



**Australian Government**

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

# **CPPSEC2007A Screen people**

**Release: 1**

## **CPPSEC2007A Screen people**

### **Modification History**

Not Applicable

## Unit Descriptor

### Unit descriptor

This unit of competency specifies the outcomes required to screen people for dangerous or prohibited items. It requires the ability to prepare and use security screening equipment, monitor people and alarms, adapt screening processes for infants and people with special needs, and carry out search of persons and personal effects. It also requires knowledge of the legal issues relevant to the rights and responsibilities of persons involved in search activities.

This unit may form part of the licensing requirements for persons engaged in security screening and search 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 security screening and search activities. In relation to the identification of drugs, competency involves a reporting function rather than law enforcement. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

This unit focuses on the screening function and includes search of personal effects. It does not cover standard responses to security risk situations in the screening process, for example restraint and detention of persons which are covered by units such as CPPSEC2004A Respond to security risk situation. It does not include image interpretation which is covered by the unit CPPSEC2006A Screen items.

## 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 <b><i>bold italicised</i></b> 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.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<b>1 Prepare for screening.</b>	<p>1.1 Applicable provisions of <i>legislative</i> and <i>organisational requirements</i> relevant to screening operations are identified and complied with.</p> <p>1.2 <i>Assignment instructions</i> are obtained and clarified as required with <i>relevant persons</i>.</p> <p>1.3 Personal dress and presentation is maintained in accordance with client and organisational requirements.</p> <p>1.4 <i>Screening equipment</i> is <i>checked</i> for operational effectiveness in accordance with manufacturer's instructions.</p> <p>1.5 Equipment faults or damage are identified and reported in accordance with organisational procedures.</p>
<b>2 Screen people.</b>	<p>2.1 People are screened using screening equipment appropriate to the purpose.</p> <p>2.2 Flow of people through screening point is controlled in accordance with organisational procedures.</p> <p>2.3 People are directed through screening process using communication which is courteous, professional and sensitive to individual <i>social and cultural differences</i>.</p> <p>2.4 Special methods and requirements are applied when screening infants and <i>persons with special needs</i> in accordance with organisational procedures.</p> <p>2.5 People and equipment are closely <i>monitored</i> to promptly identify <i>prohibited or dangerous items</i>.</p> <p>2.6 Prohibited or dangerous items are identified and appropriate <i>response</i> implemented in accordance with legislative requirements.</p>
<b>3 Undertake search of persons and personal effects.</b>	<p>3.1 Need for <i>search</i> of persons and <i>personal effects</i> is identified in accordance with legislative requirements.</p> <p>3.2 Authority to undertake search of persons and personal effects is confirmed with relevant persons.</p> <p>3.3 Persons are informed of the purpose and procedures to be used in the search using effective <i>interpersonal techniques</i> in accordance with legislative requirements.</p> <p>3.4 Search is carried out in a professional and courteous manner in accordance with organisational procedures and legislative requirements.</p> <p>3.5 Personal search details are reported and documentation maintained in accordance with organisational procedures.</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**

- accurately identify prohibited and dangerous items
- check, set up and operate screening equipment (including walk through metal detection, ETD and wands)
- communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- communicate using clear and concise language
- comply with applicable legislative requirements, regulations and codes
- conduct an inspection and search of people and personal effects
- direct the flow of people through a screening point
- maintain goodwill and professionalism when dealing with incidents
- monitor and identify alarms (audible and visual)
- observe and monitor people and items
- present a professional image to members of the public and colleagues
- recognise suspicious behaviour
- record and report information
- work effectively as part of a team.

#### **Required knowledge**

- communication channels and procedures
- components, operating principles and characteristics of typical weapons, prohibited items and explosives that may be potentially contained on a person or in personal effects
- correct methods and techniques for screening people and personal effects
- correct positioning, speed and gait of persons walking through metal detection equipment
- duty of care, code of conduct and code of ethics requirements
- emergency and evacuation procedures
- layout and access points of premises
- legal provisions relating to powers and procedures for effecting an arrest
- legal provisions relating to search and seizure
- limits of own responsibility and authority in relation to dealing with identified prohibited and dangerous items
- operational principles of screening equipment
- positive alarm response procedures
- principles of effective communication including interpersonal techniques
- procedures for conducting frisk search of persons and physical inspection of personal effects

## REQUIRED SKILLS AND KNOWLEDGE

- procedures for conducting searches of items (baggage, goods, packages etc)
- procedures for reporting identified prohibited and dangerous items
- procedures for screening infants and persons with special needs
- procedures for selecting a random sample of persons for screening with hand held equipment
- procedures to handling, isolating and confiscating prohibited and dangerous items
- situations requiring notification of a law enforcement officer or emergency services.

