideas and techniques	to build the budget and other financial plans	2
Solving problems	to successfully negotiate commitment to the plans	3
Using technology	to assemble the plans and communicate them to users of the plans	2

## RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Strategic opportunities may include:

- new product/service development
- new models/revisions of products/services
- expansion/contraction of operational activities
- alliances/joint ventures
- outsourcing/in-sourcing

Budgets and plans may include:

- operation/production budgets
- financial budgets
- sales budgets
- capital expenditure budgets
- cash flow plans

Relevant groups and individuals means:

- all personnel within the organisation affected by the budgets and financial plans being developed

Investment target rates refers to:

- the minimum percentage rate of return required by the organisation for a capital investment project to proceed

Capital expenditure means:

- those components of the budget which, for internal policy reasons, are considered to provide benefits over more than one financial period and are to be evaluated as capital expenditure projects

Legal and ethical obligations means:

- compliance with all relevant statutes, regulations and audit requirements of the organisation, along with the organisation's policies and values

Supporting evidence may include:

- cost/benefit analyses
- risk management plans
- market research results
- net present value
- interest rate of return
- pay pack calculations

Delegations means:

- the decision-making accountabilities relating to the person's position description and/or other written and verbal delegations

Accountabilities and responsibilities means:

- clarification of who is to be accountable for a decision or action prior to its execution, and identification of groups, individuals and activities for which a person is responsible for managing

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

**Critical Aspects of Evidence**

- Each of the elements needs to be clearly evidenced, both in terms of outcome and process, but this can be achieved through a holistic project approach to assessment
- Evidence needs to determine that people not only have done and can do what is required, but that they understand why these activities need to be undertaken
- Evidence of preparation and negotiation of proposed with clear links to strategic and operational plans

**OHS considerations may include:**

- sufficient resources for OHS in strategic and operational plans
- proposals include OHS risk assessment and control
- proposals meet OHS legislative requirements and address organisational OHS objectives



**Underpinning Knowledge**

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Financial planning within the organisation
- Budgeting
- Organisation's objectives and plans (strategic, tactical and operational)
- Consultative methods and processes
- Capital investment evaluation techniques
- Performance measurement
- Organisation roles in respect to financial delegations, accountabilities and responsibilities
- Standards for organisational record-keeping and audit requirements

At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

**Underpinning Skills**

- Analytical skills to analyse and interpret relevant financial information
- Financial planning skills to develop formal estimates of reviews, costs, cash flows and logistic requirements
- Communication/consultation skills to ensure all relevant groups and individuals are advised of what is occurring and are provided with an opportunity for input
- Cost and benefit analysis skills to produce balanced arguments to support financial proposals
- Risk management skills to assess probability and consequences of any potential negative event
- Investment analysis skills to evaluate capital expenditure proposals (NPV, IROR, etc)
- Negotiation skills to negotiate agreement on budgets and financial plans with the relevant managers
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competency Levels

## BSBMGT504A

### Unit Descriptor

## Manage budgets and financial plans

This unit covers all of the significant aspects of financial management for operational managers who are not financial specialists. It emphasises the preparation of users of budgets/financial plans through communication and training and consistent surveillance over budget performance, with early intervention where required.

Consider co-assessment with BSBMGT503A Prepare budgets and financial plans.

### Competency Field

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |   |  |
|---|--|
| 1. Communicate budget and financial plans       | <ul style="list-style-type: none"> <li>1.1 Budget/financial plan communication package reviewed by finance specialists</li> <li>1.2 Package is amended/revised where appropriate</li> <li>1.3 <i>Training activities</i> are undertaken with users of the budget and plans across the organisation</li> <li>1.4 All data and terms are defined and understood by the users of the plans</li> <li>1.5 Communication outcomes are tested to ensure clear understanding of objectives, processes and accountabilities</li> </ul>  |
| 2. Monitor and control activities against plans | <ul style="list-style-type: none"> <li>2.1 <i>Delegations and budget accountabilities</i> are confirmed in writing prior to budget period</li> <li>2.2 Funds are allocated in accordance with budget objectives and parameters</li> <li>2.3 Recording systems and documentation meet all <i>audit requirements</i> and legal obligations</li> <li>2.4 <i>Risk management</i> plans are implemented and contingency plans in place for all financial plans</li> <li>2.5 Performance is monitored and variances identified on a <i>real time</i> basis</li> <li>2.6 Variances are analysed in conjunction with relevant experts to determine cause and effect</li> <li>2.7 Remedial action is taken swiftly to minimise negative impact and maximise benefits</li> <li>2.8 Budgets and plans are renegotiated/restructured where necessary to optimise organisational performance</li> </ul> |
| 3. Report outcomes of financial plans           | <ul style="list-style-type: none"> <li>3.1 Records of financial performance are properly maintained within organisational systems</li> <li>3.2 Financial performance is analysed and reported in a form and language appropriate to the audience</li> <li>3.3 <i>Non financial objectives</i> are reported in the context of overall organisational performance</li> <li>3.4 Strategies and plans are reviewed and updated to optimise organisational performance</li> </ul>   |

**KEY COMPETENCIES**

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	to ensure the budget and its impact on people is understood	3
Collecting analysing and organising information	to monitor budget performance	3
Planning and organising activities	to train users in the elements of the budget which affect them	3
Working with others and in teams	to review budget performance	3
Using mathematical ideas and techniques	to measure budget performance, calculate variances and present outcomes	2
Solving problems	to maintain operations within budget	3
Using technology	to manage budget performance and develop performance reports	2

**RANGE STATEMENT**

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Training activities may include:

- small group discussions
- informal meetings
- formal, structured competency standards/training
- tele and video conferencing
- e-learning

Delegations and budget accountabilities may include:

- monitoring expenditure
- authorising expenditure within limits
- reporting on variances to budget/plan
- taking remedial action within budget authority

- Audit requirements refer to:
- the internal standards required in the management of budgets and financial plans, approved by external/internal auditors
- Risk management means:
- the process of identification of potential negative events and the development of plans to mitigate or minimise the likelihood of the negative event occurring and/or the consequences in the event it does occur
- Real time refers to:
- on-line, instantaneous monitoring of performance/activities
- Appropriate non financial objectives may include:
- environmental
  - OHS
  - quality
  - market share
  - customer service
  - security or any other key result area

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- Evidence must cover all aspects of business operations in which financial management and decision-making occurs. Period activities relating to revenue expenditure and cash flow management, as well as capital expenditure proposals and capital budgeting, must be incorporated into the assessment
- The role of the operational manager as a communicator and trainer in respect to the implementation of the budget needs, also must be integrated into the overall assessment, along with regular and quality reporting of budget performance
- Evidence of analysis of budget performance and follow up action

### OHS considerations may include:

- establishment and maintenance of OHS records
- assessment of OHS performance in financial and non-financial terms

**Underpinning Knowledge**

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Financial planning within the organisation
- Budgeting
- Organisation's objectives and plans (strategic, tactical and operational)
- Consultative methods and processes
- Capital investment evaluation techniques
- Performance measurement
- Organisation roles in respect to financial delegations, accountabilities and responsibilities
- Standards for organisational record-keeping and audit requirements

At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

**Underpinning Skills**

- Financial planning skills to develop formal estimates of reviews, costs, cash flows and logistic requirements
- Communication and training skills to ensure team members and other managers understand the budget/financial planning objectives and processes
- Risk management skills to assess probability and consequences of any potential negative event
- Analysis skills to interpret positive and negative variances from budget/plan, determine the reasons therefore, and identify potential actions to remediate the situation
- Systems management skills to ensure financial performance records are collected, maintained and properly reported
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competency Levels

## BSBMGT506A

## Recruit, select and induct staff

### Unit Descriptor

This unit covers all aspects of selection and recruitment relevant to managers who are not specialists in the area. It ensures that managers engage in appropriate planning and that selection and induction leads to the recruitment and retention of high quality staff. This unit is almost essential for those who now have (or are likely to have) an involvement in or responsibility for recruiting, selecting and/or inducting staff.

### Competency Field

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |                                    |   |
|------------------------------------|---|
| 1. Determine future people needs   | 1.1 Planning for future people requirements is consistent with strategic and operational plans<br>1.2 Consultation occurs with all appropriate managers and sections<br>1.3 <i>Position descriptions, person specifications</i> and criteria for selection are developed and approved<br>1.4 <i>Position descriptions</i> and <i>person specifications</i> comply with all <i>organisational and legal requirements</i> |
| 2. Select appropriate people       | 2.1 Persons involved in assessment/selection process are appropriate for the position<br>2.2 Candidates are assessed against <i>pre-agreed selection criteria</i><br>2.3 Selection decisions are based on <i>performance based selection techniques</i> and direct evidence<br>2.4 Candidates all receive feedback through the process<br>2.5 Record-keeping complies with organisational and legal requirements        |
| 3. Confirm employment arrangements | 3.1 Inform relevant people of the selection decision and prepare development plan based on selection process<br>3.2 <i>Conditions of employment</i> as approved for the position are agreed with the successful candidate<br>3.3 Induction arrangements are agreed with the candidate and other relevant managers<br>3.4 Induction is undertaken in accordance with the induction plan and a training plan developed    |



**KEY COMPETENCIES**

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	to ensure the candidates fit the organisation	3
Collecting analysing and organising information	to prepare for the selection interviews/activities	3
Planning and organising activities	to ensure the selection processes go smoothly	3
Working with others and in teams	to take advice from Human Resource specialists where appropriate	3
Using mathematical ideas and techniques	to calculate weightings/score an interview	1
Solving problems	to determine short-listing of suitable candidates	3
Using technology	to help select candidates on a competence/performance based assessment	2

**RANGE STATEMENT**

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- relevant industry codes of practice

Position description refers to:

- a written statement of the duties, tasks and responsibilities for a particular job or position

Person specification refers to:

- a written statement of the skills, knowledge, attitude, aptitudes and experience required for a particular job or position

Organisational and legal requirements means:

- compliance with all relevant statutes, regulations and audit requirements of the organisation, along with the organisation's policies and values

Pre-agreed selection criteria may include:

- educational qualifications
- statutory qualifications/certificates
- competencies required (including interpersonal skills)
- potential for growth
- essential experience
- desirable experience
- ability to work in the particular environment

Performance based selection techniques may include:

- in-basket
- case studies
- scenarios
- simulations
- actual performance
- skills/knowledge testing
- an assessment centre (with some or all of the above)

Conditions of employment may include:

- salary/wages
- penalty rates
- holidays and leave entitlements
- superannuation
- hours of work
- grievance procedures

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- The evidence should clearly demonstrate that the required planning and preparatory processes have been undertaken
- It should also evidence actual interviewing and the use of performance based selection techniques
- Induction should be observed by the assessor to ensure the competence of the individual to follow an induction plan which is clearly established

### OHS considerations may include:

- national, state/territory legislative requirements especially in regard to Occupational Health and Safety
- industry codes of practice

**Underpinning Knowledge**

- Relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination
- Consultation processes and methods
- Succession planning/HR planning
- Organisation policies and procedures
- Legal requirements
- Performance based selection techniques
- Organisational requirements for record-keeping and documentation
- Award agreements, contracts of employment (including conditions)

At this level the learner must demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas.

