



Australian Government

CPPSEC2111 Apply security procedures to manage intoxicated persons

Release: 1

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Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1003A Apply security procedures for the responsible service of alcohol.

Updated to meet the Standards for Training Packages.

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

Application

This unit specifies the skills and knowledge required to apply security procedures to manage intoxicated persons.

It includes:

- clarifying and applying standard operating procedures and workplace policies to comply with legal rights and responsibilities when performing security work
- maintaining situational awareness and acting early to identify security risks and persons demonstrating disorderly behaviour or signs of intoxication
- finding options to assist intoxicated persons to comply with venue rules in a manner that avoids aggression or hostility.

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 work in venues where persons may be intoxicated, and clarify requirements with relevant persons.

managing intoxicated persons.	1.2 Read workplace policies and apply to work tasks to ensure compliance with legal rights and responsibilities when maintaining security in venues where people may be intoxicated.
2. Prepare for work at venue.	2.1 Select and use communication equipment, and clarify reporting requirements with relevant persons. 2.2 Check venue layout and confirm access and exit points, locations of facilities and emergency equipment.
3. Monitor the work area, and identify and assist intoxicated persons.	3.1 Maintain observation and situational awareness of noise levels, drink orders and individual and crowd behaviour to detect early warning signs of security risks. 3.2 Where early warning signs are detected, intervene early to offer options to prevent intoxication. 3.3 Maintain a visible presence and provide information, instructions and assistance using professional and courteous communication that accounts for individual social and cultural differences. 3.4 Promptly identify persons showing signs of intoxication or disorderly behaviour. 3.5 Ascertain cause of behaviour and assess intoxication level using calm, courteous and respectful oral and non-verbal language. 3.6 Assess behaviour against venue rules and offer options to ensure compliance in a manner that avoids aggression or hostility.
4. Report security risk and complete incident documentation.	4.1 Report security risk and request assistance following standard operating procedures. 4.2 Record security incident details 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 and which engages minority groups
 - communicate effectively with intoxicated persons
- writing skills to record and describe observations and incident details
- reading skills to understand and follow:

- standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
- signs and instructions that are pictorial, graphical and written in English
- speaking and listening skills to:
 - ask questions and listen to answers to gain information or confirm understanding when ascertaining cause of behaviour and level of intoxication
 - orally report security risks using a radio or telephone
 - communicate with emergency services
- numeracy skills to estimate time required to complete work tasks
- problem solving skills to:
 - recognise changes in individual and crowd behaviour that indicate risk
 - assess intoxication levels
 - determine when to intervene in a potential security risk situation
 - find suitable options to comply with venue rules
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC1003A Apply security procedures for the responsible service of alcohol.

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>