



Australian Government

CPPSEC4010 Manage monitoring centre operations

Release: 1

CPPSEC4010 Manage monitoring centre operations

Modification History

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

Supersedes and is equivalent to CPPSEC4010A Manage monitoring centres.

Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage monitoring centre operations. It includes managing operations and resources within budget parameters, supervising electronic security data monitoring and alarm response activities to ensure compliance with client instructions, and reviewing operational outcomes to identify procedural improvements.

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 Prepare for monitoring centre operations. | 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 Review <i>AS 2201.2-2004 Intruder alarm systems, Part 2: Monitoring centres</i> to understand requirements for operating electronic security systems and apply to |

- monitoring centre operations to ensure compliance.
- 1.3 Obtain and review work instructions and operational documentation to clarify monitoring centre systems, technologies and staffing requirements.
 - 1.4 Confirm operational budget and delegations and clarify agreed limits and allocations.
 - 1.5 Check and confirm correct operation and connection of security systems, equipment and technologies and record and report faults or required maintenance.
 - 1.6 Confirm roles and responsibilities of monitoring centre personnel and clarify client instructions for security monitoring in consultation with relevant persons.
 - 1.7 Instruct relevant persons on procedures for identifying faults or deficiencies in security equipment, backing up systems and data, and arranging preventative and breakdown maintenance.
- 2 Supervise monitoring and alarm response.
- 2.1 Systematically monitor correct operation and performance of security systems, equipment and technologies.
 - 2.2 Monitor receipt, interpretation and transmission of electronic security data to verify compliance with client instructions and workplace procedures.
 - 2.3 Identify processing or transmission errors and implement required remedial actions.
 - 2.4 Recognise alarm event and consult with relevant persons to provide instructions and ensure response and security status meets client requirements.
 - 2.5 Identify factors impacting alarm response and implement contingency actions to resolve alarm event and maintain security to meet client instructions.
 - 2.6 Organise security data backup to meet legislative and workplace requirements.
- 3 Review and complete monitoring centre
- 3.1 Supervise change of shift procedures ensuring monitoring and system continuity.

operations.

- 3.2 Review monitoring centre operations to identify procedural improvements for future operations.
- 3.3 Complete and secure monitoring centre documentation in accordance with workplace and regulatory requirements.

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 operational information.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4010A Manage monitoring centres.

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>