



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC2006A Provide security services to clients

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to provide a security service to clients. It requires the ability to establish effective relationships, identify problems, and deliver a security service according to specific instructions. It also requires an ability to use communication and problem solving techniques to promote client confidence.

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 a range of work roles in the security industry. Work is performed under routine supervision and competency requires some judgement and decision-making. 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

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
1 Establish positive relationship with clients.	1.1 Relationship with client is established by using appropriate <i>communication techniques</i> to confirm needs and expectations.
	1.2 Communication with clients is conducted in a professional and courteous manner which reflects sensitivity to individual <i>social and cultural differences</i> .
	1.3 <i>Professional conduct</i> is maintained according to client and <i>organisational requirements</i> .
	1.4 Client confidentiality is maintained according to organisational and <i>legislative requirements</i> .
2 Deliver service to clients.	2.1 Effective <i>client service</i> is provided to meet required <i>security services</i> and <i>assignment instructions</i> .
	2.2 <i>Conflict situations</i> are identified and action taken to minimise impact on client satisfaction in consultation with relevant persons.
	2.3 Client is informed of all relevant security matters in a timely manner in accordance with agreed <i>reporting instructions</i> .
	2.4 <i>Personal limitations</i> in meeting client needs are identified and assistance sought as required from <i>relevant persons</i> .
3 Respond to client complaints or special requirements.	3.1 <i>Special needs or requirements</i> of client are identified and service adjusted to meet needs.
	3.2 Possible causes of client dissatisfaction are identified using appropriate communication skills.
	3.3 Client complaints are resolved with professionalism and courtesy with assistance from relevant persons sought as required.
	3.4 Unresolved complaints or client dissatisfaction are <i>reported</i> in accordance to organisational requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- basic information technology
- communication skills to relate to young people from diverse backgrounds

REQUIRED SKILLS AND KNOWLEDGE

- complete basic workplace documentation
- literacy skills to understand and communicate security information (reading, writing, speaking, numeracy and listening)
- numeracy skills to estimate service timeframes
- observation
- personal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- present a professional image
- providing effective client service to young people
- questioning to check understanding
- solve routine problems and handle client complaints
- summarise information received
- work effectively on an individual basis and as part of a team
- writing to prepare case notes or report areas of conflict.

Required knowledge

- awareness of local youth services
- difference between negative and positive language
- differences between written and spoken English
- how to adjust communication to interact with young people
- how to read and use body language to gain confidence of clients
- how to safeguard confidential information
- how to use business equipment to present information
- legislation and regulations applicable to providing security services
- organisational standards and procedures for client service
- organisational standards for the presentation and maintenance of written information
- practices for providing client service to young people
- procedures and channels for reporting information
- rights and responsibilities of clients
- uniform and personal grooming requirements
- youth social cultures and framework.

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:

- complying with organisational policies and procedures and relevant legislation in the provision of security services to clients
- adjusting client service and communication to meet the special needs of security clients including young people
- confirming client requirements from information contained in the client brief or assignment instructions and discussing and resolving areas of conflict in the provision of client service
- following agreed client and organisational reporting procedures in the provision of security services
- monitoring and acting on changing client needs and possible causes of dissatisfaction.

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 registered provider of assessment services
- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- 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 should be assessed using 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 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.

Communication techniques may include:

- active listening
- being respectful and non-discriminatory to others
- control of tone of voice and body language
- demonstrating flexibility and willingness to negotiate
- interpreting non-verbal and verbal messages
- maintaining professionalism
- phone technique
- providing and receiving constructive feedback
- questioning and paraphrasing to clarify and confirm understanding
- use of appropriate body language
- use of communication appropriate to cultural differences
- use of positive, confident and cooperative language
- use of two-way communication.

Social and cultural differences may be expressed in:

- age
- beliefs, values or practices
- cognitive ability
- conventions of gender or sexuality
- cultural stereotypes
- dress
- food or diet
- language
- religious and spiritual observances
- social conventions
- traditional practices and observations.

***Professional conduct
may relate to:***

- non-aggressive communication or body language
- own attitude and behaviour
- personal dress appropriate to work assignment
- personal grooming appropriate to work assignment
- use of appropriate language to engage minority groups.

***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
- methods for communication with diverse clients including young people
- Occupational Health and Safety (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.

***Legislative
requirements may
relate to:***

- applicable commonwealth, state or territory legislation which affects security work such as:
 - workplace safety
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - anti-discrimination and diversity
- Australian standards and quality assurance
- award and enterprise agreements
- evidence collection
- freedom of information
- licensing arrangements and certification requirements
- privacy requirements
- relevant industry codes of practice
- trade practices
- use of force
- Young Offenders Act.

Client service may relate to:

- dealing with conflict
- efficient use of resources
- handling and recording complaints
- meeting agreed timelines
- meeting allocated duties and responsibilities
- meeting budget and agreed costs
- professionalism and conduct
- regular communication and reporting.

Security services may include:

- control room monitoring.
- controlling exit from and access to premises
- crowd control
- escorting people or property
- guarding
- monitoring centre operations
- routine security monitoring of premises or property
- screening of property or people.

Assignment instructions may relate to:

- assignment objectives and timeframes
- back-up support or assistance
- client identification and information details
- communication equipment and procedures
- instructions from client, supervisor or colleagues
- legislative requirements relating to work tasks
- OHS including use of personal protective equipment
- procedures in the event of communication loss
- resource and equipment needs
- site layout including access points
- use of force
- use of workplace documentation
- verbal and non-verbal reporting
- work schedules including budget
- work tasks and procedures.

Conflict situations may relate to:

- availability
- cash flow
- crowds
- delivery
- insurance, time penalties, disputes
- limited access to assistance and resources
- own skills and knowledge
- problems with security or communication equipment
- restricted site access
- risks and hazards
- vehicles

- Reporting instructions may relate to:***
- weather and environment conditions.
 - adherence to organisational requirements
 - areas of conflict
 - completion of work activities or milestones
 - compliance with legislative requirements
 - existence of security incidents, risks or hazards
 - need for resources or assistance
 - variance to agreed assignment
 - verbal reporting
 - written reporting using electronic equipment or standard documentation.
- Personal limitations may relate to:***
- being unsure of best method to complete task
 - compliance with OHS requirements
 - current competence level
 - difficulties in meeting timelines
 - inability to fulfil own role and responsibilities
 - licensing requirements
 - personal values and their impact on client service and work performance
 - technical expertise
 - understanding of assignment instructions
 - understanding of legal requirements.
- Relevant persons may include:***
- client including young people
 - colleagues
 - supervisor
 - support services or agencies (eg emergency services)
 - technical security specialists.
- Special needs or requirements may relate to:***
- control of exit from and access to premises
 - crowd control
 - escort of people and property
 - non-routine information or service provision
 - screening of property and people
 - urgent requirements
 - victims of trauma or torture
 - young people.
- Reporting may include:***
- completing documentation such as logs, journals and activity reports
 - completing police reports
 - completing written and computer reports
 - contacting designated personnel
 - recording security risk and incident details
 - requesting security assistance

- verbal reporting to client or supervisor.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations