



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3012A Store and protect information

Release: 1

CPPSEC3012A Store and protect information

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to store and protect information for future retrieval. It requires an ability to use appropriate technology to record and maintain the integrity of data, as well as to preserve evidence which may be used in future judicial proceedings.

This unit may form part of the licensing requirements for persons involved 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 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.

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 Collect and assess information.	<p>1.1 Applicable provisions of <i>legislative</i> and <i>organisational requirements</i> relevant to storing and protecting information are identified and complied with.</p> <p>1.2 <i>Information</i> is collected and assessed for accuracy and potential future use in accordance with <i>client</i> requirements.</p> <p>1.3 Protection requirements and storage methods are determined in accordance with client and legislative requirements.</p> <p>1.4 Information is labelled, registered and recorded using appropriate <i>business equipment</i>.</p>
2 Store information.	<p>2.1 Information is stored for future analysis, dissemination and use in accordance with legislative requirements.</p> <p>2.2 <i>Factors</i> relevant to the secure and safe storage of information are addressed and confirmed as required with <i>relevant persons</i>.</p> <p>2.3 <i>Storage arrangements</i> are implemented in accordance with best practice and client requirements.</p> <p>2.4 Continuity logs are established and maintained to monitor security and movement of information.</p>
3 Dispose of information.	<p>3.1 Authorisation to dispose of information is verified with relevant persons.</p> <p>3.2 Information disposal method is determined appropriate to the type of information.</p> <p>3.3 Information is disposed of in accordance with organisational procedures and legislative requirements.</p> <p>3.4 Relevant documentation is completed and securely 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

- collate and organise information
- collect and assess information
- communicate effectively with people from different social, cultural and ethnic

REQUIRED SKILLS AND KNOWLEDGE

backgrounds and of varying physical and mental abilities

- dispose of information
- identify and comply with applicable legal and procedural requirements including licensing requirements
- operate business equipment and technology
- organise resource and equipment requirements
- prioritise and complete activities within designed timelines
- read, analyse and interpret information
- record and document information
- solve basic problems
- store and preserve information
- use a range of office equipment and technology
- verify validity of information.

Required knowledge

- applicable licensing and legal requirements for handling and managing information and the retention of information
- applicable licensing requirements
- best practice storage arrangements
- documentation formats and processes
- information collation techniques
- information documentation processes and storage procedures
- methods and procedures for the disposal of different types of information
- operational functions of a range of business equipment and technology
- principles of effective communication including interpersonal techniques
- privacy and confidentiality policies and procedures
- reporting and documentation requirements
- requirements for preserving and retrieving evidence
- storage requirements for information that is susceptible to spoil or damage (eg film, computer tapes)
- techniques to verify and validate information.
- technology applications relevant to the analysis and storage of information
- types and availability of storage facilities.

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:

- using appropriate technology to label, register and record information
- maintaining accurate records and information systems which monitor the security and movement of information
- complying with procedures and guidelines for storing and protecting information using a range of storage methods
- complying with requirements for storage and preservation of evidence
- disposing of information in compliance with legal requirements.

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 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.

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
 - Occupational Health and Safety (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.

Information may include:

- audio or video recordings
- charts
- computer-based information
- data
- drawings
- evidence
- logs
- original and backup tapes
- original, copy and negative film and photographs
- photographs or images
- physical items (eg specimens, samples)
- radio or telephone records
- reports.

Clients may include:

- corporations
- general public
- government agencies
- insurance companies
- judicial representatives
- legal representatives
- loss assessors
- police.

Business equipment and technology may include:

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

Factors may relate to:

- client requirements
- commercial value of information
- consequence of loss

- cost of alternative arrangements
- duration (eg short term or long term)
- environmental considerations (eg temperature, humidity, light, electro magnetic fields)
- intellectual property
- legal requirements
- potential to harm individuals, organisations and countries
- safety of information
- potential use of information
- principles for managing exhibits and evidence
- requirements for retrieval
- security (eg off organisational premises)
- sensitivity of information.

Relevant persons may include:

- clients
- colleagues
- information storage specialists
- judicial representatives
- police
- security personnel
- supervisor.

Storage arrangements:

- are appropriate to required storage timeframe
- are suitable for the effective retention and preservation of information in original condition
- prevent cross contamination
- prevent damage
- prevent interference or tampering
- prevent theft damage.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations

