



**Australian Government**

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

# **CPPSEC2027A Load and unload cash in transit in a secured environment**

**Release: 1**

## **CPPSEC2027A Load and unload cash in transit in a secured environment**

### **Modification History**

New unit

### **Unit Descriptor**

This unit of competency specifies the outcomes required to load and unload cash in transit in a designated secured environment. It requires the ability to collaborate with others to select the loading site, transfer the load, and complete transfer documentation.

The unit requires legal and operational knowledge applicable to relevant sectors of the security industry.

### **Application of the Unit**

This unit of competency applies to roles involving cash-in-transit activities in the security industry.

The skills and knowledge described in this unit are to be applied within relevant legislative and organisational guidelines.

### **Licensing/Regulatory Information**

This unit may form part of the licensing requirements for persons engaged in cash-in-transit security operations in those states and territories where these are regulated activities.

### **Pre-Requisites**

Not applicable.

### **Employability Skills Information**

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 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 the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

- |   |                      |   |
|---|----------------------|---|
| 1 | Select loading site. | <p>1.1 <b><i>Assignment instructions</i></b> and <b><i>information</i></b> are reviewed and operational details verified where necessary with <b><i>relevant persons</i></b>.</p> <p>1.2 Site for consignment transfer is selected according to assignment instructions and <b><i>occupational health and safety (OHS) requirements</i></b>.</p> <p>1.3 Accessibility and security of loading site are determined and assessed in line with assignment instructions.</p> <p>1.4 Where loading site is deemed inappropriate, alternative sites are identified in consultation with relevant persons.</p> <p>1.5 <b><i>Risks to consignment</i></b> are assessed and necessary controls applied in consultation with relevant persons.</p> <p>1.6 Appropriate <b><i>interpersonal techniques</i></b> and <b><i>communication channels</i></b> are used to obtain necessary authorisations according to <b><i>organisational requirements</i></b>.</p> |
| 2 | Transfer load.       | <p>2.1 Load is safely and securely transferred according to assignment instructions, and organisational, OHS and <b><i>legislative requirements</i></b>.</p> <p>2.2 <b><i>Security procedures</i></b> are undertaken according to assignment instructions and legislative requirements.</p> <p>2.3 Contingency plans are identified as required and confirmed with relevant persons according to organisational requirements.</p> <p>2.4 Consignment details are checked, and non-conforming items identified, documented and reported according to</p>   |

- organisational requirements.
- 2.5 Loading site is constantly monitored to maintain security and identify *risks and hazards* according to organisational requirements.
- 3 Complete transfer documentation.
  - 3.1 Consignment delivery is verified by client according to organisational requirements.
  - 3.2 Transfer documentation is completed according to organisational and legislative requirements.

## Required Skills and Knowledge

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

### Required skills

- problem-solving skills to:
  - make a basic assessment of degree of consignment risk
  - predict consequences and apply contingencies
- literacy skills to:
  - identify and comply with legal and procedural requirements, including licensing requirements
  - read and interpret instructions, procedures, information and labels
  - record, report and document information
- planning and organising skills to plan and prioritise work tasks
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- initiative and enterprise skills to respond appropriately to security risk situations
- self-management skills to:
  - communicate using appropriate channels, codes and signals
  - select and use appropriate personal protective equipment (PPE)
  - use correct manual handling techniques
- technology skills to select and use equipment appropriate to cash-in-transit tasks, including communications equipment

### Required knowledge

- Australian standards, regulations, procedures and codes of practice applicable to own role, responsibilities and cash-in-transit tasks
- basic principles of effective teamwork
- basic principles of risk assessment
- cash-in-transit carrying, loading and unloading techniques
- housekeeping procedures for work site
- limits of own responsibility and authority
- observation and monitoring techniques
- permit and licensing requirements for cash-in-transit operations
- principles of effective communication, including interpersonal techniques
- procedures for activating and de-activating a range of security systems and devices
- procedures for handling non-conforming consignments
- procedures for responding to a violent encounter, including armed robbery

- procedures for review and debrief of a security response
- procedures to prepare for cash-in-transit operation, including systematic checks and correct strategic positioning and tactics
- range of potential security incidents and appropriate responses
- risks and hazards posed by the transfer of cash in transit, and related precautions and controls
- situations requiring support or assistance

