



Australian Government

CPPSEC4011 Manage field staff activity and incident response from control room

Release: 1

CPPSEC4011 Manage field staff activity and incident response from control room

Modification History

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

Supersedes and is equivalent to CPPSEC4011A Coordinate field staff activity from control room. Updated to meet the Standards for Training Packages.

Application

This unit specifies the skills and knowledge required to manage field staff activity and incident response from a control room. It includes using security systems and technologies to monitor security operations, control field staff activity and coordinate security responses to incidents while maintaining continual exchange of information with field staff and others involved in the response. It includes reporting 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 control room operations.

1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to control room operations to ensure compliance.

- 1.2 Obtain and review shift and operational documentation to clarify work instructions and security operations.
 - 1.3 Check and confirm correct operation of security systems and technologies and record and report faults or maintenance requirements.
 - 1.4 Cross-check systems and equipment with companion monitoring systems and confirm accurate and consistent information exchange.
 - 1.5 Confirm roles and responsibilities of control room and field staff and consult with relevant persons to explain operational information and instructions.
 - 1.6 Establish control room communication processes and chain of command in consultation with relevant persons.
 - 1.7 Identify and assess anticipated risks associated with security operations and deployed field staff and implement required risk control measures.
- 2 Control field staff activity.
- 2.1 Operate security systems and technologies to systematically monitor security operations and field staff activity.
 - 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.
 - 2.6 Receive, confirm and respond to requests for assistance in accordance with workplace requirements.
 - 2.7 Identify factors affecting achievement of security operations and vary operational plans in consultation with relevant persons.

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| 3 Coordinate security response to incident. | 3.1 Identify incident and formulate security response in accordance with workplace and regulatory requirements. |
| | 3.2 Promptly implement security response and allocate required resources while maintaining continual exchange of information with field staff and relevant persons. |
| | 3.3 Anticipate contingency requirements and vary response to maximise safety and security of people and property. |
| 4 Review and complete control room operations. | 4.1 Supervise change of shift procedures ensuring monitoring and system continuity. |
| | 4.2 Develop operational report including detailed incident and response observations. |
| | 4.3 Review control room operations to identify procedural improvements for future operations. |
| | 4.4 Complete and secure operational 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 give clear instructions, active listening and questioning skills to convey and clarify operational information when deploying field staff.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4011A Coordinate field staff activity 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>