**Underpinning Skills**

- Communication/consultation skills to ensure all relevant groups and individuals are advised of what is occurring and are provided with an opportunity for input
- Developing position descriptors/person specifications for positions for which they are responsible
- Developing selection criteria
- Designing an appropriate competency based and performance based selection plan
- Induction/training skills to prepare direct reports for the safe and efficient performance of their job
- Interviewing skills to participate in selection interviews as required
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competency Levels earlier in this unit

# BSBSBM301A

# Research business opportunities

## Unit Descriptor

This unit covers the investigation and research required to ascertain the opportunities available and the feasibility of a business opportunity/ies. It is suitable for those considering setting up a business.

This unit is related to BSBSBM404A Undertake business planning.

## Competency Field

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |                                      |   |
|--------------------------------------|---|
| 1. Identify business opportunities   | 1.1 <i>Business opportunities</i> are investigated and identified<br>1.2 Feasibility study is undertaken to determine likely <i>business viability</i><br>1.3 <i>Specialist services</i> and sources of advice are identified where required<br>1.4 Impacts of emerging or changing technology including e-commerce, on business operations are evaluated<br>1.5 Practicability of business opportunity assessed in line with perceived risks, returns sought and resources available   |
| 2. Identify personal business skills | 2.1 Financial and business skills available are identified and taken into account when business opportunities are researched<br>2.2 Technical competencies required in regard to the business opportunity identified and assessed in line with current competencies of available personnel<br>2.3 <i>Personal skills/attributes</i> are assessed and matched against those perceived as necessary for a particular business opportunity<br>2.4 Business Risks are identified and assessed according to resources available and personal preferences |

### KEY COMPETENCIES

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	to gain information	1
Collecting analysing and organising information	to research business opportunities	2
Planning and organising activities	to support research and assessment of opportunities	1
Working with others and in teams	to gain information	1
Using mathematical ideas and techniques	to aid financial planning	2
Solving problems	to assess business viability	3
Using technology	to aid research and planning	1

## RANGE STATEMENT

The Range statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- national, State/Territory and Local Government legislative requirements affecting business operation, especially in regard to Occupational Health and Safety and environmental issues, EEO, industrial relations and anti-discrimination
- relevant industry codes of practice

Business opportunities may be influenced by:

- expected financial viability
- skills of operator
- amount and types of finance available
- returns expected or required by owners
- likely return on investment
- finance required
- lifestyle issues

Business viability may include:

- opportunities available
- market competition
- timing/ cyclical considerations
- skills available
- resources available
- location and/ or premises available
- risk related to a particular business opportunity, especially in regard to Occupational Health and Safety and environmental considerations

Specialist services may include:

- accountants
- lawyers and providers of legal advice
- government agencies
- industry/trade associations
- online gateways
- business brokers/business consultants

Personal skills/attributes may include:

- technical and/ or specialist skills
- business knowledge and skills
- entrepreneurship
- willingness to take risks

Business risks may be affected by and may include but are not restricted to:

- occupational health and safety and environmental considerations
- relevant legislative requirements
- security of investment
- market competition
- security of premises/ location
- supply and demand
- resources available

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- The ability to evaluate the results of research and assess the likely viability and practicability of a business opportunity, taking into account the current business/ market climate and resources available

### Underpinning Knowledge

- National, State/Territory and Local Government legislative requirements affecting business operation, especially in regard to Occupational Health and Safety and environmental issues, EEO, industrial relations and anti-discrimination
- OHS responsibilities and procedures for managing hazards relevant to the business opportunity
- Legislation and regulations relevant to the business operation
- Methods for researching business opportunities
- Principles of risk management relevant to the business opportunity
- Methods of identifying relevant specialist services to complement the business opportunity

At this level the learner must demonstrate some relevant theoretical knowledge.

### Underpinning Skills

- Literacy skills to enable interpretation of business information,
- Numeracy skills for data analysis to aid research
- Research skills to identify a business opportunity and to conduct a feasibility study
- Analytical skills to assess personal attributes and to identify business risks
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

- The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

These may include:

- Computer equipment
- Business references such as relevant legislation and regulation relating to the business operation especially OHS requirements

**Consistency of Performance**

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range of Variables
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit



## BSBSBM401A

### Unit Descriptor

## Establish business and legal requirements

The unit involves identifying and complying with business legal and administrative requirements. It is suitable for setting up or existing micro and small businesses or a department in a larger organisation.

This unit is related to BSBSBM404A Undertake business planning.

### Competency Field

Business Management Services

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Identify and Implement business legal requirements         | 1.1 Possible legal options for the business structure are identified<br>1.2 <i>Legislation, codes and regulatory requirements</i> affecting the structure and operations of the business are determined and procedures are developed and implemented to ensure full compliance  |
| 2. Comply with legislation, codes and regulatory requirements | 2.1 Systems are established to ensure the <i>legal rights and responsibilities</i> of the business are identified, and the business is adequately protected, especially in regard to <i>Occupational Health and Safety</i> , business registration and environmental requirements<br>2.2 <i>Taxation principles and requirements</i> relative to the business are identified, and procedures are followed to ensure compliance<br>2.3 <i>Legal documents</i> are identified, carefully maintained and relevant <i>records</i> are kept and updated to ensure their ongoing security and accessibility<br>2.4 <i>Insurance requirements</i> are identified and adequate cover is acquired<br>2.5 Compliance with legal and regulatory requirements monitored<br>2.6 Investigations conducted to identify areas of non-compliance with legal and regulatory requirements and corrective action taken where required |
| 3. Negotiate and arrange contracts                            | 3.1 Legal advice on contractual rights and obligations is sought, if required, to clarify business liabilities<br>3.2 Potential products/services are investigated and assessed to determine <i>procurement rights</i> and to ensure protection of business interests where applicable<br>3.3 Conditions applying to production/provision of relevant products and services are investigated to ensure compliance with legal and contractual requirements as required<br>3.4 Contractual procurement rights for goods and services including <i>contracts with relevant people</i> , negotiated and secured as required in accordance with the business plan<br>3.5 Options for leasing/ownership of business premises identified and contractual arrangements completed in accordance with the business plan   |

### KEY COMPETENCIES

NB:These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	to establish business structure	2
Collecting analysing and organising information	to determine business legal requirements	3
Planning and organising activities	to comply with legal requirements for the business legal structure	3
Working with others and in teams	to obtain compliance with legal requirements	2
Using mathematical ideas and techniques	to support the business operation	2
Solving problems	to reduce risk and establish business legal structure	3
Using technology	to optimise business performance	1

### RANGE STATEMENT

The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

Legislation, codes and national standards relevant to the workplace which may include:

- award and enterprise agreements and relevant industrial instruments
- national, State/Territory and Local Government legislative requirements affecting business operation, especially in regard to Occupational Health and Safety and environmental issues, EEO, industrial relations and anti-discrimination
- relevant industry codes of practice

Occupational Health and Safety and requirements must include:

- establishing hazard management arrangements to identify workplace specific hazards
- establishing hazard management arrangements to assess and control the risks associated with workplace hazards including development of written safe operating procedures
- establishing OHS record keeping arrangements in accordance with regulatory requirements
- developing and implementing procedures to evaluate and review effectiveness of risk control measures
- the establishment and maintenance of a system for managing OHS
- OHS Duty of Care responsibilities (knowledge of legislation)

- And may include:
- establishing arrangements to induct, train and provide information on workplace hazards and their control, to all workplace personnel
  - developing workplace arrangements to consult employees
- Legal options for the business structure may include:
- company, trust, partnership or sole trader structure or form of business recognised by law. It may be profit or non-profit based
- And may be influenced by:
- preferences of owners
  - requirements of financial backers
  - confidentiality
  - taxation
  - superannuation
  - ownership transfer
  - partnership considerations
- Ownership transfer considerations may include:
- ownership transfer may occur as a result of forced business closure, death, divorce, sale of business, buying out other partners, succession planning etc
- Legislation, codes and regulatory requirements may include:
- local, state, national and international legislation and regulations affecting business operations such as: business registration, planning and other permissions, license to practice, franchising, agencies, licensing eg (Real Estate Agents, Customs Brokers), fire, occupational health and safety and environmental legislation, industrial, taxation including GST, copyright, patent trademark and design regulations, codes of practice, standards and anti-competition/monopoly, anti-trust and consumer legislation, Law of Torts
- Legal rights and responsibilities may include:
- marketing the business in accordance with consumer legislation
  - operating the business with a duty of care (Law of Torts)
  - obligations imposed by choice of business structure
- Taxation principles and requirements may include:
- tax file number, Australian Business number, GST registration, PAYG and withholding arrangements
  - relevant taxation requirements/obligations for business
- Legal documents may include:
- partnership agreements, constitution documents, statutory books for companies (Register of Members, Register of Directors and Minute Books), Certificate of Incorporation, Franchise Agreements and financial documentation, appropriate software for financial records

Recordkeeping may include but is not restricted to:

- personnel, financial, taxation, OHS and environmental

OHS recordkeeping may include:

- workers compensation and rehabilitation;
- hazardous substances register;
- material safety data sheets;
- manufacturers' and suppliers' information;
- OHS audits and inspections;
- first aid and medical; accident reports and investigations
- plant maintenance and testing;
- instruction & training

Insurance requirements may include:

- third party bodily injury on motor vehicles
- workers compensation
- any other insurance cover declared mandatory by State or Federal legislation

Procurement rights to products and services may include:

- royalties, copyright, patents, trademarks, registered design and applications, intellectual property, software licenses, franchises, agencies and any form of licensing

Contracts with relevant people may include:

- owners, suppliers, employees, landlords, agents, distributors, customers or any person with whom the business has, or seeks to have, a performance-based relationship

## EVIDENCE GUIDE

The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

### Critical Aspects of Evidence

- The capacity to implement a systematic approach to identifying, managing and meeting legal business requirements and
- Interpreting compliance data and formulating appropriate action

**Underpinning Knowledge**

- National, State/Territory and Local Government legislative requirements affecting business operation, especially in regard to Occupational Health and Safety and environmental issues, EEO, industrial relations and anti-discrimination
- Relevant OHS responsibilities and procedures
- Business registration and licensing requirements
- Legal rights and obligations of alternative ownership structures
- Relevant taxation and related legislative requirements and legal rights and responsibilities related to the business
- Bookkeeping and record keeping procedures to meet minimum financial and legal requirements
- Award and enterprise agreements, where required
- Industrial law relevant to recruitment and dismissal of employees
- Creation and termination of relevant legal contracts
- Duty of care imposed by Law of Torts
- Relevant industry codes of practice
- Relevant consumer legislation

At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts.