## 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.

<p>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p>	<p>A person should demonstrate the ability to:</p> <ul style="list-style-type: none"> <li>• comply with legislative, organisational, OHS and client requirements to securely load, carry and unload cash-in-transit consignments in a designated secured environment</li> <li>• select a safe and secure loading site, and identify an alternative where accessibility and/or security of the initial site is assessed as inappropriate</li> <li>• identify risks and hazards that impact on loading and unloading cash in transit, and work effectively with others to implement necessary controls</li> <li>• verify consignment characteristics and details, and identify and report non-conformances</li> <li>• use communications equipment and techniques to give clear and accurate information in a form that is preferred and understood by the receiver and engages minority groups</li> <li>• accurately and legibly document consignment delivery details.</li> </ul>
<p>Context of and specific resources for assessment</p>	<p>Context of assessment includes:</p> <ul style="list-style-type: none"> <li>• a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.</li> </ul> <p>Resource implications for assessment include:</p> <ul style="list-style-type: none"> <li>• access to plain English version of relevant statutes and procedures</li> <li>• access to a registered provider of assessment services</li> <li>• access to a suitable venue and equipment</li> <li>• assessment instruments, including personal planner and assessment record book</li> <li>• work schedules, organisational policies and duty statements.</li> </ul> <p>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.</p>
<p>Method of assessment</p>	<p>Assessment for this unit must verify the practical application of the required skills and knowledge, using one or more of the following methods:</p> <ul style="list-style-type: none"> <li>• observation of processes and procedures</li> </ul>

	<ul style="list-style-type: none"> <li>questioning of underpinning skills and knowledge.</li> </ul>
Guidance information for assessment	<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.</p> <p>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

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.

<b><i>Assignment instructions</i></b> may relate to:	<ul style="list-style-type: none"> <li>access to work site, including: <ul style="list-style-type: none"> <li>access and egress points</li> <li>timing of access</li> <li>authorisations</li> <li>access codes</li> <li>security systems and devices</li> </ul> </li> <li>client identification and information details</li> <li>client instructions</li> <li>consignment details and special instructions</li> <li>legislative requirements relating to work tasks</li> <li>OHS requirements, including PPE</li> <li>personal presentation and identification requirements</li> <li>plans of site access, exit points and key physical features</li> <li>reporting requirements</li> <li>resource and equipment needs</li> <li>work schedules</li> <li>work tasks and procedures.</li> </ul>
--	---



<p><b>Information</b> documents may include:</p>	<ul style="list-style-type: none"> <li>• award and enterprise bargaining agreement</li> <li>• client instructions</li> <li>• codes of practice, including the National Standards for Manual Handling and the Industry Safety Code</li> <li>• consignment manifest</li> <li>• emergency procedures</li> <li>• job specifications</li> <li>• material safety data sheets (MSDS)</li> <li>• quality assurance procedures</li> <li>• manufacturer specifications</li> <li>• standards and certification requirements</li> <li>• supplier instructions</li> <li>• workplace policies and procedures.</li> </ul>
<p><b>Relevant persons</b> may include:</p>	<ul style="list-style-type: none"> <li>• clients</li> <li>• management</li> <li>• members of the public</li> <li>• police</li> <li>• private security personnel</li> <li>• public sector security personnel</li> <li>• security consultants</li> <li>• specialist or technical staff</li> <li>• supervisor</li> <li>• team members.</li> </ul>
<p><b>OHS requirements</b> may relate to:</p>	<ul style="list-style-type: none"> <li>• controlling and minimising risks</li> <li>• correct manual handling, including shifting, lifting and carrying</li> <li>• duty of care</li> <li>• emergency procedures</li> <li>• first aid</li> <li>• housekeeping standards</li> <li>• identifying and reporting risks and hazards</li> <li>• monitoring the work environment</li> <li>• non-conforming consignments, such as hazardous goods</li> <li>• safety of self and others</li> <li>• safe use and maintenance of equipment</li> <li>• site access and security</li> <li>• teamwork and back-up support</li> <li>• two-way radio</li> <li>• using PPE, such as: <ul style="list-style-type: none"> <li>• firearms</li> <li>• gloves</li> <li>• safety headwear and footwear.</li> </ul> </li> </ul>