## 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 relevant legislation, regulations and procedures during screening and search of people and personal effects
- following established procedures to screen people and personal effects using a range of screening equipment
- preparing and using screening equipment including conduct of checks and tests for operational effectiveness
- responding appropriately to alarms and identified prohibited and dangerous items and completing associated documentation
- using culturally appropriate communication techniques to give clear and accurate information to persons involved in screening and search processes
- applying special methods and requirements when screening infants and persons with special needs.

#### **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, written or visual 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.

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

- apprehension and powers of arrest
- Australian standards and quality assurance requirements
- aviation transport security acts and regulations
- 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
- maritime transport security acts and regulations
- 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
- use of restraints and weapons:
  - batons
  - firearms
  - handcuffs
  - spray.

***Organisational requirements may relate to:***

- access and equity policies, principles and practices
- client service standards
- code of conduct or ethics
- communication and reporting procedures
- complaint and dispute resolution procedures
- emergency and evacuation procedures
- employer and employee rights and responsibilities
- equipment use and maintenance
- OHS policies and procedures
- own role, responsibility and authority
- privacy and confidentiality
- records and documentation
- resource parameters and use
- standard operating procedures for screening
- storage and disposal of information.

***Assignment instructions may include:***

- screening objectives, procedures and timeframes
- instructions from supervisor
- personal presentation requirements

	<ul style="list-style-type: none"><li>• reporting and documentation requirements</li><li>• resource and equipment requirements</li><li>• specific client requirements</li><li>• work tasks and procedures.</li></ul>
<b><i>Relevant persons may include:</i></b>	<ul style="list-style-type: none"><li>• aviation staff</li><li>• client</li><li>• colleagues</li><li>• maritime staff</li><li>• security personnel</li><li>• supervisor.</li></ul>
<b><i>Screening equipment may include:</i></b>	<ul style="list-style-type: none"><li>• explosive trace detection (ETD)</li><li>• hand-held metal detector (wand)</li><li>• walk through metal detection equipment.</li></ul>
<b><i>Checked relates to:</i></b>	<ul style="list-style-type: none"><li>• performing required calibrations on screening equipment</li><li>• setting up screening equipment</li><li>• testing screening equipment.</li></ul>
<b><i>Social and cultural differences may relate to:</i></b>	<ul style="list-style-type: none"><li>• dress and personal presentation</li><li>• food preferences</li><li>• language</li><li>• religion</li><li>• social conventions</li><li>• traditional practices</li><li>• values and beliefs.</li></ul>
<b><i>Persons with special needs may include:</i></b>	<ul style="list-style-type: none"><li>• a person in a wheelchair who may or may not be able to stand unassisted</li><li>• a person not in a wheelchair but who requires a walking aid</li><li>• a person who is hearing impaired</li><li>• a person who is vision impaired</li><li>• a person who is vision impaired who has an assistance animal (eg a guide dog)</li><li>• a person who requires the assistance of a carer</li><li>• a person with a prosthetic device, body brace or other medical device.</li></ul>
<b><i>Monitored may relate to:</i></b>	<ul style="list-style-type: none"><li>• checking equipment to ensure correct working order or need for calibration</li><li>• ensuring appropriate flow of people and personal effects through screening point</li><li>• identifying alarms (audible and visual)</li><li>• identifying suspicious behaviour or items</li><li>• observing people.</li></ul>
<b><i>Prohibited or</i></b>	<ul style="list-style-type: none"><li>• are those items specified by the client or by federal, state</li></ul>

***dangerous items:***

- or territory statutes
- may be organics, weapons and explosives
- may be described under aviation transport security regulations
- may be described under maritime transport security regulations.

***Response may include:***

- completing relevant documentation
- conducting further screening
- escalation according to standard operating procedures
- establishing a sterile area
- notifying a law enforcement officer
- notifying emergency personnel
- notifying supervisor
- verbal or written reporting.

***Search may involve:***

- electronic screening
- frisk search
- pat search
- routine or special search of property
- scanning of baggage, items, personal effects and property.

***Personal effects:***

- includes carry-on baggage in an aviation environment
- means an article or possession of a person.

***Interpersonal techniques may involve:***

- active listening
- being non-judgemental
- being respectful and non-discriminatory
- constructive feedback
- control of tone of voice and body language
- culturally aware and sensitive use of language and concepts
- demonstrating flexibility and willingness to negotiate
- effective verbal and non-verbal communication
- maintaining professionalism
- providing sufficient time for questions and responses
- reflection and summarising
- two-way interaction
- use of plain English
- use of positive, confident and cooperative language.

**Unit Sector(s)****Unit sector**

Security

## Competency field

Competency field      Operations