**Underpinning Skills**

- Literacy skills to interpret legal requirements, develop company policies and procedures and analyse compliance information
- Communication, reporting and consultation skills necessary for the business operation
- Time management skills to prioritise tasks and to meet datelines
- Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource Implications**

- The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of Performance**

- In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

**Context/s of Assessment**

- Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range of Variables
- Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
- Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
- Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

# ICTTC136B

## Install, maintain and modify customer premises communications cabling: ACA Restricted Rule

### Unit Descriptor

This unit defines the level of competence that is required for the purpose of the Australian Communications Authority's "Restricted" Cabling Provider Rule. Restricted cabling is used in typical domestic premises small office home offices and small business premises situations. Restricted cabling can install cable in large commercial and industrial premises as long as the cabling is behind a compliant device and cabling is not via jumperable distributors or patch panels.

This unit applies to customer cabling terminated on sockets and network termination devices (NTD). It applies to the installation, maintenance and modification of indoor and external cabling at the levels stated in the range of variables.

Customer cabling, for the purpose of this standard, may be used to connect devices for a range of applications including: telecommunications (phones, facsimile and answering machines), simple data and computer use, security alarm panels, and fire control panels.

Assessment by a TITAB registered assessor is recommended

Equivalent Units Nil

### Unit Sector

No sector assigned

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Work within the constraints imposed by commercial premises | 1.1 Identify building infrastructure which places critical constraints on cabling<br>1.2 Develop strategies to manage other infrastructure in relation to cabling                                   |
| 2. Manage Remote Power Feed                                   | 2.1 Identify the risks posed by contact with Remote Power Feeding services<br>2.2 Identify Remote Power Feeding services in a range of commonly encountered circumstances inside customer premises. |

- 3. Install/alter cables and protective earth wires
  - 3.1 Cables/wires handled in accordance with manufacturer's application specifications including tension and bending stress requirements
  - 3.2 Sources of possible damage to cable/wires are identified and avoided including hot pipes, sharp edges and cable burn
  - 3.3 Sufficient excess is allowed at cable ends to facilitate termination
  - 3.4 Cable is placed and secured to maintain safety and interference segregation in accordance with legislative and industry standards
  - 3.5 Cable ties not tightened to the point of causing cable sheath damage or transmission impairment and trimmed flush to prevent risk of personal damage
  - 3.6 Cables installed underground shall meet minimum depth of cover and segregation from hazardous electrical and other services as per AS/ACIF009
  - 3.7 Aerial cables installed shall meet minimum clearance, segregation from hazardous electrical and other services and minimum height requirements as per AS/ACIF009
  - 3.8 In accordance with AS/ACIF009, overvoltage protection devices are fitted to all cable pairs where required to suppress voltage surges and protect from EPR hazards and the devices protectively earthed
  - 3.9 Earth wire insulation is protected against damage and protective earths segregated in accordance with relevant industry and legislative standards



- 4. Terminate and test cables and earth wires
  - 4.1 Cable sheath removed to allow for correct termination length and without damage to underlying conductors and their insulation
  - 4.2 NTD terminating modules are installed in accordance to manufacturer's specifications and cable pairs neatly and sequentially fanned for termination
  - 4.3 Conductors are terminated in accordance with recommended colour code sequence using appropriate termination tools in the manufacturer's specified manner
  - 4.4 Cable shield (if applicable) is earthed to manufacturer's specifications and relevant industry codes of practice and AS/ACIF009
  - 4.5 Visual inspection is undertaken to confirm termination colour code sequence has been followed prior to end to end testing of wire and pair termination integrity
  - 4.6 Earth wires are terminated with connectors recommended by manufacturers in accordance with accepted industry codes of practice and AS/ACIF009
  - 4.7 Earth wire continuity is maintained through out and interface requirements with electrical systems are observed
  - 4.8 Earthing installation shall be tested for continuity, insulation resistance and conductive resistance as per accepted industry standards including AS/ACIF009
  - 4.9 Compatibility of alterations with existing systems is confirmed and new work tested both in isolation and when integrated with existing systems
- 5. Inspect cable route to ensure correct separations
  - 5.1 Check separations along the entirety of the cable route
  - 5.2 Rectify separations which do not comply with regulations
  - 5.3 Install barriers to achieve separations where spatial separation can't be met
- 6. Create records
  - 6.1 Complete TCA1 form and create NTD records
- 7. Monitor work activity
  - 7.1 Supervision of cablers not holding appropriate registration for the task is maintained to ensure installation/maintenance activity is in accordance with legislative requirements for safety and network integrity including AS/ACIF008 and AS/ACIF009

**KEY COMPETENCIES**

Key Competency	Performance Level
Communicating ideas and information	1
Collecting analysing and organising information	1
Planning and organising activities	1
Working with others and in teams	1
Using mathematical ideas and techniques	1
Solving problems	1
Using technology	1

## RANGE STATEMENT

The following statements cover a wide range of circumstances. Assessment of candidates should be within the range that applies to the candidate's particular role or workplace.

This unit is generally applied to the ACA Restricted Cabling Rule coverage which is used in typical domestic premises but is also found in some small office home office and small business premises situations.

Building infrastructure	Includes but not limited to High Voltage power, other services, availability and suitability of existing cabling trays and fixing systems
Strategies to manage infrastructure	Appropriate separations, fastening techniques, correct use of cable trays and support systems
Remote Power Feed	Applies to telecommunications services which operate at above TNV (Telecommunications Network Voltage)
Regulatory environment:	Overview <i>Telecommunications Act 1997</i> , ACA, ACIF, Labelling, Certified Components List (CCL) accredited registrars and registration.
Cabling environment:	<p>Indoor environments include concealed locations such as: ceilings, false ceilings, internal wall space, under floor, damp situations and within modular workstations.</p> <p>Outdoor environments include cable installations on external walls and underground and/or aerial cabling on private property.</p> <p>Underground cabling would be in an exclusive trench or shared trench with electrical LV cables and/or other utilities.</p> <p>Aerial telecommunications cabling shall not include installations on poles shared with LV/HV electrical power cables/terminations.</p>
Cable type:	Copper twisted pair including indoor, external, aerial and underground.
Cable identification	Cable conductor identification codes may be: Colour coded, banded, numbered, lettered
Termination systems:	<p>A range of at least 3 different socket types (Australian and US modular sockets and Mode 3 alarm sockets) and at least one network terminating device (NTD) must be individually terminated.</p> <p>Note: Jumperable distributors not included in this unit requirement.</p>

Earthing and protection	Earthing for protection and surge suppression and must be treated in accordance with AS/ACIF009
Separations	The distance between communications cable and other services. This includes Low Voltage (LV), High Voltage (HV) - Single core and HV Multi-core, Open terminations
Regulations	Regulations cover separations will generally be covered by Wiring Rules standard AS/ACIF009
Spatial separations	The distance between communications cable and other required by regulations where no barrier is installed
Barriers	Physical barriers installed when there is not enough space to achieve spatial separations
Records:	TCA1 form (and future NTD record cards) must conform with AS/ACIF009.
Relevant legislation, codes, regulations and standards	(or their replacements) include relevant components of: <ul style="list-style-type: none"> <li>• ACA Technical Standards</li> <li>• AS/ACIF008, AS/ACIF009 - or subsequent replacements</li> <li>• SAA Communications Cabling Manual (Restricted)</li> <li>• AS/NZS 3000</li> </ul>

**EVIDENCE GUIDE**

**Assessment Location and Resources**

Either

A workplace conducting the operations covered by this competency unit, equipment and resources relevant to the context of the work (See Range Statement) and support from a competent supervisor or mentor.

Or

A simulated environment with similar provisions which conforms to the Assessment Guidelines.

**Critical Evidence**

Assessment candidates should produce evidence of the following:

- Demonstration of a cabling installation including 3 types of telephone sockets, one network termination device (NTD) and one alarm panel including TCA1 compliance form
- Accurate application of cable conductor identification codes
- Conduct and interpret cable test results
- Correct interpretation and application of standards and regulations

**Skills and Knowledge**

Codes refer to the Skill and Knowledge Register included in this training package

CA2200 Cable Installation

OH2200 Occupational Health and Safety

RE210 ACA Provider Rules, Cabler Registration, Rules and Regulations

TE2210 Basic Telephony

# ICTTC137B

## Install, maintain and modify customer premises communications cabling: ACA Open Rule

### Unit Descriptor

This unit defines the level of competence\* that is required for the purpose of the Australian Communications Authority's "Open" Cabling Provider Rule. This rule is associated with small installations connected to sockets and larger commercial and industry installations involving many lines, multi-pair cables, backbone cabling, multi-story buildings and more complicated termination modules and distributors.

This unit applies to customer cabling terminated on distributors. It applies to the installation, maintenance and modification of indoor, external, underground cabling at the levels stated in the range of variables.

Customer cabling, for the purpose of this standard, may be used to connect devices for a range of applications including for example: telecommunications (phones and facsimile), data including video and multimedia, security and alarms, and fire protection.

This unit meets the minimum ACA prescribed level of knowledge and skill that safeguards matters of health, safety, network integrity and addresses matters of interoperability where customer equipment and standard telephone service are involved only.

Note: This does not imply industry competency using specialised cabling such as: Co-axial, Optical Fibre and Structured cabling.

Equivalent Unit/s Note: Completion of the following 6 cabling units: ICTTC005B, ICTTC006B, ICTTC008B, ICTTC012B, ICTTC017B and ICTTC022B exceeds the requirements of this standard and fulfils the requirements for ACA Cabling Provider Rules: Open Cabling Category for Cabler Registration.

