



Australian Government

CPP20212 Certificate II in Security Operations

Release 4

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Modification History

Version Comment

- 1 Revised qualification deemed equivalent. Change to elective unit
- 2 Addition of HLTCSD306D Respond effectively to behaviours of concern
- 3 Update superseded and equivalent non-native elective units:
 - TLIB2004A to TLIB2004 and
 - TLIE2007A to TLIE2007

This version released with CPP07 Version 14.4.
- 4 The following component has been deleted as directed by the Australian Industry and Skills Committee (AISC). The training products below was identified as having zero enrolments over the last three years:
 - CPPSEC2016A - Contribute to investigative activities.

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

This is a licensed occupation. Check with relevant state and territory licensing and regulatory authorities. State and territory jurisdictions may have different regulatory requirements.

Entry Requirements

Not Applicable

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • apply literacy skills to: <ul style="list-style-type: none"> • assess and use workplace information

Employability skill	Industry/enterprise requirements for this qualification include:
	<ul style="list-style-type: none"> • interpret and understand basic legal, financial, procedural and technical requirements • process workplace documentation • read and record data • apply numeracy skills to accurately record and collate and to undertake basic computations • ask for advice, clarification and verification of instructions where appropriate • communicate demonstrating social and cultural sensitivity and respect • communicate in a clear and concise manner, in written and verbal modes • follow procedures and instructions as they relate to legal and regulatory requirements, occupational health and safety, industry standards and codes of practice, manufacturer specifications, emergency procedures • give and receive information accurately • interact with customers and handle complaints appropriately • negotiate and communicate effectively to defuse conflict • prepare and present evidential information suitable for use in legal proceedings • provide clear instructions and directions to others • report and record faulty equipment • report and/or record routine workplace information as well as incidents that cause injury, are dangerous or potentially dangerous or are emergencies, and breaches of assignment instructions • report hazards, potential hazards and risks • understand meanings of safety signs and symbols, call signs and codes, phonetic alphabet, security alarm signals, and basic technical terminology
Teamwork	<ul style="list-style-type: none"> • develop effective relationships with others and take steps to reduce or resolve conflict • participate in and encourage others' contributions to WHS management • provide assistance to team members including back-up as required • relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities • seek feedback from team members • seek specialist advice where appropriate • seek support to improve own performance • understand own and team members' roles and responsibilities • use interpersonal skills such as cooperation and flexibility

Employability skill	Industry/enterprise requirements for this qualification include:
	<ul style="list-style-type: none"> • work effectively as part of a team • work within a team in a range of security activities
Problem solving	<ul style="list-style-type: none"> • apply understanding of height, depth, breadth, dimension and position to operational activities • assess legislation, procedural requirements and WHS issues relevant to own role and work activities • identify and control workplace risks and hazards • manage and resolve conflict • report contingencies that may affect equipment usage • respond appropriately to changing security circumstances • respond appropriately to emergencies, security risks and threats, prohibited and hazardous items, security alarms, and situations requiring first aid • solve routine problems and fix faulty or damaged equipment • understand emergency evacuation procedures • use basic problem-solving techniques • use lawful defensive techniques to protect self and others
Initiative and enterprise	<ul style="list-style-type: none"> • decide appropriate first aid response • identify areas for improvement of WHS • identify opportunities for vocational development in consultation with appropriate persons • tailor service to meet clients' particular needs • use analytical skills in relation to a limited range of routine areas
Planning and organising	<ul style="list-style-type: none"> • estimate time to complete activities and prioritise tasks • maintain inventory of equipment and consumables • manage access control systems • prepare evidence for presentation in legal proceedings • prepare necessary equipment for use • source, organise and record information • store all information and documentation according to organisational and legislative guidelines
Self management	<ul style="list-style-type: none"> • comply with all legislation associated with assignment instructions • contribute to improving work practices • demonstrate a commitment to complying with applicable legislative and procedural requirements • estimate time to complete work tasks • identify opportunities for professional development • maintain expected standards of work and personal presentation • organise, prioritise and complete daily work activities • seek feedback to improve own work performance • use relevant techniques to manage own stress

Employability skill	Industry/enterprise requirements for this qualification include:
	<ul style="list-style-type: none"> • work effectively on an individual basis
Learning	<ul style="list-style-type: none"> • apply knowledge of terms and conditions of employment • encourages and supports others to identify and organise professional development opportunities • identify future career opportunities • notifies others of equipment training needs • update skills and knowledge to accommodate changes in work environment
Technology	<ul style="list-style-type: none"> • drive vehicles • operate and maintain a range of security equipment including communication equipment, alarm systems and entry barriers • operate traffic control equipment • program and configure basic security equipment • select and operate electronic reporting facility software and resources • use computers and other information technology to communicate and prepare reports and documentation

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 12 units of competency:
 - 7 core units
 - 5 elective units.

The elective units are chosen as follows:

- 5 units from the elective units listed below
- 2 of the units may be chosen from Certificate I, II or III qualifications in CPP07 or another current Training Package, provided the integrity of the AQF alignment is ensured, and they contribute to a valid, industry-supported vocational outcome and no more than 1 unit is from Certificate I.

Core units

CPPSEC2001A	Communicate effectively in the security industry
CPPSEC2002A	Follow workplace safety procedures in the security industry
CPPSEC2003B	Work effectively in the security industry
CPPSEC2004B	Respond to security risk situation
CPPSEC2005A	Work as part of a security team
CPPSEC2006B	Provide security services to clients
HLTFA311A	Apply first aid

Elective units

CPPCMN2001B	Control and direct traffic
CPPSEC2007A	Screen people
CPPSEC2008A	Screen items
CPPSEC2009A	Give evidence in court
CPPSEC2010A	Protect safety of persons
CPPSEC2011B	Control access to and exit from premises
CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC2013A	Protect valuables in transit
CPPSEC2014A	Operate basic security equipment
CPPSEC2015A	Patrol premises
CPPSEC2017A	Protect self and others using basic defensive techniques
CPPSEC2018A	Monitor electronic reporting facility
CPPSEC2019A	Monitor biometric equipment and systems

CPPSEC2027A	Load and unload cash in transit in a secured environment
CPPSEC3002A	Manage conflict through negotiation
CPPSEC3010A	Manage dogs for security functions
CPPSEC3011A	Handle dogs for security patrol
CPPSEC3013A	Control persons using empty hand techniques
CPPSEC3020A	Monitor security from control room
CPPSEC3021A	Maintain and use security database
HLTCSD306D	Respond effectively to behaviours of concern
TLIB2004	Carry out vehicle inspection
TLIE2007	Use communication systems