Australian Government
Department of Education, Employment and Workplace Relations

CPPCMN2001A Control and direct traffic

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

CPPCMN2001A Control and direct traffic

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency specifies the outcomes required to control and direct traffic. It requires the ability to accurately monitor traffic movements and select and use traffic control equipment appropriate to the task.
	This unit may form part of the licensing requirements for persons engaged in security operations in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit	This unit of competency has wide application in the security industry in those roles involving operational activities. Competency requires legal and operational knowledge applicable to relevant sectors of the security industry. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. **Prepare for assignment**.	1.1 Applicable provisions of *legislative* and *organisational requirements* relevant to *assignment instructions* are identified and complied with.
	1.1 Traffic control schedules and other relevant assignment instructions are obtained and verified with *relevant persons*.
	1.2 Personal dress and presentation including suitable *personal protection equipment* is selected in line with OHS and organisational requirements.
	1.3 *Traffic control and communication equipment* are checked for effective operation and serviceability in accordance with manufacturer's specifications
	1.4 Traffic routes and parking details are examined to ensure familiarity.
2. **Direct traffic**.	2.1 Traffic is directed in a courteous and professional manner in accordance with assignment instructions
	2.2 Traffic control equipment is positioned to ensure maximum visibility in accordance with state and territory traffic requirements.
	2.3 *Work area conditions* are constantly monitored to ensure safe and secure operations
	2.4 Vehicle incidents or accidents are reported to relevant persons and recorded in accordance with organisational procedures.
3. **Complete assignment**.	3.1 Traffic control and security equipment is cleaned, maintained and stored in accordance with organisational procedures.
	3.2 Faulty or damaged equipment is identified and rectified, or replaced according to organisational procedures.
	3.3 Incident observations are provided accurately and constructively when reviewing and debriefing assignment procedures.
	3.4 Relevant documentation is completed and securely maintained in accordance with organisational procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- communicate using clear and concise language
- determine response appropriate to security risk situation
- direct vehicular traffic
- maintain goodwill and professionalism when dealing with incidents
- present a professional image to members of the public and colleagues
- recognise suspicious behaviour
- record and report information
- select and use appropriate traffic control and personal protection equipment appropriate to the security operation
- use and understand hand signals
- verify identification and authority of vehicles and persons entering premises.

Required knowledge

- approved communication terminology and codes and signals
- communication channels
- emergency procedures
- limits of own responsibility and authority
- operational principles of security and communications equipment
- premises layout and access points
- premises security procedures
- principles of effective communication including interpersonal techniques
- relevant commonwealth, state and territory laws and local by-laws regarding directing traffic
- reporting and documentation procedures
- traffic control procedures.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for	A person who demonstrates competency in this unit must be able to

assessment and evidence required to demonstrate competency in this unit	provide evidence of:

- accurately verifying and controlling authorised access and exit of persons, vehicles and dispatched goods to and from premises
- an ability to communicate with persons of different social and cultural backgrounds, and of varying mental and physical abilities
- effectively controlling traffic in accordance with legislative requirements and using hand signals
- effectively operating and maintaining various traffic control systems.

Context of and specific resources for assessment	Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to plain English version of relevant statutes and procedures
- access to a registered provider of assessment services
- access to a suitable venue and equipment
- assessment instruments including personal planner and assessment record book
- work schedules, organisational policies and duty statements.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment	This unit of competency could be assessed using the following methods of assessment:

- observation of processes and procedures
- questioning of underpinning knowledge and skills.

Guidance information for assessment	Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team

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leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Legislative requirements may relate to:	• apprehension and powers of arrest
	• Australian standards and quality assurance requirements
	• counter-terrorism
	• crowd control and control of persons under the influence of intoxicating substances
	• force continuum, use of force guidelines
	• general 'duty of care' responsibilities
	• inspection of people and property, and search and seizure of goods
	• licensing or certification requirements
	• privacy and confidentiality
	• relevant commonwealth, state and territory legislation, codes and national standards for:
	   • anti-discrimination
	   • cultural and ethnic diversity
	   • environmental issues
	   • equal employment opportunity
	   • industrial relations
	   • Occupational Health and Safety (OHS)
	• relevant industry Codes of Practice
	• trespass and the removal of persons.

Organisational requirements may relate to:	• access and equity policies, principles and practices • business and performance plans • client service standards • code of conduct, code of ethics • communication and reporting procedures • complaint and dispute resolution procedures • emergency and evacuation procedures

- employer and employee rights and responsibilities
- OHS policies, procedures and programs
- own role, responsibility and authority
- personal and professional development
- privacy and confidentiality of information
- quality assurance and continuous improvement processes and standards
- resource parameters and procedures
- roles, functions and responsibilities of security personnel
- storage and disposal of information.

Assignment instructions may include:

- assignment objectives and timeframes
- instructions from supervisor
- personal presentation requirements
- reporting and documentation requirements
- resource and equipment requirements
- site layout including access points, exit locations and passage ways
- specific client requirements
- work tasks and procedures.

Relevant persons may include:

- clients
- colleagues
- emergency services personnel
- Roads and Traffic Authority personnel
- supervisor.

Personal protection equipment may include:

- ear protectors
- eye protectors
- gloves
- luminous traffic control coats
- portable shade
- safety boots
- safety overalls
- sunscreen
- traffic wands.

Traffic control equipment may include:

- hand held traffic bats and wands
- portable traffic lights
- temporary barriers
- temporary signage
- witches hats.

Communication equipment may include:

- pager
- portable and mounted two-way radio
- telephones and mobile phones.

Work area conditions may include:	• degree of visibility
	• hazardous materials which may include asphalt concrete, flammable substances, cement, lime, sandstone and chemical substances
	• obstacles
	• other traffic
	• site and nature of loads
	• surface conditions of the work area
	• weather conditions.

Unit Sector(s)

Unit sector   Security

Competency field

Competency field   Operations