### Unit Sector

No sector assigned

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Work within the constraints imposed by commercial premises | 1.1 Identify building infrastructure which places critical constraints on cabling<br>1.2 Develop strategies to manage other infrastructure in relation to cabling                                   |
| 2. Manage Remote Power Feed                                   | 2.1 Identify the risks posed by contact with Remote Power Feeding services<br>2.2 Identify Remote Power Feeding services in a range of commonly encountered circumstances inside customer premises. |

- 3. Install/modify cable support, earthing and termination infrastructure
  - 3.1 Ensure site is free of telecommunication hazards
  - 3.2 Fixings and cable support structures of adequate strength are installed safely, aligned with the environment and in accordance with manufacturer's and customer's specifications
  - 3.3 Catenary supports are secured to building structure and tensioned where necessary to ensure cable weight can be carried in operating conditions with interference and safety segregation maintained including adherence to AS/ACIF009
  - 3.4 Protective earthing of metal work is installed to industry standards where required
  - 3.5 Installed support structure is checked to ensure cable will not be exposed to damage during installation and general operation
  - 3.6 Terminating equipment positioning and fixing follows accepted industry codes of practice, standards and customer requirements
  - 3.7 Back-mount and outlet layout conforms to manufacturer's specifications and allows adequate work space for ease of access and avoid overlaying
  - 3.8 Incoming and outgoing cables are segregated to ensure ease of access and avoid overlaying

- 4. Install/alter cables and earth wires
  - 4.1 Cables/wires handled in accordance with manufacturer's application specifications including tension and bending stress requirements
  - 4.2 Sources of possible damage to cable/wires are identified and avoided including hot pipes, sharp edges and cable burn
  - 4.3 Sufficient excess is allowed at cable ends to facilitate termination
  - 4.4 Telecommunication outlet ends of cable is uniquely labelled to match identifier at originating location
  - 4.5 Cable is placed and secured to maintain safety and interference segregation in accordance with legislative and industry standards
  - 4.6 Cable ties not tightened to the point of causing cable sheath damage or transmission impairment and trimmed flush to prevent risk of personal damage
  - 4.7 Cables installed as catenaries or supported by catenaries in external environment shall meet minimum above ground clearances and clearances from hazardous electrical services as per AS/ACIF009
  - 4.8 Cables installed underground shall meet minimum depth of cover and segregation from hazardous electrical and other services as per AS/ACIF009
  - 4.9 In accordance with AS/ACIF009, over-voltage protection devices are fitted to all cable pairs, where required, to suppress voltage surges with the devices protectively earthed
  - 4.10 TRC/CES/Earth wire insulation is protected against damage and TRC/CES and protective earths segregated in accordance with relevant industry and legislative standards TS 009

- |   |  |
|---|--|
| 5. Terminate and test cables and earth wires                      | <ul style="list-style-type: none"> <li>5.1 Cable sheath removed to allow for correct termination length and without damage to underlying conductors and their insulation</li> <li>5.2 Terminating modules are installed in accordance to manufacturer's specifications and cable pairs neatly and sequentially fanned for termination</li> <li>5.3 Conductors are terminated in accordance with recommended colour code sequence using appropriate termination tools in the manufacturer's specified manner</li> <li>5.4 Cable shield (if applicable) is earthed to manufacturer's specifications and relevant industry codes of practice including AS/ACIF009</li> <li>5.5 Visual inspection is undertaken to confirm termination colour code sequence has been followed prior to end to end testing of wire and pair termination integrity</li> <li>5.6 TRC/CES /Earth wires are terminated with connectors recommended by manufacturers in accordance with relevant industry codes of practice including AS/ACIF009</li> <li>5.7 TRC/CES /Earth wire continuity is maintained through out and interface requirements with electrical systems are observed</li> <li>5.8 TRC/CES /Earthing installation shall be tested for continuity, insulation resistance and conductive resistance as per relevant industry standards including AS/ACIF009</li> <li>5.9 Compatibility of alterations with existing systems is confirmed and new work tested both in isolation and when integrated with existing systems</li> </ul> |
| 6. Inspect cable route to ensure correct separations              | <ul style="list-style-type: none"> <li>6.1 Check separations along the entirety of the cable route</li> <li>6.2 Rectify separations which do not comply with regulations</li> <li>6.3 Install barriers to achieve separations where spatial separation can't be met</li> </ul>   |
| 7. Evaluate earthing needs for cable systems on customer premises | <ul style="list-style-type: none"> <li>7.1 Identify the role of functional, protective and CES earthing systems in customer premises</li> <li>7.2 Recognise existing earthing systems in customer premises</li> <li>7.3 Analyse the earthing needs of cable systems in a range of building types</li> <li>7.4 Identify cable characteristics relevant to the calculation of earthing requirements</li> <li>7.5 Calculate the upper and lower limits of resistance for a variety of cable system earths</li> </ul>  |
| 8. Label earthing systems   | <ul style="list-style-type: none"> <li>8.1 Identify label requirements for all types of earthing systems</li> <li>8.2 Label earthing systems in accordance with industry regulations</li> </ul>  |



- 9. Create/update cable plans and records
  - 9.1 Record sheets and plans of cable location, type and infrastructure are accurately created or updated and stored in accordance with customer requirements
  - 9.2 Cable pairs are clearly labelled to provide an accurate identification in accordance with manufacturer's, industry and client standards
  - 9.3 Cable pair record books are created or updated to provide an accurate record of pair locations, inter-connections and usage in accordance with industry codes of practice and AS/ACIF009
  - 9.4 Complete Cabling Completion Advice/TCA1 form
- 10. Monitor work activity
  - 10.1 Close supervision of cablers not holding appropriate registration for the task is maintained to ensure installation/maintenance activity is strictly in accordance with legislative requirements and industry standards for safety and network integrity including AS/ACIF008 and AS/ACIF009

**KEY COMPETENCIES**

Key Competency	Performance Level
Communicating ideas and information	1
Collecting analysing and organising information	1
Planning and organising activities	2
Working with others and in teams	1
Using mathematical ideas and techniques	1
Solving problems	2
Using technology	2

**RANGE STATEMENT**

The following statements cover a wide range of circumstances. Assessment of candidates should be within the range that applies to the candidate's particular role or workplace.

This unit applies to the ACA Open Cabling Rule coverage for communications cabling installations applications to include larger commercial and industry installations involving many lines, multi-pair cables, backbone cabling, multi-story buildings and more complicated termination modules and distributors.

**Building infrastructure** Includes but not limited to High Voltage power, other services, availability and suitability of existing cabling trays and fixing systems

**Strategies to manage infrastructure** Appropriate separations, fastening techniques, correct use of cable trays and support systems

Remote Power Feed	Applies to telecommunications services which operate at above TNV (Telecommunications Network Voltage)
Regulatory environment:	Overview <i>Telecommunications Act 1997</i> , ACA, ACIF, Labelling, Certified Components List (CCL) accredited registrars and registration.
Cabling environment:	<ul style="list-style-type: none"> <li>• Indoor environments include locations such as: ceilings, false ceilings, riser shafts, internal wall space, under floor, damp situations and within workstations.</li> <li>• Outdoor environments include cable installations on external walls and underground and/or aerial cabling on private and public property.</li> <li>• Underground cabling including shared trenches with electrical LV cables and/or other utilities.</li> <li>• Aerial cabling installations which may include the sharing of poles with LV/HV electrical power cables/terminations.</li> </ul>
Cable support systems:	<p>Suspension catenary wire, ducts, cable tray, line poles, pipes, pits, wall and island mounted patched and jumperable distributors including CDs, BDs, FDs, LDs.</p> <p>NB: Cable trays may be galvanised steel or PVC: perforated low or high sided, single or multi channel</p> <p>Cable ducts may be closed, open, PVC, metal, single or multiple channel</p>
Cable types:	<p>Copper twisted pair from 2 pair upwards but must include 2, 3 and 4 pair and at least one larger cable (20 pair or greater).</p> <p>NB: Cable and topology may be chosen to suit a range of applications including analogue voice (3.4 kHz bandwidth), digital voice (64 kB/s) and digital ( 2 MB/s ISDN).</p>
Cable identification:	<p>Cable conductor identification codes may be:</p> <p>Colour coded, banded, numbered, lettered</p>
Cable Termination systems:	Termination of at least one jumperable distributor (CD/BD) with a capacity of 100 pairs or greater. Termination of a non-jumperable distributor (LD). Termination of a patch panel.

Earthing and protection systems:	<p>Installation of protective earth(s) for over voltage and surge/spike suppression.</p> <p>Installation of protective earth barriers for segregation, cable tray, duct and metal equipment enclosures.</p> <p>Running of equi-potential bonding conductors to MEN (Multiple Earth Neutral) and use of earth stakes.</p> <p>Installation of functional earth(s) including TRC and CES types to provide customer switching system facilities.</p> <p>Earthing of screened cable, barriers and cable trays for the reduction/elimination of interference from electromagnetic, radio frequency and power sources.</p>
Records include:	<ul style="list-style-type: none"> <li>• Cabling Completion Advice/TCA1 (sign off form)</li> <li>• Building, cabling and equipment location plans</li> <li>• BD/CD and FD record books, LD record cards</li> <li>• Labelling of patch panels, distributor verticals, distributor pairs, equipment closets and rooms</li> <li>• Labelling of telecommunication outlets</li> <li>• And in the future possibly NTD record cards.</li> </ul> <p>NB: Record books and cards may be hard copy or software versions but must conform with AS/ACIF009.</p>
Functional, protective and CES earthing	<p>The three common types of earthing system used in customer premises for cabling systems. Cablers must understand the features and application of each type.</p>
Cable characteristics	<p>This includes the electrical performance of the cable and it physical characteristics. Cabers must be able to identify the critical characteristics for each type of cable they use.</p>
Label requirements	<p>Industry regulations define the labelling requirements in detail. Cablers must meet these requirements whenever installing earthing.</p>
Clearances and segregation:	<p>Clearances and segregation requirements is defined in AS/ACIF009 (or its replacement).</p>
Separations	<p>The distance between communications cable and other services. This includes Low Voltage (LV), High Voltage (HV) - Single core and HV Multi-core, Open terminations</p>
Spatial separations	<p>The distance between communications cable and other required by regulations where no barrier is installed</p>

<b>Barriers</b>	<p>Physical barriers installed when there is not enough space to achieve spatial separations</p> <p>Relevant legislation, codes, regulations and standards (or their replacements) include relevant components of:</p> <ul style="list-style-type: none"> <li>• ACA Technical Standards</li> <li>• AS/ACIF008, AS/ACIF009</li> <li>• SAA Communications Cabling Manual (Open)</li> <li>• AS/NZS 3000</li> <li>• Building Codes</li> </ul>
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## EVIDENCE GUIDE

<b>Assessment Location and Resources</b>	<p>Either</p> <p>A workplace conducting the operations covered by this competency unit, equipment and resources relevant to the context of the work (See Range Statement) and support from a competent supervisor or mentor.</p> <p>Or</p> <p>A simulated environment with similar provisions which conforms to the Assessment Guidelines.</p>
<b>Critical Evidence</b>	<p>Assessment candidates should produce evidence of the following:</p> <ul style="list-style-type: none"> <li>• demonstration of termination systems at both distributor and outlet locations and at least one 50 pair copper cable, including accurate completion of installation records, drawing alterations and compliance forms</li> <li>• placement of cables on support structures and building faces for both internal and external locations</li> <li>• securing methods for above locations</li> <li>• work practices which avoid cable damage such as crushing, burning, kinking, sheath twist, cutting and nicking, bending radius</li> <li>• ability to read and interpret drawings related to cable layouts, outlet location, cable coding system and identifiers, distributor locations</li> <li>• conduct and interpret cable test results</li> <li>• correct interpretation and application of standards and regulations</li> </ul>

