Assessment Requirements for CPPSEC2110 Monitor and control individual and crowd behaviour to maintain security

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Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2012A Monitor and control individual and crowd behaviour and CPPSEC2014A Operate basic security equipment.

Units merged to reduce duplication and align with vocational needs.

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

Performance Evidence

To demonstrate competency in this unit, a person must monitor and control individual and crowd behaviour to maintain security, involving two separate risk scenarios:

- a queue of at least two people who are becoming disorderly and impatient
- a person behaving suspiciously in a public area.

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 monitoring and controlling individual and crowd behaviour to maintain security:
  - anti-discrimination and diversity
  - counter terrorism
  - crowd control and control of persons under the influence of intoxicating substances
  - duty of care
  - licensing requirements and limits of own authority
  - trespass and the removal of persons
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- crowd behaviour, dynamics and movement patterns that can threaten security
- current national terrorism threat level and context
- how negotiation techniques can be used to defuse and resolve conflict
- measures for managing queues
- measures to prevent crushing in mass gatherings
- procedures for communicating and collaborating with emergency services
- process of dynamic risk assessment and how it is applied

- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
- general features of improvised explosive devices and recommended incident response
- security risks posed by crowds and mass gatherings
- signs of possible harassment or assault
- site emergency and evacuation plans and procedures
- site layout, including entrances, exits, first-aid points and potential hazards
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of behaviours and non-verbal language that can escalate conflict
- ways that social and cultural 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 monitor and control individual and crowd behaviour to maintain security
- 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

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