



Australian Government

**Assessment Requirements for CPPSEC2114
Monitor electronic security equipment and
respond to alarm events**

Release: 1

Assessment Requirements for CPPSEC2114 Monitor electronic security equipment and respond to alarm events

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2018A Monitor electronic reporting facility.

Updated to meet the Standards for Training Packages.

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 electronic security equipment and respond to six different alarm events.

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 electronic security equipment and responding to alarm events:
 - 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
- categories of alarm events and procedures for responding to each category
- customer service standards
- methods for verifying polling connections
- operational functions of electronic security equipment
- own competence to operate electronic security system as required by *AS 2201.2-2004 Intruder alarm systems, Part 2: Monitoring centres*
- procedures for door, alarms, time clock, subsequent and further alarms and monitoring
- procedures to back-up and protect security data
- the phonetic alphabet and how it is used
- types of alarm events that may require response such as duress alarms, intrusion alarms, air conditioning alarms, smoke alarms, vehicle global positioning system (GPS) and satellite tracking
- types of alarm transmission technologies including wireless and internet protocol (IP) monitoring and dialler monitoring.

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 electronic security equipment and respond to alarm events
- electronic security equipment in a monitoring centre environment
- 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>