<p><b><i>Risks to consignment</i></b> may relate to:</p>	<ul style="list-style-type: none"> <li>• hazards</li> <li>• high-risk locations</li> <li>• inclement weather</li> <li>• loss through negligence</li> <li>• security of loading and unloading site</li> <li>• theft.</li> </ul>
<p><b><i>Interpersonal techniques</i></b> may involve:</p>	<ul style="list-style-type: none"> <li>• active listening</li> <li>• being non-judgemental</li> <li>• being respectful and non-discriminatory</li> <li>• control of tone of voice</li> <li>• cultural awareness and sensitive use of language and concepts</li> <li>• demonstrating flexibility and willingness to negotiate</li> <li>• giving constructive feedback</li> <li>• providing sufficient time for questions and responses</li> <li>• using plain English</li> <li>• using positive body language</li> <li>• using questioning, reflection and summarising to clarify understanding.</li> </ul>
<p><b><i>Communication channels</i></b> and processes may relate to:</p>	<ul style="list-style-type: none"> <li>• direct line supervision paths</li> <li>• established communication protocols</li> <li>• lateral supervision paths</li> <li>• organisational communication networks</li> <li>• use of mobile and fixed telephones</li> <li>• use of two-way radio</li> <li>• verbal and non-verbal communication procedures, such as: <ul style="list-style-type: none"> <li>• call signs</li> <li>• coded messages</li> <li>• hand signals</li> <li>• phonetic alphabet</li> <li>• procedure words for radio telephone communication</li> <li>• use of abbreviations.</li> </ul> </li> </ul>
<p><b><i>Organisational requirements</i></b> may relate to:</p>	<ul style="list-style-type: none"> <li>• access and equity policies, principles and practices</li> <li>• business and performance plans</li> <li>• client service standards</li> <li>• code of conduct and code of ethics</li> <li>• communication and reporting procedures</li> <li>• complaint and dispute-resolution procedures</li> <li>• emergency and evacuation procedures</li> <li>• employer and employee rights and responsibilities</li> <li>• OHS policies, procedures and programs</li> <li>• own role, responsibility and authority</li> </ul>

	<ul style="list-style-type: none"> <li>• privacy and confidentiality of information</li> <li>• quality assurance and continuous improvement processes and standards</li> <li>• resource parameters and procedures</li> <li>• roles, functions and responsibilities of security personnel</li> <li>• storage and disposal of information.</li> </ul>
<b>Legislative requirements</b> may relate to:	<ul style="list-style-type: none"> <li>• Australian standards and certification requirements</li> <li>• licensing and permits for firearms</li> <li>• licensing requirements for carrying particular classes of goods</li> <li>• licensing requirements for driving</li> <li>• relevant state and territory regulations and legislation covering: <ul style="list-style-type: none"> <li>• firearms</li> <li>• OHS</li> <li>• privacy</li> </ul> </li> <li>• road rules and traffic.</li> </ul>
<b>Security procedures</b> may include:	<ul style="list-style-type: none"> <li>• activating and de-activating security systems and devices, such as: <ul style="list-style-type: none"> <li>• access control systems</li> <li>• alarm systems</li> <li>• ATM vaults</li> <li>• digital versatile discs (DVDs), video cassette recorders (VCRs) and webcams</li> <li>• surveillance cameras</li> <li>• time-delay devices</li> <li>• two-key safes</li> </ul> </li> <li>• armed robbery response</li> <li>• consignment carrying and loading techniques</li> <li>• permission to enter and exit loading areas</li> <li>• positioning of personnel</li> <li>• travelling across public areas</li> <li>• vehicle accident response.</li> </ul>
<b>Risks and hazards</b> may include:	<ul style="list-style-type: none"> <li>• contamination of, or from, materials being handled</li> <li>• dust and vapours</li> <li>• firearms handling</li> <li>• hazardous or dangerous goods and materials</li> <li>• humidity and air temperature</li> <li>• inclement weather</li> <li>• packages, goods, baggage or cargo left unattended or tampered with</li> <li>• persons carrying weapons</li> </ul>

	<ul style="list-style-type: none"><li>• persons causing a public nuisance</li><li>• persons behaving suspiciously</li><li>• persons in emotional or physical distress</li><li>• persons under the influence of intoxicating substances</li><li>• persons with criminal intent</li><li>• persons, vehicles and equipment in unsuitable locations</li><li>• suspicious packages or substances</li><li>• terrorism</li><li>• unattended vehicles in areas not designated for parking</li><li>• uneven ground, steps or road surfaces</li><li>• vehicular and pedestrian traffic</li><li>• violence or physical threats.</li></ul>
--	--

## Unit Sector(s)

**Competency field**            Cash in transit

**Unit sector**                    Security

## Custom Content Section

Not applicable.