



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **CPPSEC1003A Apply security procedures for the responsible service of alcohol**

**Release: 1**

## **CPPSEC1003A Apply security procedures for the responsible service of alcohol**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit descriptor**

This unit of competency specifies the outcomes required to apply appropriate security procedures for the responsible service of alcohol within a licensed environment. It requires the ability to identify and report potential breaches of the basic legal requirements relevant to the service of alcohol, in particular the licensing laws. Competency also requires a knowledge and understanding of the signs and effects of intoxication.

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 application in a range of security work roles in a licensed venue. Competency requires the attainment of knowledge and understanding of procedures for applying security at a licensed venue.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## 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   |
|--|--|
| <b>1 Identify legislative and organisational requirements.</b> | <p>1.1 Basic <i>legislative</i> and <i>organisational requirements</i> relevant to the service of alcohol within a <i>licensed venue</i> are identified and explained.</p> <p>1.2 <i>Duty of care requirements</i> are identified and explained.</p> <p>1.3 Own level of authority, role and responsibilities are identified and explained.</p> <p>1.4 Role of <i>designated personnel</i> is identified and explained.</p> <p>1.5 <i>Occupational Health and Safety (OHS) requirements</i> are identified and explained.</p>                              |
| <b>2 Identify potential security risks at licensed venues.</b> | <p>2.1 Potential <i>security risks</i> relating to a licensed environment are identified and explained.</p> <p>2.2 <i>Procedures for monitoring security</i> of licensed environment are identified and explained.</p> <p>2.3 <i>Signs and effects of intoxication</i> are identified and explained.</p> <p>2.4 <i>Techniques</i> to deal with <i>adverse behaviour</i> are identified and explained.</p> <p>2.5 <i>Appropriate actions for maintaining security</i> and safety of self, others and licensed environment are identified and explained.</p> |
| <b>3 Identify reporting processes.</b>                         | <p>3.1 Organisational <i>procedures for reporting</i> security risks and <i>incidents</i> are identified and explained.</p> <p>3.2 Chain of command of designated personnel is identified and explained.</p> <p>3.3 <i>Communication channels</i> and <i>modes</i> are identified and explained.</p> <p>3.4 <i>Communication equipment</i> appropriate to the purpose is identified and explained.</p>   |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

#### Required skills

- comprehension skills to:
  - explain the basic security legislative requirements which will be applicable to own work environment and role
  - explain the range of potential security risks relevant to a licensed venue

## REQUIRED SKILLS AND KNOWLEDGE

- explain general procedures for controlling entry to a licensed venue
- explain the general methods for observing potential risks and indications of adverse behaviour
- explain the chain of command and communication channels
- explain procedures for reporting identified security risks and incidents.
- communication and interpersonal skills to:
  - ask effective questions
  - clarify security procedures
  - give accurate verbal or written descriptions of risks or incidents
  - interpret selected pictorial, graphical and written signs and instructions
  - relay information to others.

### Required knowledge

- applicable commonwealth, state or territory legislation relevant to providing security at licensed venues
- applicable legislation and codes of practice covering the responsible service of alcohol including provisions related to:
  - underage drinking
  - minors
  - undue intoxication
  - disorderly behaviour
  - liquor license and responsibilities of the licensee
  - refusing entry to premises
  - removal of persons from premises.
- acceptable proof of age
- communication chain of command
- communication modes and equipment relevant to the workplace
- definition of a minor
- duty of care requirements of self and others
- effects of alcohol on emotional state, health and physical alertness of persons
- general procedures for emergency, evacuation and first aid response
- guidelines for use of force
- how alcohol can be sold (eg licence types).
- how to recognise illegal substances and dangerous items
- methods for assessing undue intoxication of persons
- procedures for maintaining an incident register
- procedures for removal of persons from premises and providing transportation options
- professional standards required for dealing with unduly intoxicated persons and adverse behaviour

## REQUIRED SKILLS AND KNOWLEDGE

- signs of intoxication
- time taken for effects of alcohol to be registered and factors which can influence this (eg gender, size, fitness, health, state of mind, rate of drinking, food and medication)
- types, strengths, alcohol percentages and standard size for alcoholic beverages
- when alcohol can be consumed (eg trading hours on licenses)
- who can consume alcohol (eg not minors).

## 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 assessment and evidence required to demonstrate competency in this unit**

A person who demonstrates competency in this unit must be able to provide evidence of understanding and knowledge of the following:

- applicable legislation covering security in a licensed venue including requirements for the responsible service of alcohol, underage drinking and minors, responsibilities of the licensee, and requirements for refusing entry to and removal of persons from premises
- the range of potential security risks relating to a licensed venue and requirements for emergency, evacuation and first aid response
- signs of undue intoxication and disorderly behaviour, and appropriate responses
- procedures for reporting identified security risks and incidents including use of communication equipment and maintaining and incident register.

#### **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 a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- work schedules, organisational policies and duty statements

- assessment instruments including personal planner and assessment record book
- access to a registered provider of assessment services.