**Skills and Knowledge**

Codes refer to the Skill and Knowledge Register included in this training package

CA200 Cable Installation: Open

CA201 Cable Termination Products

CA202 Cable Conductor Identification Codes

CA210 Cable Support Systems

CA220 Cable Types

PS212 Read Plans and Specifications: General

PS213 Cable Record Systems: General

RE210 ACA Cabling Provider Rules, Cabler Registration, Rules and Regulations

SW210 Basic Switching Systems

TE210 Basic Telephony

Topics not covered in Skill & Knowledge Register

- Telecommunication hazard awareness

# TDTB497B

# Carry out vehicle inspection

## Unit Descriptor

This unit involves the skills and knowledge required to carry out an inspection of a commercial vehicle, including action to implement the vehicle manufacturer's specifications for routine checks, to clean the vehicle and to ensure that all specified safety requirements are met and that the vehicle is operational to the requirements of both the workplace and the relevant State/Territory roads and traffic authority

## Unit Sector

Equipment Checking and Maintenance

### ELEMENT

### PERFORMANCE CRITERIA

- 1. Check the vehicle
  - 1.1 A visual check of the internal and external condition of the vehicle is carried out following workplace procedures
  - 1.2 Pre-operational inspections and checks of the vehicle's tyres, suspension, fluid levels and other critical features are carried out to ensure conformance with the requirements of the relevant roads and traffic authority
  - 1.3 Associated equipment is tested to ensure it functions correctly to manufacturer's specifications
  - 1.4 Post start-up and shut-down checks are carried out after engine is started to identify possible engine or electrical problems
  - 1.5 Warning systems (instruments and gauges) are checked to ensure they are operational
  - 1.6 Where relevant, vehicle monitoring device is logged on/off in accordance with manufacturer's instructions and workplace policy
- 2. Clean vehicle
  - 2.1 Vehicle and associated equipment is cleaned in accordance with workplace procedures and legislation
- 3. Complete documentation
  - 3.1 Basic faults are identified and/or diagnosed and appropriate action taken to report or remedy them as required by workplace procedures and legislation
  - 3.2 Records of inspection are updated and recommended repairs documented in accordance with workplace policies

### KEY COMPETENCIES

Key Competency	Performance Level
Communicating ideas and information	1
Collecting analysing and organising information	1
Planning and organising activities	1
Working with others and in teams	1
Using mathematical ideas and techniques	1
Solving problems	1
Using technology	2

## RANGE STATEMENT

### General context

- Work must be carried out in compliance with the regulations of the relevant roads and traffic authority concerned with the inspection of commercial vehicles
- Work is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes
- Work involves the application of routine inspection principles and procedures to check the safety and operation of a commercial vehicle across a variety of operational contexts

## Worksite environment

- Maintenance may be carried out in typical road transport situations, including:
  - operations conducted at day or night
  - typical weather conditions
  - in confined spaces, exposed conditions and controlled or open environment
  - while in the a depot, base or warehouse
  - while in the vehicle on the road
  - while at a client's workplace
- Type of vehicle may include any commercial road transport vehicles including:
  - light vehicles
  - heavy vehicles
  - combination vehicles
- Inspection may include:
  - visual checks of vehicle
  - routine checks of vehicle systems
  - checks in accordance with a detailed inspection schedule
- Routine checks may include:
  - water levels
  - oil levels
  - air pressure in tyres
  - brakes
  - lights
  - condition of tyres
  - battery
  - exhaust system
  - suspension
- Environmental hazards may include:
  - leaking oil and fuel
  - defective or inappropriately adjusted exhaust systems
  - inappropriate disposal of vehicle fluids in drains or sewerage systems
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
  - company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures



**Sources of information/  
documents**

- Information/records may include:
  - workplace routine inspection procedures, checklists and instructions
  - relevant State/Territory roads and traffic authority vehicle maintenance regulations
  - vehicle manufacturer's instructions, specifications and recommended procedures
  - precautions and procedures to be adopted to protect the environment when inspecting, servicing and maintaining vehicles
  - OHS procedures to be followed when inspecting vehicles

**Applicable regulations and  
legislation**

- Applicable regulations and legislation may include:
  - relevant State/Territory roads and traffic authority vehicle maintenance regulations and requirements
  - relevant State/Territory OHS legislation
  - relevant State/Territory environmental protection legislation

**EVIDENCE GUIDE****Critical aspects of  
evidence to be considered**

- Assessment must confirm appropriate knowledge and skills to:
  - check the vehicle and its systems
  - clean the vehicle
  - exercise all required safety, environmental and hazard control precautions and procedures when carrying out a routine inspection of a vehicle
  - communicate effectively with others when carrying out a routine inspection of a vehicle
  - complete required documentation

**Interdependent  
assessment of units**

- This unit of competency may be assessed in conjunction with the other units that are part of a worker's job function

**Required knowledge and skills**

- Relevant 'duty of care' requirements for the routine inspection of vehicles
- Relevant OHS and pollution control procedures
- Procedures for the routine inspection of a commercial vehicle in accordance with workplace and manufacturer's requirements and established safety rules and regulations, including:
  - visual inspection procedures
  - pre-operational checking procedures
  - warning systems checking procedures
- Problems that may occur during the routine inspection of a vehicle and appropriate actions and solutions
- Basic principles of operation of systems on commercial vehicles, including:
  - electrical systems
  - fuel systems
  - cooling systems
  - steering systems
  - exhaust systems
  - tyres
  - brakes
- Reporting and documentation requirements
- Reading and comprehension of simple statements in English
- Writing of simple reports
- Ability to perform work under the required level of supervision
- Ability to use cleaning equipment

**Resource implications**

- Access is required to opportunities to:
  - participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out a routine inspection of a commercial vehicle, and/or
  - carry out routine inspections of commercial vehicles in an appropriate range of operational situations

**Consistency in performance**

- Applies knowledge and skills when:
  - checking vehicles and their systems
  - cleaning vehicles
  - exercising all required safety, environmental and hazard control precautions and procedures during a routine inspection of a vehicle
  - communicating effectively with others when carrying out a routine inspection of a vehicle
  - completing required documentation
- Shows evidence of application of relevant workplace procedures including:
  - vehicle inspection requirements of the relevant State/Territory road traffic authority
  - OHS regulations and hazard prevention policies and procedures
  - job procedures and work instructions
  - relevant vehicle manufacturer's guidelines relating to the routine inspection and servicing of the vehicle
  - environmental protection procedures when carrying out routine inspections and servicing of vehicles
- Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Work is completed systematically with required attention to detail

**Context for assessment**

- Assessment of this unit must be undertaken by a Registered Training Organisation:
  - As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
  - Appropriate practical assessment must occur:
    - at the Registered Training Organisation, and/or
    - in an appropriate work situation

## TDTD4198B

# Undertake cash-in-transit loading and unloading in an unsecured environment

### Unit Descriptor

This unit involves the skills and knowledge required to undertake cash-in-transit loading in an unsecured environment, including selecting an appropriate loading site, undertaking the load transfer, and completing required transfer documentation.

Persons achieving competence in this unit will need to fulfil the relevant State/Territory regulatory and licensing requirements pertaining to the secure transfer of cash in transit.

### Unit Sector

Load Handling

### ELEMENT

### PERFORMANCE CRITERIA

- |                        |   |
|------------------------|---|
| 1. Select loading site | <ul style="list-style-type: none"> <li>1.1 Plans of site access, exit points and key physical features are identified</li> <li>1.2 Site for consignment transfer is selected in accordance with security plan and with due regards for own safety, safety of security team, members of the public and consignment</li> <li>1.3 Loading site(s) is selected in consultation with customer and/or specific loading/unloading requirements are identified and assessed for accessibility and security</li> <li>1.4 Alternative loading sites are identified in accordance with workplace operating procedures where pre-determined site is assessed as inappropriate</li> <li>1.5 Proposed changes to loading site(s) are relayed to branch and authorisation sought where required</li> </ul> |
|------------------------|---|

- 2. Undertake load transfer
  - 2.1 Permission to enter and exit loading area (where required) is obtained in accordance with workplace procedures
  - 2.2 Security procedures, including positioning of personnel, travelling across public areas, and carrying/loading techniques are undertaken in accordance with operational plan
  - 2.3 Security systems are activated/deactivated as necessary in accordance with workplace procedures
  - 2.4 Contingency plans are identified and confirmed with other team members
  - 2.5 Security devices are activated at consignment in accordance with procedures
  - 2.6 The environment is constantly monitored to maintain a safe working environment
  - 2.7 Consignment is identified and details are verified and checked for conformity with manifest
  - 2.8 Non-conforming consignments are documented and reported in accordance with workplace procedures
  - 2.9 Load characteristics are identified and considered when determining appropriate loading and unloading procedures
  - 2.10 Load characteristics are identified and considered when determining appropriate loading and unloading procedures
  - 2.11 Load handling demonstrates compliance with (any) loading regulations and workplace safety requirements
  - 2.12 Consignment is delivered, stored and secured in accordance with operational plan and workplace procedures
  
- 3. Complete transfer documentation
  - 3.1 Details of consignment delivery are verified by client or client representative
  - 3.2 Transfer documentation is completed in accordance with workplace procedures

**KEY COMPETENCIES**

Key Competency	Performance Level
Communicating ideas and information	3
Collecting analysing and organising information	3
Planning and organising activities	3
Working with others and in teams	3
Using mathematical ideas and techniques	1
Solving problems	3
Using technology	1

## RANGE STATEMENT

### General context

- Work must be carried out in compliance with the relevant sections of the regulations of the relevant State/Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials
- Work is performed under general or limited supervision
- Work involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash in transit in unsecured environments

## Worksite environment

- Operations may be conducted in a range of work environments and weather conditions by day or night
- Customers may be internal or external
- Hazards may include:
  - vehicular and pedestrian traffic
  - firearm handling
  - persons with felonious intent
  - uneven ground, steps, road surfaces
  - dust and vapours
  - hazardous or dangerous materials
  - humidity, air temperature
- Consultative processes may involve:
  - clients
  - private security personnel
  - public sector security personnel
  - police
  - security consultants
  - other employees and supervisors
  - management
  - other professional or technical staff
- Consignment risk may include:
  - staff fidelity
  - other theft
  - loss through negligence
- Communication in the work area may include:
  - mobile and fixed phones
  - radio
  - oral, aural or signed communications
- Security systems/devices may include:
  - two-key safes
  - ATM vaults
  - surveillance cameras
  - VCRs
  - alarm systems
  - access control systems
  - time-delay devices
- Loading and unloading areas may be part of regular deliveries or one-off arrangements
- Security arrangements are varied in line with workplace policies and procedures
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
  - company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures
- Personal protection equipment may include:
  - gloves
  - safety headwear and footwear
  - firearms
  - two-way radios

