Australian Government

# CPPSEC2101 Apply effective communication skills to maintain security

**Release: 1**

# CPPSEC2101 Apply effective communication skills to maintain security

## Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2001A Communicate effectively in the security industry.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 7.0.

## Application

This unit specifies the skills and knowledge required to apply oral, non-verbal and written communication skills to maintain security.

It includes:

- gathering information from a range of sources including standard operating procedures and signs written in English to understand and comply with workplace policies and legal rights and responsibilities
- using observation, listening, oral and non-verbal communication skills to interact with others and request behaviour modification in a manner that accounts for cultural differences, avoids aggression or hostility, and encourages conflict resolution
- using telephone and radio systems to report security risks
- using notebooks and information technology to record and store incident details.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

## Pre-requisite Unit

Nil

## Unit Sector

Security operations

## Elements and Performance Criteria

| Elements describe the essential outcomes. | Performance criteria describe what needs to be done to demonstrate achievement of the element. |
|---|---|
| 1.     Gather, convey and receive | 1.1     Locate, read and apply standard operating procedures, workplace policies and other written information required to |

| information for security work. | complete work instructions to ensure compliance with legal rights and responsibilities. |
| | 1.2    Use listening and observation skills to receive and interpret spoken and non-verbal information. |
| | 1.3    Use oral and non-verbal communication to develop and maintain positive relationships, mutual trust and confidence. |
| | 1.4    Clarify understanding of received information with relevant persons using clear and concise language, questioning and summarising. |
| 2.    Request behaviour modification to maintain security. | 2.1    Observe the work area and identify person demonstrating disruptive or inappropriate behaviour. |
| | 2.2    Exchange information with person using non-verbal and oral communication that takes account of social and cultural differences, and uses basic strategies to overcome language barriers. |
| | 2.3    Explain required behaviour and request modification in a manner that avoids an aggressive or hostile response. |
| 3.    Report security risks using telephone and radio systems. | 3.1    Check radio or phone features and control functions to confirm sufficient battery and signal levels and that system is fully operational. |
| | 3.2    Select radio channel appropriate for the location and type of communication. |
| | 3.3    Convey security risk information using appropriate language, protocols and codes and following standard operating procedures. |
| | 3.4    Receive and answer incoming communications promptly using clear and concise language and following standard operating procedures. |
| 4.    Complete and store security records. | 4.1    Write security incident details in notebook ensuring information is accurate, concise and easy to read. |
| | 4.2    Complete security incident form using clear and concise language and factual accuracy. |
| | 4.3    Use information technology to enter, save, retrieve and export security information in a manner that complies with organisational standards of style, format and accuracy. |
| | 4.4    Store information securely in accordance with standard operating procedures. |

Artibus Innovation

# Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice using structure and language to suit the audience
- writing skills to record and describe observations
- reading skills to understand and follow:
- standard operating procedures and policies that clarify legal rights and responsibilities and work tasks
- signs and forms written in English
- speaking and listening skills to exchange information with others in the workplace, including using questioning to clarify and confirm understanding and communicating with emergency service
- numeracy skills to calculate time when recording incident details
- problem solving skills to find solutions to defuse conflict
- self-management skills to plan tasks to meet job requirements
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others
- technology skills to use information technology to record and maintain security information.

# Unit Mapping Information

Supersedes and is equivalent to CPPSEC2001A Communicate effectively in the security industry.

# Links

Companion volumes to this training package are available at the VETNet website - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b