Assessment Requirements for CPPSEC3101 Manage conflict and security risks using negotiation

Assessment Requirements for CPPSEC3101 Manage conflict and security risks using negotiation

Modification History

Release 1.
Supersedes and is equivalent to CPPSEC3002A Manage conflict through negotiation.
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 manage conflict and security risks using negotiation in three different security risk situations.

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 managing conflict and security risks through negotiation:
  - anti-discrimination and diversity
  - apprehension, arrest and restraint of persons
  - duty of care
  - licensing requirements and limits of own authority
  - use of force
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
- how to access specialist assistance for negotiating conflict resolution
- negotiation techniques and how they can be used to defuse and resolve conflict, maintain positive interaction, divert and minimise aggressive behaviour
- principles of effective communication
- process of dynamic risk assessment and how it is applied
- the effects of power plays on a conflict situation
- the phonetic alphabet and how it is used
- types of behaviours and non-verbal language that can escalate conflict or incite aggressive or hostile responses from others
- ways that social and cultural differences may be expressed.

     Artibus Innovation

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 an operational 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 manage conflict and security risks using negotiation
- 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.education.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b