# CPPSEC3104 Coordinate monitoring and control of individual and crowd behaviour

**Release: 1**

# CPPSEC3104 Coordinate monitoring and control of individual and crowd behaviour

## Modification History

Release 1.
Supersedes and is equivalent to CPPSEC2010A Protect safety of persons.
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 coordinate monitoring and control of individual and crowd behaviour.

It includes:

- assessing and controlling potential threats and security risks associated with site layout and monitoring individual and crowd behaviour and movement
- implementing security response procedures to control risk, remove immediate threat and seek assistance
- recording, reporting and reviewing work outcomes to identify procedural improvements.

It applies to people working independently or under limited 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 work and legal requirements for monitoring and controlling individual | 1.1    Review work instructions and workplace policies and procedures and clarify requirements in consultation with relevant persons.<br><br>1.2    Clarify legal rights, reporting chain of command, roles and responsibilities with relevant persons. |

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|---|---|
| and crowd behaviour. | |
| 2.    Prepare to oversee monitoring and control of individual and crowd behaviour. | 2.1    Maintain personal dress and presentation to meet work instructions and workplace standards for appearance.<br><br>2.2    Check resources and equipment for operational effectiveness following manufacturers' instructions, and rectify or report faulty and damaged equipment.<br><br>2.3    Assess site layout including access and exit points, barriers and thoroughfares, and identify strategic observation points to monitor crowd movement and behaviour.<br><br>2.4    Assess potential threats and security risks and provide clear response instructions to team members to maintain safety and security. |
| 3.    Oversee monitoring of individual and crowd behaviour. | 3.1    Use communication equipment to exchange up-to-date situational information with team members and conduct regular and systematic personal safety checks.<br><br>3.2    Monitor individual and crowd behaviour and movement and assess risk associated with changing circumstances.<br><br>3.3    Identify persons behaving in a potentially disruptive manner and assess degree of risk to self, others, premises and property.<br><br>3.4    Intervene early to explain legal rights and responsibilities and behavioural expectations for subject of threat to remain in the work area. |
| 4.    Oversee control of individual and crowd behaviour. | 4.1    Act promptly to respond to threat and negotiate alternative strategies to de-escalate risk level.<br><br>4.2    Apply security response procedures that minimise use of force and maximise safety and security of persons, premises and property.<br><br>4.3    Use defensive techniques where reasonable to control person and remove immediate threat.<br><br>4.4    Use communication equipment to request assistance from relevant persons.<br><br>4.5    Monitor subject of threat and provide assistance to ensure their ongoing safety and wellbeing. |
| 5.    Report and review individual and crowd monitoring and control outcomes. | 5.1    Record and report outcomes and observations of individual and crowd monitoring activities using workplace documentation.<br><br>5.2    Facilitate review and debrief of individual and crowd monitoring and control outcomes to identify procedural improvements. |

# 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 use security industry approved communication terminology, codes and signals
- writing skills to:
    - use a variety of expressions and sentence structures to provide factual information and express opinions when recording incident observations
- reading skills to interpret:
    - work instructions and roles and responsibilities
    - procedures and policies that clarify legal rights and responsibilities
- speaking and listening skills to:
    - use questions to clarify and verify spoken information when clarifying roles and reporting chain of command
    - use a radio to give clear, sequenced instructions to team members and people in crowds
- numeracy skills to estimate time required to carry out work tasks
- problem solving skills to:
    - assess potential threats and security risks
    - formulate response options to match security threat
- 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 CPPSEC2010A Protect safety of persons.

# 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