**Sources of information/  
documents**

- Information/documents may include:
  - workplace procedures and policies
  - job specifications
  - relevant manufacturer's specifications
  - competency standards and training materials
  - supplier and/or client instructions
  - material safety data sheets
  - codes of practice including the National Standards for Manual Handling and the Industry Safety Code
  - award, enterprise bargaining agreement, other industrial arrangements
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

**Applicable regulations and  
legislation**

- Applicable regulations and legislation may include:
  - State/Territory OHS regulations and legislation, including manual handling regulations
  - relevant Australian standards and certification requirements
  - relevant State/Territory privacy legislation
  - relevant State/Territory fire arms legislation
  - licensing and permits for firearms and security occupations
  - licensing requirements for driving and carrying particular classes of goods
  - relevant State/Territory road rules and traffic acts

**EVIDENCE GUIDE****Critical aspects of  
evidence to be considered**

- Assessment must confirm appropriate knowledge and skills to:
  - select appropriate means to maintain security of loads within requirements for safe handling and protection of goods, vehicle, personnel and the public
  - identify potential hazards associated with the goods to be transported and the routes, timing and destinations
  - follow workplace procedures
  - handle and use firearms in accordance with regulations
  - locate, interpret and apply relevant information
  - maintain enterprise records and documentation
  - identify and safely handle equipment and goods
  - apply hierarchy of hazard control

**Interdependent  
assessment of units**

- This unit of competency may be assessed in conjunction with other units that form part of a worker's job function



**Required knowledge and skills**

- Relevant State/Territory permit and licence regulations and requirements
- OHS and procedures and guidelines concerning the lifting and movement of loads
- Risks/hazards when transferring cash in transit and related precautions to control the risk
- Operational procedures for identification of security risks
- Contingency planning relating to managing and controlling security risks
- Requirements for approved work procedures and relevant equipment
- Housekeeping standards procedures required in the workplace
- Ability to identify and correctly use equipment, processes and procedures
- Ability to plan own work including predicting consequences and identifying improvements
- Ability to apply relevant agreements, codes of practice or other legislative requirements
- Ability to modify activities depending on differing workplace contexts, risk situations and environments
- Ability to safely use correct manual handling techniques

**Resource implications**

- Access is required to opportunities to:
  - participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to transfer cash in transit in unsecured environments, and/or
  - transfer cash in transit in an appropriate range of unsecured environments

**Consistency in performance**

- Applies underpinning knowledge and skills when:
  - selecting appropriate means to maintain security of loads within requirements for safe handling and protection of goods, vehicle, personnel and the public
  - identifying potential hazards associated with the goods to be transported and the routes, timing and destinations
  - following workplace procedures
  - handling and using firearms in accordance with regulations
  - locating, interpreting and applying relevant information
  - maintaining enterprise records and documentation
  - identifying and safely handling equipment and goods
  - applying hierarchy of hazard control
- Shows evidence of application of relevant workplace procedures including:
  - establishing effective working relationships with colleagues
  - maintaining confidentiality of customers, workplace operations, equipment and materials carried
  - applying codes of practice, hazard policies and procedures
  - following procedures and work instructions
  - following guidelines relating to the safe use of equipment
  - applying quality assurance procedures (where existing)
  - following security procedures
- Action is taken promptly to report any accidents, incidents or potential difficulties transfer of cash in transit in accordance with regulations and workplace procedures
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

**Context for assessment**

- Assessment of this unit must be undertaken by a Registered Training Organisation:
  - As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
  - Appropriate practical assessment must occur:
    - at the Registered Training Organisation, and/or
    - in an appropriate work situation

# TDTE701A

# Use communication systems

## Unit Descriptor

This unit involves the skills and knowledge required to use communication systems including operating a communication system effectively, using appropriate communication protocols when using a system, communicating with a base, and identifying faulty operation of communications equipment and taking appropriate action.

## Unit Sector

Communication and Calculation

## ELEMENT

## PERFORMANCE CRITERIA

- |  |  |
|--|--|
| 1. Identify system features                            | 1.1 System features and control functions are identified<br>1.2 Where relevant, battery and signal levels are monitored<br>1.3 Mobile equipment is set up to optimise communication<br>1.4 Where relevant, channels are selected appropriate to the communication  |
| 2. Communicate using communications technology         | 2.1 System checks are carried out to confirm communication system is operational in accordance with manufacturer's instructions and workplace procedures<br>2.2 Communication system is operated safely in accordance with manufacturer's instructions, workplace procedures and (any) regulatory requirements<br>2.3 Telephone and radio security is maintained in accordance with workplace procedures<br>2.4 Where relevant, channel selection is appropriate for the location and type of communication<br>2.5 Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users<br>2.6 Incoming messages are received and answered promptly and courteously within operating procedures and (any) regulatory requirements<br>2.7 Appropriate protocols and procedures are followed when using communications systems during emergencies<br>2.8 Received messages are interpreted and recorded, where required, in accordance with workplace procedures<br>2.9 Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes |
| 3. Maintain communication equipment operational status | 3.1 Equipment is checked and maintained in working order in accordance with workplace procedures<br>3.2 Minor faults in the communications systems are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures  |
| 4. Complete documentation                              | 4.1 Appropriate records of communications are maintained in accordance with workplace procedures   |

## KEY COMPETENCIES

Key Competency	Performance Level
Communicating ideas and information	2
Collecting analysing and organising information	2
Planning and organising activities	1
Working with others and in teams	2
Using mathematical ideas and techniques	1
Solving problems	2
Using technology	3

## RANGE STATEMENT

### General context

- Work is carried out in accordance with relevant regulations and workplace procedures
- Work is performed under some supervision, generally within a team environment
- Work involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications

## Worksite environment

- Use of communication systems will include that required in routine operations and may occur by day or night and in a variety of work contexts, including:
  - in confined spaces, exposed conditions and controlled or open environments
  - in a workplace, terminal, warehouse or depot
  - in a vehicle
  - on a vessel
  - on a train
  - on a worksite
  - at a client's workplace
- Communication equipment may include but is not limited to:
  - fixed phone systems
  - mobile phone, both on person or hands-free
  - radios including personal, hand-held or vehicle-mounted, CB, UHF, VHF, SSB, marine
- Worksite communication may include:
  - active listening
  - two-way conversation
  - questioning to obtain information and/or clarify information and understanding
  - routine oral reporting
- Communications may involve:
  - English-speaking persons
  - multilingual staff
  - persons with limited ability to communicate in English
- Communication problems may include:
  - misunderstanding
  - limited ability of others to communicate in English
  - noisy environments or communications channels
  - illegible writing or print
  - use of non-standard vocabulary
  - incorrect assumption that message has been received and/or correctly understood
  - not following correct communication protocols and procedures
- Communication may be with:
  - base personnel
  - other drivers and workplace personnel
  - managers
  - supervisors/team leaders
  - suppliers and clients
  - private and/or public sector security personnel
  - police and other emergency services personnel
  - security consultants
  - other professional or technical staff
  - local government authorities
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
  - company procedures
  - enterprise procedures

- organisational procedures
  - established procedures
- Sources of information/ documents
- Information/documentation may include:
    - workplace communication procedures, protocols, checklists and instructions
    - manufacturer's specifications for communications equipment
    - goods identification numbers and codes
    - manifests, bar codes, goods and container identification
    - communication records
    - supplier and/or client instructions
    - material safety data sheets
    - relevant codes of practice including the national standards for manual handling and the industry safety code
    - legislation, regulations and related documentation
    - award, enterprise bargaining agreement, other industrial arrangements
    - standards and certification requirements
    - quality assurance procedures
    - emergency procedures
- Applicable regulations and legislation
- Applicable regulations and legislation may include:
    - relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
    - dangerous goods and freight regulations and codes
    - relevant Australian and State/Territory OH&S legislation
    - equal employment legislation and related policies
    - environmental protection regulations

**EVIDENCE GUIDE**

- Critical aspects of evidence to be considered**
- Assessment must confirm appropriate knowledge and skills to:
    - identify equipment features
    - operate a communication system effectively
    - communicate effectively using communication systems
    - maintain communication equipment operational status
    - use a communication system during emergencies
    - identify faults in communications equipment
    - identify communication problems and take appropriate action
    - maintain workplace records and documentation

**Interdependent assessment of units**

- This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

**Required knowledge and skills**

- Relevant procedures and duty of care requirements
- Relevant OH&S responsibilities
- Protocols and procedures for communicating with others using relevant communication technology
- Procedures and protocols for the use of communication systems during an emergency
- Features of various communications systems
- Basic communication techniques including barriers to effective communication and how to overcome them
- Basic principles of effective communication
- Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English
- Pre-operational checks for communications systems and equipment
- Minor routine maintenance procedures for communications equipment
- Typical problems that may occur when using communications systems and appropriate action and solutions
- Ability to plan own work including predicting consequences and identifying improvements
- Ability to identify and use required communication technology
- Ability to effectively communicate during both transmission and receipt of information

**Resource implications**

- Access is required to opportunities to:
  - participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to use communication systems, and/or
  - use communication systems in an appropriate range of operational situations

**Consistency in performance**

- Applies underpinning knowledge and skills when:
  - identifying equipment features
  - operating a communication system
  - communicating using relevant technology
  - maintaining communication equipment operational status
  - using communications systems during emergencies
  - identifying faults in communications equipment
  - identifying problems with communication systems and taking appropriate action
  - maintaining workplace records and documentation
- Shows evidence of application of relevant workplace procedures including:
  - relevant regulations and codes
  - OHS regulations and hazard prevention policies and procedures
  - workplace procedures and work instructions
  - relevant guidelines relating to the use of communications equipment
  - environmental protection procedures
- Action is taken promptly to report any incidents or problems with communications systems in accordance with regulations and workplace procedures
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

**Context for assessment**

- Assessment of this unit must be undertaken by a Registered Training Organisation:
  - As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
  - Appropriate practical assessment must occur:
    - at the Registered Training Organisation, and/or
    - in an appropriate work situation



# TDTO398B

## Undertake loading and unloading in a designated secured environment

### Unit Descriptor

This unit involves the skills and knowledge required to undertake loading and unloading of cash-in-transit in a designated secured environment, including selecting loading site, undertaking load transfer, and completing required transfer documentation.

