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.

Application

This unit specifies the skills and knowledge required to monitor security and coordinate a field response from within a control room.

It includes:

- checking security systems and equipment for correct operation and cross-checking consistent information exchange with companion monitoring systems
- monitoring security, interpreting information and alarms, assessing risk and deploying field staff for security response
- conducting regular and systematic checks with field staff to provide information and directions and assistance
- carrying out change of shift procedures, updating security databases and completing documentation.

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. Prepare for control room	1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when conducting

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operations.	control room operations.
	1.2 Clarify operational information in consultation with relevant persons.
	1.3 Check security system and equipment to confirm correct operation following manufacturers' instructions.
	1.4 Identify system or equipment faults or malfunctions and rectify or report for remedial action in accordance with workplace requirements.
	1.5 Cross-check systems and equipment with companion monitoring systems and confirm accurate and consistent information exchange.
2. Monitor security and deploy field staff.	2.1 Operate and monitor security systems and equipment to maintain security.
	2.2 Receive and interpret security information and alarm, and assess incident nature and risk.
	2.3 Deploy field staff to carry out security response proportionate to the nature of incident and risk.
	2.4 Conduct regular and systematic checks with field staff to provide information and directions and to maintain security.
	2.5 Respond promptly to irregular or non-responses from field staff to maintain safety and security of people, property and premises.
3. Finalise control room operations and complete documentation.	3.1 Carry out change of shift procedures ensuring monitoring and system continuity.
	3.2 Update security database following workplace procedures.
	3.3 Complete and securely maintain workplace documentation 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 use security industry approved communication terminology, codes and signals
- writing skills to:
  - maintain workplace documentation
  - complete routine reports and forms
- reading skills to interpret:

- procedures and policies that clarify legal rights and responsibilities
- technical information contained in manufacturers' instructions
- visual information contained in closed circuit television (CCTV) screens and security cameras
- speaking and listening skills to:
  - use questions to clarify and verify spoken security information
  - use communication equipment to give clear, sequenced instructions and information when deploying field staff
- numeracy skills to estimate time and resources required to carry out operational tasks
- problem solving skills to:
  - formulate response options to match alarm or security risk situation
  - rectify equipment or system malfunctions
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others
- 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 CPPSEC3020A Monitor security from control room.

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