Assessment Requirements for CPPSEC3107 Monitor security and coordinate response from control rooms

Release: 1

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Modification History

Release 1.
Supersedes and is equivalent to CPPSEC3020A Monitor security from control room.
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 security and coordinate response from control rooms to four alarm events covering different risk scenarios in each event.

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 security and coordinating a response from a control room:
  - casinos and gaming
  - counter terrorism
  - duty of care
  - information privacy and confidentiality
  - licensing requirements and limits of own authority
  - surveillance
  - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- chain of command relevant to control room operation
- communication formats relating to security systems (high speed, contact ID etc.)
- crowd behaviour, dynamics and movement patterns that can threaten security
- current national terrorism threat level and context
- difference between local and monitored alarms
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
- operational principles of a range of security systems, equipment and software used in control rooms

- procedures for change of shift
- procedures for communicating and collaborating with emergency services
- procedures for deploying field staff to respond to security risks and alarms
- procedures for preparing, storing and retrieving surveillance footage
- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
  - definition of crowded places
  - key security issues for crowded places
  - objectives, characteristics and identification of active armed offenders
  - definition of hostile vehicles and methods of attack
  - signs of chemical weapons attack and recommended response
- general features of improvised explosive devices and recommended incident response
- range of security risk or incident situations and appropriate response procedures implemented from a control room
- roles and responsibilities of field staff
- signs of possible harassment or assault
- surveillance recording systems (digital and analogue) and interfaces
- the phonetic alphabet and how it is used
- types of computer operating systems used in a control room
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of detectors monitored from a control room including passive infrared sensor (PIR), and dual tech
- ways that social and cultural differences may be expressed.

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:

Artibus Innovation

- specifications of assessment tasks to monitor security and coordinate response from control rooms
- 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
- a security control room with operational equipment and systems.

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