### Unit Sector

Security

### ELEMENT

### PERFORMANCE CRITERIA

- |                                    |   |
|------------------------------------|---|
| 1. Select loading site             | <ul style="list-style-type: none"> <li>1.1 Plans of site access, exit points and key physical features are identified</li> <li>1.2 Site for goods transfer is selected in accordance with security plan and with due regard for own safety, safety of security team, members of the public and consignment</li> <li>1.3 Loading site(s) mandated by customer and/or specific loading and unloading requirements are identified and assessed for accessibility and security</li> <li>1.4 Alternative sites are identified where pre-determined site is assessed as inappropriate</li> <li>1.5 Proposed changes to loading site(s) are referred to management personnel and authorisation sought where appropriate</li> </ul>   |
| 2. Undertake load transfer         | <ul style="list-style-type: none"> <li>2.1 Permission to enter and exit loading area (where required) is obtained in accordance with enterprise procedures</li> <li>2.2 Security procedures, including positioning of personnel, travelling across public areas, and carrying/loading techniques, are undertaken in accordance with operational plan and regulatory requirements</li> <li>2.3 Contingency plans are identified and confirmed with other team members</li> <li>2.4 The environment is constantly monitored to maintain a safe working environment</li> <li>2.5 Goods are identified and details are verified and checked for conformity with manifest</li> <li>2.6 Non-conforming consignments are documented and reported in accordance with enterprise procedures</li> <li>2.7 Load characteristics are identified and considered when determining appropriate loading and unloading procedures</li> <li>2.8 Load handling demonstrates compliance with (any) loading regulations and workplace safety requirements</li> <li>2.9 Consignment is delivered/stored and secured in accordance with operational plan, enterprise procedures and regulatory requirements</li> </ul> |
| 3. Complete transfer documentation | <ul style="list-style-type: none"> <li>3.1 Details of consignment delivery are verified by client or client representative</li> <li>3.2 Transfer documentation is completed in accordance with enterprise procedures</li> </ul>   |

## KEY COMPETENCIES

Key Competency	Performance Level
Communicating ideas and information	3
Collecting analysing and organising information	3
Planning and organising activities	3
Working with others and in teams	3
Using mathematical ideas and techniques	2
Solving problems	3
Using technology	2

## RANGE STATEMENT

### General context

- Work must be carried out in compliance with the relevant sections of the regulations of the relevant State Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials
- Work is performed under general supervision
- Work involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash in transit in designated secured environments

## Worksite environment

- Operations may be conducted in a range of work environments and weather conditions by day or night
- Customers may be internal or external
- Hazards may include:
  - vehicular and pedestrian traffic
  - firearm handling
  - persons with felonious intent
  - uneven ground, steps, road surfaces
  - contamination of, or from, materials being handled
  - dust and vapours
  - hazardous or dangerous materials
  - humidity, air temperature
- Consultative processes may involve:
  - clients
  - private security personnel
  - public sector security personnel
  - police
  - security consultants
  - other employees and supervisors
  - management
  - other professional or technical staff
- Consignment risk may include:
  - staff fidelity
  - other theft
  - loss through negligence
- Communication in the work area may include:
  - mobile and fixed phones
  - radio
  - oral, aural or signed communications
- Security systems/devices may include:
  - two key safes
  - ATM vaults
  - surveillance cameras
  - VCRs
  - alarm systems
  - access control systems
  - time delay devices
- Secured environment may be on or off normal site of operations
- Security arrangements are varied in line with workplace policies and procedures
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
  - company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures
- Personal protection equipment may include:
  - gloves
  - safety headwear and footwear
  - firearms
  - two-way radios

**Sources of information documents**

- Information documents may include:
  - workplace procedures and policies
  - job specifications
  - relevant manufacturer's specifications
  - competency standards and training materials
  - supplier and/or client instructions
  - material safety data sheets
  - codes of practice including the National Standards for Manual Handling and the Industry Safety Code
  - award, enterprise bargaining agreement, other industrial arrangements
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

**Applicable regulations and legislation**

- Applicable regulations and legislation may include:
  - State Territory OHS regulations and legislation, including manual handling regulations
  - relevant Australian Standards and certification requirements
  - relevant State Territory privacy legislation
  - relevant State Territory firearms legislation
  - licensing and permits for firearms and security occupations
  - licensing requirements for driving and carrying particular classes of goods
  - relevant State Territory road rules and traffic acts

**EVIDENCE GUIDE****Critical aspects of evidence to be considered**

- Assessment must confirm appropriate knowledge and skills to:
  - assess suitability of loading site in relation to security requirements and type of load
  - estimate weight and dimensions of load and any special requirements
  - select appropriate equipment and work systems
  - identify job and site hazards and plan work to minimise risks
  - determine (any) required permits
  - use appropriate communication strategies and equipment
  - follow workplace procedures
  - locate, interpret and apply relevant information
  - maintain enterprise records and documentation
  - identify and safely handle equipment and goods
  - apply hierarchy of control

**Interdependent assessment of units**

- This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

**Required knowledge and skills**

- Relevant State /Territory permit and licence regulations and requirements
- OHS and procedures and guidelines concerning the lifting and movement of loads
- Risks hazards when transferring cash-in-transit and related precautions to control the risk
- Operational procedures for identification of security risks
- Contingency planning relating to managing and controlling security risks
- Requirements for approved work procedures and relevant equipment
- Housekeeping standards procedures required in the workplace
- Ability to identify and correctly use equipment, processes and procedures
- Ability to plan own work including predicting consequences and identifying improvements
- Ability to apply relevant agreements, codes of practice or other legislative requirements
- Ability to modify activities depending on differing workplace contexts, risk situations and environments
- Ability to safely use correct manual handling techniques

**Resource implications**

- Access is required to opportunities to:
  - participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to transfer cash-in-transit in designated secured environments, and/or
  - transfer cash-in-transit in an appropriate range of designated secured environments

**Consistency in performance**

- Applies underpinning knowledge and skills when:
  - assessing suitability of loading site in relation to security requirements and type of load
  - estimating weight and dimensions of load and any special requirements
  - selecting appropriate equipment and work systems
  - identifying job and site hazards and planning work to minimise risks
  - determining (any) required permits
  - using appropriate communication strategies and equipment
  - following workplace procedures
  - locating, interpreting and applying relevant information
  - maintaining enterprise records and documentation
  - identifying and safely handling equipment and goods
  - applying hierarchy of control
- Shows evidence of application of relevant workplace procedures including:
  - establishing effective working relationships with colleagues
  - maintaining confidentiality of customers, workplace operations, equipment and materials carried
  - applying codes of practice, hazard policies and procedures
  - following procedures and work instructions
  - following guidelines relating to the safe use of equipment
  - applying quality assurance procedures (where existing)
  - following security procedures
- Action is taken promptly to report any accidents, incidents or potential difficulties transfer of cash in transit in accordance with regulations and workplace procedures
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

**Context for assessment**

- Assessment of this unit must be undertaken by a Registered Training Organisation:
  - As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
  - Appropriate practical assessment must occur:
    - at the Registered Training Organisation, and/or
    - in an appropriate work situation

# TDTO898B

## Implement cash-in-transit security procedures

### Unit Descriptor

This unit involves the skills and knowledge required to implement cash-in-transit security procedures, including checking and monitoring personnel and goods within the work area, coordinating responses on security incidents/emergencies, and carrying out surveillance of work areas.

### Unit Sector

Security

### ELEMENT

### PERFORMANCE CRITERIA

- |   |   |
|---|---|
| 1. Check and monitor personnel and goods within the work area | <ul style="list-style-type: none"> <li>1.1 Personnel and vehicles are checked in accordance with workplace operational procedures and statutory authority regulations</li> <li>1.2 Receival and delivery of consignment are recorded in accordance with workplace operational procedures to ensure identification of carrier, vehicle, consignment, receiver and documentation</li> <li>1.3 Consignment content is checked to ensure that container seals are correctly applied and audit trail preserved prior to commencing operations</li> <li>1.4 Discrepancies in consignments are reported in line with workplace procedures</li> </ul> |
| 2. Coordinate responses on security incidents/emergencies     | <ul style="list-style-type: none"> <li>2.1 Security incidents/emergencies are dealt with in accordance with statutory authority regulations and workplace operational procedures</li> <li>2.2 When reports of incidents/emergencies are communicated, the intended message is transmitted in a concise style that conforms to workplace policy</li> <li>2.3 Potential security risks are observed and reported in accordance with operational procedures</li> </ul>   |
| 3. Carry out surveillance of work areas                       | <ul style="list-style-type: none"> <li>3.1 Surveillance of work areas is carried out in accordance with workplace operational procedures and statutory authority regulations to ensure security requirements are fulfilled</li> <li>3.2 Equipment is checked and operated in accordance with workplace procedures and, where applicable, statutory regulations</li> </ul>   |
| 4. Complete reports   | <ul style="list-style-type: none"> <li>4.1 Reports of operations are completed within workplace procedures and timelines</li> <li>4.2 Incidents or occurrences are reported to authorities and workplace personnel in writing and verbally as appropriate</li> </ul>  |

## KEY COMPETENCIES

Key Competency	Performance Level
Communicating ideas and information	2
Collecting analysing and organising information	2
Planning and organising activities	2
Working with others and in teams	2
Using mathematical ideas and techniques	1
Solving problems	2
Using technology	1

## RANGE STATEMENT

### General context

- Work must be carried out in compliance with the relevant sections of the regulations of the relevant State/Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials
- Work is performed under general or limited supervision
- Work involves the application of the basic principles, routine procedures and regulatory requirements to the transfer of cash-in-transit in unsecured environments



## Worksite environment

- Operations may be conducted in a range of work environments and weather conditions by day or night
- Customers may be internal or external
- Security risks that may be observed and reported include:
  - consignment unsealed, in unusual position, or displays evidence of being tampered with
  - loose goods
  - suspicious persons or vehicles
  - changes to physical environment
  - potential fire hazards
  - consignment subject to inclement weather
  - inappropriate security maintenance requirements
  - possible breakdown in security procedures
- Security requirements covered by surveillance activities may include:
  - clients are appropriately protected
  - buildings, pavement routes, exits, entrances, thoroughfares and vehicles are secured
  - personnel and vehicles have been checked for authorisation to be in secured area
  - storage areas are secured
  - consignment is secured
- Security arrangements may be routine or established for particular purposes
- Reporting may be verbally or in writing
- Hazards may include:
  - vehicular and pedestrian traffic
  - firearm handling
  - persons with felonious intent
  - uneven ground, steps, road surfaces
  - dust and vapours
  - hazardous or dangerous materials
  - humidity, air temperature
- Consignment risk may include:
  - staff fidelity
  - other theft
  - loss through negligence
- Consultative processes may involve:
  - clients
  - private security personnel
  - public sector security personnel
  - police
  - security consultants
  - other employees and supervisors
  - management
  - union representatives
  - industrial relations and OHS specialists
  - other professional or technical staff
- Communication in the work area may include:
  - mobile and fixed phones
  - radio
  - oral, aural or signed communications
- Security systems/devices may include:

- two key safes
- ATM vaults
- surveillance cameras
- VCRs
- alarm systems
- access control systems
- time delay devices
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
  - company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures
- Personal protection equipment may include:
  - gloves
  - safety headwear and footwear
  - firearms
  - two-way radios

