



Australian Government

CPPSEC4003 Assess and advise on client security needs

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent CPPSEC4003A Advise on security needs. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to assess the security needs of clients and provide documented advice on products and services to meet those needs. It includes conducting a security risk assessment of the client's specific circumstances and operating environment and evaluating client satisfaction to improve service provision.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

1 Assess client security needs.

1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance.

1.2 Consult with client to confirm their immediate, short, and long-term security needs, expectations and budget.

- 1.3 Obtain and analyse valid and relevant information to clarify client circumstances and operating environment.
 - 1.4 Assess security risk associated with client circumstances and operating environment based on analysis conducted.
 - 1.5 Identify and assess existing and potential security issues to determine their impact on client requirements.
 - 1.6 Recognise own limitations in assessing client requirements and access specialist resources or advice to meet client requirements.
- 2 Advise on security options to meet client needs.
 - 2.1 Identify available security products and services to meet client needs and budget and select recommended security solutions.
 - 2.2 Source comprehensive information to support recommended products and services and alternative options to meet client requirements.
 - 2.3 Prioritise recommendations and alternative options and collate evidence of their suitability to meet client requirements.
 - 2.4 Use information technologies to document and present client advice in a format and style to meet workplace requirements.
 - 2.5 Explain features and benefits of recommended products and services to client and obtain feedback on suitability and sufficiency of advice.
- 3 Evaluate advice provision to improve client service.
 - 3.1 Evaluate client feedback to ascertain effectiveness of advice and satisfaction with service provision.
 - 3.2 Identify and action changes necessary to improve advice to meet client needs and comply with workplace requirements for client service.
 - 3.3 Complete and secure client documentation in a manner that facilitates future retrieval and maintains confidentiality.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify information to match security services and products to client needs
- writing skills to document succinct and logically structured client advice.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4003A Advise on security needs.

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>