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.

|  |  |
|--|--|
| <b>Method of assessment</b>                | This unit of competency should be assessed using questioning of underpinning knowledge and skills.   |
| <b>Guidance information for assessment</b> | <p>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.</p> <p>Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.</p> |

## 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:***

- admittance to and removal of people from licensed premises
- applicable Crimes Acts or Codes
- Australian standards, quality assurance and certification requirements
- award and enterprise agreements
- general 'duty of care' responsibilities
- liquor act
- noise
- number of people in a licensed venue
- powers and procedures for effecting an arrest
- relevant Commonwealth, state and territory legislation which affect organisational operation:
  - anti-discrimination and diversity
  - equal employment opportunity
  - industrial relations



- OHS
  - relevant industry codes of practice
  - security licensing or certification
  - service of alcohol to underage people
  - use of force.

- Organisational requirements may relate to:***
- access and equity policy, principles and practice
  - client service standards
  - code of conduct
  - code of ethics
  - communication channels and reporting procedures
  - emergency and evacuation procedures
  - employer and employee rights and responsibilities
  - OHS policies, procedures and programs
  - organisational goals, objectives, plans, systems and processes
  - policies and procedures relating to own role, responsibility and delegation
  - reporting systems, procedures and processes
  - security licensing.
- Licensed venue may be:***
- public
  - private.
- Duty of care requirements:***
- relate to the legal responsibility under "duty of care" to do everything reasonably practicable to protect others from harm
  - may relate to own responsibilities to comply with safe working practices including activities which require licences or certificates of competency.
- Designated personnel may include:***
- colleagues
  - emergency services (eg police, ambulance, fire brigade, emergency rescue)
  - first aid officer
  - security personnel
  - staff of the licensed premises
  - supervisor.
- OHS requirements may include:***
- controlling and minimising risks
  - correct manual handling including shifting, lifting and carrying
  - first aid
  - identifying and reporting hazards and risks
  - knowledge of emergency and evacuation procedures
  - transporting and storing dangerous goods
  - using and maintaining equipment
  - using and maintaining personal protection equipment
  - using and storing hazardous materials and substances.
- Security risks may include:***
- dangerous items
  - noise, light, heat, smoke
  - persons carrying weapons

- persons causing a public nuisance
- persons demonstrating suspicious or adverse behaviour
- persons suffering from emotional or physical distress
- persons under the influence of intoxicating substances
- persons with criminal intent
- persons, vehicles and equipment in unsuitable locations
- suspicious packages or substances
- terrorism
- violence or physical threats.

***Procedures for monitoring security may include:***

- early recognition of warning signs and intervention before person is intoxicated
- following designated procedures for the organisation and licensed premises
- maintaining awareness of noise levels and drink orders
- maintaining constant observation to detect illegal substances or dangerous items
- maintaining vigilance and awareness of security while at work
- observing individual, group and crowd behaviour to promptly recognise signs of intoxication and adverse behaviour
- providing a visible presence in licensed venues
- recording details of observed risk situations
- refusing entry to anyone who does not comply with entry requirements, proof of age and other authorisations.

***Signs and effects of intoxication may relate to:***

- erratic drinking patterns (mixing drink types, drinking quickly, ordering more than one drink for the same person, ordering triple shots etc)
- gender, size and weight of person
- noise level
- physical and emotional state of person
- rapid or excessive consumption of alcohol
- rate and method of alcohol consumption (eg shooters, jugs of spirits, laybacks etc).

***Techniques may include:***

- avoiding aggressive, abusive or offensive actions
- remaining firm and professional
- use of professional judgement to discourage adverse behaviour before it escalates.

***Adverse behaviour may be:***

- aggressive
- anti-social
- contrary to the venue licence
- criminal
- intoxication
- noisy.

***Appropriate actions for maintaining security may include:***

- apprehension of the person involved (with reasonable force if necessary)
- assisting intoxicated persons to safely leave the premises
- lawful removal from the venue (with reasonable force if necessary)
- refusal of entry because of intoxication, dress code, known troublemakers, banned, under age, inability to pay entry fee

- Procedures for reporting security risks may include:***
- verbal warning.
  - completing documentation such as logs, journals and activity reports
  - completing police reports
  - completing written and computer reports
  - contacting designated personnel
  - maintaining an incident register
  - recording security risk and incident details
  - requesting security assistance.
- Incidents may include:***
- accidents
  - emergencies
  - refused entry
  - use of aggression or violence
  - use of force
  - visits by authorities.
- Communication channels may include:***
- direct line supervision paths
  - formal communication pathways
  - lateral supervision paths
  - organisational networks.
- Communication modes may include:***
- alarms
  - call codes and signs
  - electronic communication
  - hand signals
  - verbal communication
  - written communication.
- Communication equipment may include:***
- megaphone
  - mobile telephone
  - public address system
  - telephone
  - two-way radio.

## **Unit Sector(s)**

**Unit sector** Security

## **Competency field**

**Competency field** Operations