Sources of information/  
documents

- Information/documents may include:
  - workplace procedures and policies
  - operations manuals and job specifications
  - relevant manufacturer's specifications
  - competency standards and training materials
  - supplier and/or client instructions
  - material safety data sheets
  - codes of practice including the National Standards for Manual Handling and the Industry Safety Code
  - award, enterprise bargaining agreement, other industrial arrangements
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

Applicable regulations and  
legislation

- Applicable regulations and legislation may include:
  - State/Territory OHS regulations and legislation, including manual handling regulations
  - relevant Australian Standards and certification requirements
  - relevant State/Territory privacy legislation
  - relevant State/Territory firearms legislation
  - licensing and permits for firearms and security occupations
  - licensing requirements for driving and carrying particular classes of goods
  - relevant State/Territory road rules and traffic acts

## EVIDENCE GUIDE

### Critical aspects of evidence to be considered

- Assessment must confirm appropriate knowledge and skills to:
  - check and monitor personnel and goods within the work area
  - coordinate responses on security incidents/emergencies
  - carry out surveillance of work areas
  - handle and use firearms in accordance with regulations
  - locate, interpret and apply relevant information
  - complete reports and maintain workplace records and documentation
  - apply hierarchy of hazard control
  - use safety precautions appropriate to the task

### Interdependent assessment of units

- This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

### Required knowledge and skills

- Relevant State/Territory permit and licence regulations and requirements related to the security of cash-in-transit
- Relevant OHS and procedures and guidelines
- Risks/hazards when transferring cash-in-transit and related precautions to control the risk
- Operational procedures for identification of security risks
- Details of work area, security procedures, personnel and consignment for delivery or collection
- Contingency planning relating to managing and controlling security risks
- Requirements for approved work procedures and relevant equipment
- Housekeeping standards procedures required in the workplace
- Ability to identify and correctly use equipment, processes and procedures
- Ability to plan own work including predicting consequences and identifying improvements
- Ability to apply relevant agreements, codes of practice or other legislative requirements
- Ability to modify activities depending on differing workplace contexts, risk situations and environments
- Ability to safely use correct manual handling techniques

**Resource implications**

- Access is required to opportunities to:
  - participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to implement cash-in-transit security procedures, and/or
  - implement cash-in-transit security procedures in an appropriate range of operational environments

**Consistency in performance**

- Applies underpinning knowledge and skills when:
  - checking and monitoring personnel and goods within the work area
  - coordinating responses on security incidents/emergencies
  - carrying out surveillance of work areas
  - handling and using firearms in accordance with regulations
  - locating, interpreting and applying relevant information
  - completing reports and maintaining workplace records and documentation
  - applying hierarchy of hazard control
  - using safety precautions appropriate to the task
- Shows evidence of application of relevant workplace procedures including:
  - establishing effective working relationships with colleagues
  - maintaining confidentiality of customers, workplace operations, equipment and materials carried
  - applying codes of practice, hazard policies and procedures
  - following procedures and work instructions
  - following guidelines relating to the safe use of equipment
  - applying quality assurance procedures (where existing)
  - following security procedures
- Action is taken promptly to report any security problems in accordance with regulations and workplace procedures
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

**Context for assessment**

- Assessment of this unit must be undertaken by a Registered Training Organisation:
  - As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
  - Appropriate practical assessment must occur:
    - at the Registered Training Organisation, and/or
    - in an appropriate work situation

## TDTO998B

## Test and inspect cash-in-transit security equipment

### Unit Descriptor

This unit involves the skills and knowledge required to test and inspect cash-in-transit security equipment, including inspecting equipment and work area, checking the operational capability of the equipment, identifying and assessing the impact of faults on security requirements, and recording and reporting the results of inspection and testing.

### Unit Sector

Security

### ELEMENT

### PERFORMANCE CRITERIA

- |  |   |
|--|---|
| 1. Inspect equipment and work area                                   | <ul style="list-style-type: none"> <li>1.1 The equipment is checked prior to use in accordance with manufacturer's safety checks, specifications and workplace procedures to ensure it is free from damage or faults that may limit operational capability</li> <li>1.2 Work area is checked to ensure that it is safe and appropriate for the required task</li> </ul>   |
| 2. Check equipment operational capability                            | <ul style="list-style-type: none"> <li>2.1 Equipment and components are inspected in accordance with manufacturer's specifications and workplace procedures and occupational health and safety requirements to ensure effective operation</li> <li>2.2 Warning systems are checked for operational effectiveness</li> <li>2.3 Inspection is conducted in accordance with maintenance schedule and degree of use</li> </ul>            |
| 3. Identify and assess the impact of faults on security requirements | <ul style="list-style-type: none"> <li>3.1 Equipment faults are identified and assessments made of the potential effect on the operation of the equipment for the required work</li> <li>3.2 Non-serviceable equipment is tagged, reported to appropriate personnel and/or processed for repair or disposal</li> <li>3.3 Replacement(s) for non-serviceable equipment are obtained in accordance with workplace procedures</li> </ul> |
| 4. Record and report results of inspection and testing               | <ul style="list-style-type: none"> <li>4.1 Accurate reporting of the results of the inspection and testing is kept in accordance with statutory requirements, workplace policy and industry guidelines</li> <li>4.2 Records are kept in accordance with workplace policy</li> <li>4.3 Clear reference is made to any items which may affect the future safety of the equipment</li> </ul>   |

**KEY COMPETENCIES**

Key Competency	Performance Level
Communicating ideas and information	2
Collecting analysing and organising information	2
Planning and organising activities	2
Working with others and in teams	2
Using mathematical ideas and techniques	2
Solving problems	2
Using technology	2

**RANGE STATEMENT**

General context

- Work must be carried out in compliance with the relevant sections of the regulations of the relevant State/Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials
- Work is performed under general or limited supervision
- Work involves the application of the basic principles, routine procedures and regulatory requirements to the testing and inspection of cash-in-transit security equipment and systems

## Worksite environment

- Operations may be conducted in a range of work environments and weather conditions by day or night
- Customers may be internal or external
- Security systems/equipment may include:
  - surveillance cameras
  - VCRs
  - alarm systems
  - access control systems
  - time delay devices
  - two key safes
  - ATM vaults
  - communication equipment
  - personal protection equipment
  - firearms
- Consultative processes may involve:
  - clients
  - private security personnel
  - public sector security personnel
  - police
  - security consultants
  - other employees and supervisors
  - management
  - other professional or technical staff
- Communication in the work area may include:
  - mobile and fixed phones
  - radio
  - oral, aural or signed communications
- Personal protection equipment may include:
  - gloves
  - safety headwear and footwear
  - firearms
  - two-way radios
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
  - company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures

**Sources of information/  
documents**

- Information/documents may include:
  - workplace procedures and policies
  - operations manuals and job specifications
  - relevant manufacturer's specifications and guidelines
  - competency standards and training materials
  - supplier and/or client instructions
  - material safety data sheets
  - codes of practice including the National Standards for Manual Handling and the Industry Safety Code
  - award, enterprise bargaining agreement, other industrial arrangements
  - standards and certification requirements
  - quality assurance procedures
  - emergency procedures

**Applicable regulations and  
legislation**

- Applicable regulations and legislation may include:
  - State/Territory OHS regulations and legislation, including manual handling regulations
  - relevant Australian Standards and certification requirements
  - relevant State/Territory privacy legislation
  - relevant State/Territory firearms legislation
  - licensing and permits for firearms and security occupations
  - licensing requirements for driving and carrying particular classes of goods
  - relevant State/Territory road rules and traffic acts

**EVIDENCE GUIDE****Critical aspects of  
evidence to be considered**

- Assessment must confirm appropriate knowledge and skills to:
  - inspect security equipment and work area
  - check security equipment operational capability
  - identify and assess the impact of faults on security requirements
  - record and report results of inspection and testing
  - identify potential hazards and take appropriate action
  - handle and use firearms in accordance with regulations
  - locate, interpret and apply relevant information
  - identify and safely handle equipment
  - apply hierarchy of hazard control
  - use safety precautions appropriate to the task

**Interdependent  
assessment of units**

- This unit of competency may be assessed in conjunction with other units that form part of a worker's job function



**Required knowledge and skills**

- Relevant State/Territory permit and licence regulations and requirements
- Relevant OHS and procedures and guidelines
- Risks/hazards associated with inspecting security equipment and systems and related precautions to control the risk
- Operational procedures for the testing and inspection of cash-in-transit security equipment and systems
- Contingency planning relating to managing and controlling security risks
- Requirements for approved work procedures and relevant equipment
- Housekeeping standards procedures required in the workplace
- Ability to identify and correctly use and test security equipment and systems
- Ability to plan own work including predicting consequences and identifying improvements
- Ability to apply relevant agreements, codes of practice or other legislative requirements
- Ability to modify activities depending on differing workplace contexts, risk situations and environments
- Ability to safely use correct manual handling techniques

**Resource implications**

- Access is required to opportunities to:
  - participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to test and inspect cash-in-transit security equipment and systems, and/or
  - test and inspect cash-in-transit security equipment and systems in an appropriate range of security environments

**Consistency in performance**

- Applies underpinning knowledge and skills when:
  - inspecting security equipment and work area
  - checking security equipment operational capability
  - identifying and assessing the impact of faults on security requirements
  - recording and reporting the results of inspection and testing
  - identifying potential hazards and taking appropriate action
  - handling and using firearms in accordance with regulations
  - locating, interpreting and applying relevant information
  - identifying and safely handling equipment
  - applying hierarchy of hazard control
  - using safety precautions appropriate to the task
- Shows evidence of application of relevant workplace procedures including:
  - establishing effective working relationships with colleagues
  - maintaining confidentiality of customers, site layout and operations, and equipment
  - applying codes of practice, hazard policies and procedures
  - following procedures and instructions for the testing and inspection of cash-in-transit security equipment and systems
  - following manufacturer's guidelines relating to the safe use and testing of security equipment and systems
  - applying quality assurance procedures (where existing)
  - following security procedures
  - following housekeeping processes
  - following waste, pollution and recycling management processes
- Action is taken promptly to report and/or rectify any problems with cash-in-transit security equipment and systems in accordance with regulations and workplace procedures
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

**Context for assessment**

- Assessment of this unit must be undertaken by a Registered Training Organisation:
  - As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
  - Appropriate practical assessment must occur:
    - at the Registered Training Organisation, and/or
    - in an appropriate work situation



**Australian Government**  
**Department of Education,  
Science and Training**

# **PRS03 Asset Security Training Package**

## **Asset Security**

### **Volume 1 of 1**



**Australian Government**  
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# **PRS03 Asset Security Training Package**

## **Asset Security**

### **Volume 1 of 1**

