



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3005A Prepare and present security documentation and reports

Release: 1

CPPSEC3005A Prepare and present security documentation and reports

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	<p>This unit of competency specifies the outcomes required to plan, organise and present documentation in required formats appropriate for use in the security industry. It requires the ability to gather information by factual or surveillance methods, evaluate the quality of information and data, prepare and review drafts, and present final reports and documentation.</p> <p>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.</p>
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Application of the Unit

Application of the unit	<p>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.</p>
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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 Gather information.	<p>1.1 Applicable provisions of <i>legislative</i> and <i>organisational requirements</i> relevant to <i>assignment instructions</i> are identified and complied with.</p> <p>1.2 Relevant information is obtained from <i>information sources</i> in accordance with organisational procedures.</p> <p>1.3 Methods of collecting information are reliable and make efficient use of resources.</p> <p>1.4 <i>Business equipment and technology</i> is used to source, collect and organise information.</p> <p>1.5 Workplace safety procedures are identified and complied with in accordance with <i>Occupational Health and Safety (OHS)</i> requirements.</p>
2 Check and organise information.	<p>2.1 Gathered information is assessed in terms of validity, reliability and relevance.</p> <p>2.2 Additional information is sought as required from established sources in accordance with organisational procedures.</p> <p>2.3 All material is reviewed thoroughly to ensure completeness and accuracy of information.</p> <p>2.4 Information is prioritised and organised in a logical manner to facilitate analysis and dissemination.</p>
3 Present information.	<p>3.1 Draft documentation is prepared and checked to ensure intended meaning is readily understood.</p> <p>3.2 Draft documentation is forwarded to <i>relevant persons</i> for review.</p> <p>3.3 Feedback is sought and constructive feedback is identified and integrated into the final document.</p> <p>3.4 Final documentation is presented within designated timeframes using clear and concise language and meets organisational standards relating to style, format and accuracy.</p> <p>3.5 Retained material is securely stored and maintained in accordance with organisational procedures.</p>

Required Skills and Knowledge

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 record and report information
- apply effective communication and negotiation techniques including active listening and questioning
- communicate effectively with people from different social, cultural and ethnic backgrounds and of varying physical and mental abilities
- identify and comply with applicable legal and procedural requirements, including licensing requirements, relevant to surveillance activities
- operate business equipment and technology
- organise resource and equipment requirements
- participate in meetings and interviews
- prioritise and complete activities within designed timelines
- read, analyse and interpret information
- record and document information
- solve basic problems
- source, collate and organise information
- use a range of office equipment and technology
- verify validity of information
- write standard reports.

Required knowledge

- applicable licensing and legal requirements relevant to surveillance operations
- applicable licensing requirements
- basic research and information gathering methods
- documentation processes and storage procedures
- information gathering techniques
- interviewing processes
- observation and monitoring techniques
- operational functions of a range of business equipment and technology
- principles of effective communication including interpersonal techniques
- privacy and confidentiality policies and procedures
- questioning techniques to obtain specific information
- reliable and verifiable sources of information
- report writing formats and styles
- reporting and documentation requirements
- techniques to verify and validate information.

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: <ul style="list-style-type: none">• complying with applicable legislation and relevant licensing for the preparation and presentation of documentation• researching information and confirming its validity• interpreting and confirming reporting requirements• sourcing, organising and presenting both oral and written information in a suitable format style• receiving, interpreting and relaying verbal and non-verbal information in a concise and accurate manner• using effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver and which engages minority groups.
Context of and specific resources for assessment	Context of assessment includes: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• observation of processes and procedures• questioning of underpinning knowledge and skills.
Guidance information	Assessment processes and techniques must be culturally

for assessment

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 and written assessment should be used to assess underpinning knowledge.

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
- 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
 - 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 purpose and objective
- assignment tasks and procedures
- assignment timeframe
- investigative activities
- licensing compliance requirements
- reporting and documentation requirements
- requirements for continuous monitoring
- resource and equipment requirements.

Information sources may include:

- business community
- Internet
- interviews and meetings
- library
- records, reports and case notes
- security industry and networks
- voice recordings
- workshops, conferences and seminars.

Business equipment and technology may include:

- calculators
- facsimile machines
- internet
- monitoring software
- standard commercial computer software and hardware
- telephones.

Occupational Health and Safety (OHS) requirements may

- controlling and minimising risks
- correct manual handling including shifting, lifting and carrying

relate to:

- environmental and conservation requirements
- ergonomic requirements
- first aid
- identifying and reporting hazards and risks
- knowledge of emergency and evacuation procedures
- using and maintaining business equipment.

Relevant persons may include:

- clients
- colleagues
- security personnel
- supervisor.

Unit Sector(s)**Unit sector** Security**Competency field****Competency field** Operations