



Australian Government

**CPPSEC4020 Advise on advanced
technology security systems to meet client
needs**

Release: 1

CPPSEC4020 Advise on advanced technology security systems to meet client needs

Modification History

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

Supersedes and is not equivalent to CPPSEC4020A Advise on the application of biometrics. Unit has been broadened to cover other advanced technologies in addition to biometrics. 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 security systems that employ advanced technologies including biometrics, artificial intelligence (AI), robotics, smart technologies and video integration. It includes conducting research to maintain knowledge of existing and emerging security technologies, assessing risks associated with 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.

This unit may form part of the licensing requirements for people engaged in security risk management in those states and territories where these are regulated activities.

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.

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| 1 Research purpose and application of advanced technologies | 1.1 Research and interpret current information on developments and availability of advanced technologies employed by security systems. |
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- used by security systems.
- 1.2 Discuss with relevant persons the purpose and application of advanced technologies in security systems.
 - 1.3 Document research findings in a format suitable for reference when providing client advice.
 - 1.4 Plan and implement strategies to regularly update own knowledge of developments in advanced technologies used by security systems.
- 2 Assess client security needs.
- 2.1 Access and interpret legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance.
 - 2.2 Consult with client to confirm their immediate, short, and long-term security needs, expectations and budget.
 - 2.3 Obtain and analyse valid and relevant information to clarify client circumstances and operating environment.
 - 2.4 Assess security risk associated with client circumstances and operating environment based on analysis conducted.
 - 2.5 Identify and assess existing and potential security issues to determine their impact on client requirements.
 - 2.6 Consult with client to confirm purpose and parameters of advanced technology security systems to meet their needs.
 - 2.7 Recognise own limitations in assessing client requirements and access specialist resources or advice to meet client requirements.
- 3 Advise on security options to meet client needs.
- 3.1 Identify available advanced technology security systems to meet client needs and budget and select recommended security solutions.
 - 3.2 Source comprehensive information to support recommended advanced technology security systems and alternative options to meet client requirements.
 - 3.3 Prioritise recommendations and alternative options and collate evidence of their suitability to meet client requirements.

- 3.4 Use information technologies to document and present client advice in a format and style to meet workplace requirements.
 - 3.5 Explain features and benefits of recommended systems to client and obtain feedback on suitability and sufficiency of advice.
- 4 Evaluate advice provision to improve client service.
- 4.1 Evaluate client feedback to ascertain effectiveness of advice and satisfaction with service provision.
 - 4.2 Identify and action changes necessary to improve advice to meet client needs and comply with workplace requirements for client service.
 - 4.3 Complete and secure client documentation in a manner that facilitates future retrieval and maintains confidentiality according to 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 information to match security systems to client needs
- writing skills to document succinct and logically structured client advice.

Unit Mapping Information

Supersedes and non-equivalent to CPPSEC4020A Advise on the application of biometrics.

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>