



Australian Government

CPPSEC2114 Monitor electronic security equipment and respond to alarm events

Release: 1

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.

Application

This unit specifies the skills and knowledge required to monitor electronic security equipment and respond to alarm events. The unit relates to work in a monitoring centre and does not include training for specific security equipment, covered by *AS 2201.2-2004 Intruder alarm systems - Monitoring centres* which specifies requirements and a grading convention for monitoring centres and the operations, equipment and staff necessary to carry out monitoring of intruder alarm systems.

The unit includes:

- receiving, interpreting, processing, transmitting and storing information and electronic security data using a range of electronic security and telecommunications systems
- checking equipment and systems to verify correct operation and data integrity, and resolving and reporting faults
- recognising and responding to different and multiple alarm events and taking appropriate response actions to verify alarm status, resolve alarm and ensure security
- using written and spoken English and communication equipment to provide clear and accurate spoken instructions.

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	Performance criteria describe what needs to be done to
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essential outcomes.	demonstrate achievement of the element.
1. Confirm and comply with work procedures and legal requirements for monitoring electronic security equipment.	1.1 Read workplace procedures and policies including WHS and apply to work tasks to ensure compliance with legal rights and responsibilities when monitoring electronic security equipment. 1.2 Clarify legislative and workplace requirements for monitoring tasks with relevant persons.
2. Check equipment for correct operation.	2.1 Check security equipment to ensure correct operation and connections following operating instructions. 2.2 Identify actual or suspected faults or deficiencies in security equipment and report to relevant persons. 2.3 Discuss and confirm preventative and breakdown maintenance procedures with relevant persons. 2.4 Conduct equipment back-up to maintain security and integrity of data in accordance with workplace requirements.
3. Receive, interpret, transmit and store electronic security data.	3.1 Receive, interpret and transmit electronic security data following workplace procedures. 3.2 Input data into security equipment and check to ensure accuracy following workplace procedures. 3.3 Identify processing or transmission errors and take remedial action and report issues to relevant persons. 3.4 Store security data securely to meet legislative and workplace requirements.
4. Respond to alarm events and report security status.	4.1 Recognise alarm event and follow procedures to action correct response to meet client instructions. 4.2 Use communication equipment and interpersonal techniques to discuss alarm status with relevant persons. 4.3 Action further response to resolve alarm event and maintain security following workplace procedures and client instructions. 4.4 Report security status ensuring confidentiality of security information 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 using security industry terminology, codes and signals
- communicate in English
- communicate in a manner that is preferred and understood by the receiver and engages minority groups
- reading skills to understand and follow:
 - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
 - technical equipment instructions that may be in written or diagrammatic form
- speaking and listening skills to:
 - ask questions and listen to answers to gain information or confirm understanding when clarifying work tasks and responding orally to alarm events
 - provide clear and accurate spoken instructions when responding to alarm activations
 - accurately interpret voice messages
 - communicate with emergency services
- numeracy skills to calculate and enter numerical data into security equipment
- problem solving skills to:
 - troubleshoot equipment malfunctions and select appropriate remedial actions
 - respond to multiple simultaneous alarm events
- technology skills to input, manipulate, retrieve and store electronic data in a variety of formats including databases.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC2018A Monitor electronic reporting facility.

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>