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Assessment Requirements for CPPSEC2105 Provide quality services to a range of security clients

Release: 2

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Modification History

Release 1   This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2006B Provide security services to clients.

Updated to meet the Standards for Training Packages.

Release 2   This version first released with CPP Property Services Training Package Release 7.1.

Supersedes and is equivalent to CPPSEC1002A Apply retail security procedures.

Performance Evidence

To demonstrate competency in this unit, a person must provide quality services to meet the needs of the following security clients:

- a person seeking assistance
- a person who is showing signs of being under the influence of an intoxicating substance, and seeking assistance
- a person from a culturally and linguistically diverse (CALD) background who has little English language and is seeking assistance
- a person who is paying for professional security services and has a complaint about service provision
- a person who is paying for professional security services because they are being threatened by another person.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when providing services to security clients:
  - anti-discrimination and diversity
  - duty of care
  - licensing requirements and limits of own authority
  - workplace health and safety (WHS)

- approved communication terminology, call signs and radio channels used in the security industry
- definition of 'client' and different types of security clients
- how to adjust communication to interact positively with people from a range of social, cultural and ethnic background and varying physical and mental abilities
- how to read and use non-verbal communication to gain the confidence of others
- how to safeguard confidential client information
- methods for accessing local youth services
- organisational client service standards
- procedures and standards for reporting to clients
- uniform and personal grooming requirements to maintain a professional image
- ways that individual and social differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to provide quality services to a range of security clients
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

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