Australian Government

CPPSEC2110 Monitor and control individual and crowd behaviour to maintain security

Release: 1

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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.

Application

This unit specifies the skills and knowledge required to monitor and control individual and crowd behaviour to maintain security of persons, property and premises.

It includes:

- clarifying and applying standard operating procedures and workplace policies including workplace health and safety (WHS) to comply with legal rights and responsibilities
- assessing site layout, and observing individual and crowd behaviour to maintain situational awareness and intervene early to defuse conflict, assess and respond to risks
- knowledge of crowd behaviour, dynamics and movement patterns that can pose a threat to security.

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. Confirm and comply with work procedures and legal requirements for	1.1 Read work instructions and standard operating procedures for monitoring and controlling individual and crowd behaviour and clarify work tasks with relevant persons.

monitoring and controlling individual and crowd behaviour.	1.2 Read workplace policies including WHS and apply to work tasks to ensure compliance with legal rights and responsibilities when performing security work.
2. Prepare for monitoring activities.	2.1 Maintain personal dress and presentation to meet work instructions and workplace standards for appearance.
	2.2 Check resources and equipment for operational effectiveness following manufacturers' instructions, and replace or report faulty or damaged equipment.
	2.3 Assess site layout to identify access and exit points, barriers and thoroughfares, and identify strategic observation points to monitor crowd movement and behaviour.
3. Monitor individual and crowd behaviour.	3.1 Conduct systematic personal safety checks on a regular basis.
	3.2 Observe individual and crowd behaviour to maintain constant situational awareness.
	3.3 Use communication equipment to regularly convey security status to relevant persons following workplace procedures.
	3.4 Identify persons behaving in a potentially disruptive manner and assess degree of risk to self, others, premises and property.
	3.5 Act promptly to calm the situation and defuse conflict, using interpersonal techniques that take account of individual social and cultural differences.
4. Control and report individual and crowd behaviour.	4.1 Identify potential security risks and assess degree of risk to self, others, premises and property.
	4.2 Communicate details of security risk to relevant persons and request assistance following standard operating procedures.
	4.3 Select and carry out security response within scope of own competence and authority.
	4.4 Monitor changing crowd and individual behaviour and adjust response to maintain security.
	4.5 Record details of security risk and response using a notebook in accordance with workplace requirements.

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 WHS requirements
  - manufacturers' instructions for operating communication equipment
  - maps and other information when assessing site layout
- speaking and listening skills to:
  - use negotiation skills to defuse conflict
  - ask questions and listen to answers to gain information or confirm understanding when negotiating to resolve conflict
  - orally report security risk information using a radio or telephone
  - communicate with emergency services
- numeracy skills to calculate time and estimate vehicular speed
- problem solving skills to recognise changes in crowd dynamics and individual behaviour
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

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

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