Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC3021A Maintain and use security database

Release: 1

INDUSTRY SKILLS COUNCILS

Creating Australia's Future

CPPSEC3021A Maintain and use security database

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency specifies the outcomes required to maintain and use database software and hardware in a security context. It requires the ability to use software and hardware appropriate to the task, input verifiable data in a standardised style and format, and fully backup and recover a database. It also requires an ability to identify and solve common database performance problems and compile reports.

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 wide application in the security industry in those roles which involve 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

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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.

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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare to use security database.	1.1 Applicable provisions of ***legislative*** and ***organisational requirements*** relevant to operating a security database are identified and complied with.
	1.2 ***Ergonomic*** and ***conservation*** issues are identified and appropriate risk control measures implemented in accordance with Occupational Health and Safety (OHS) guidelines.
	1.3 Appropriate software and hardware is identified to meet task requirements and installed in accordance with manufacturer's instructions.
	1.4 Virus protection is monitored, maintained regularly updated to ensure the continuous integrity and protection of data.
	1.5 Database storage, ***security and access*** requirements are identified and complied with to ensure the confidentiality and security of data.
	1.6 Established housekeeping, maintenance and ***back-up*** procedures are identified and conducted on a routine basis.
	1.7 Stand-by database and alternative strategies are identified and implemented as required to address operational faults and deficiencies in database systems.
2 Use security database.	2.1 ***Data entry***, ***output and presentation*** requirements are identified and complied with in accordance with assignment instructions.
	2.2 Data is obtained from verifiable ***sources***, ***checked*** and monitored for variations in data quality.
	2.3 Data is entered, checked for accuracy and updated as required.
	2.4 Errors and lags in data processing or discrepancies are identified, ***diagnosed*** and reported.
	2.5 Complex faults or repair requirements outside area of responsibility or competence are reported for specialist assistance.
	2.6 Measures to improve database content, interfaces or effectiveness are identified and confirmed with ***relevant persons***.
3 Compile reports.	3.1 Reports are prepared in a timely manner using appropriate formats and presentation methods.
	3.2 Reports are produced using relevant data and are reviewed and checked for accuracy.
	3.3 Constructive ***feedback*** to improve and maintain security

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ELEMENT	PERFORMANCE CRITERIA
	database systems is received and used to inform future practice.
	3.4 Procedures for the safe ***storage and protection of data*** are identified and complied with in accordance with organisational procedures.
	3.5 Relevant ***documentation*** is completed and securely maintained with due regard to confidentiality in accordance with organisational procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- apply best practice in backup and recovery strategies
- apply keyboarding skills to maintain data
- apply safe and effective ergonomic workplace practices
- collate and present data
- conduct checks for accurate and consistent information
- create simple queries using simple formulae
- interpret and evaluate the purposes and uses of various features of databases
- prepare reports for analysis and evaluation of information in a defined range of areas
- read and interpret complex instructions and technical material
- use processes flexibly and interchangeably to solve routine problems.

Required knowledge

- backup and recovery methodologies
- common database performance problems and solutions
- data analysis techniques
- data entry procedures and processes
- database administration, security and storage requirements
- database diagnostic tools and their functions
- energy and resource conservation
- OHS guidelines including ergonomic requirements
- range of database software and hardware and their application
- report and other documentation formats.

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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:

- accurately diagnosing and rectifying errors and lags in data processing
- implementing a broad application of database functions using accurate data inputting techniques to complete work tasks within designated timeframes
- monitoring and reviewing database effectiveness and using constructive feedback to improve and maintain database systems.
- producing reports in required formats in a timely manner and reviewing for accuracy, compatibility and reliability of data
- using established storage, protection and backup procedures and security and access systems to maintain database effectiveness and data integrity.

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:

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- 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:

- 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
- 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

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	• OHS • relevant industry codes of practice • telecommunications • 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.
Ergonomic considerations may include:	• avoiding radiation from computer screens • chair height, seat and back adjustment • document holder use • footrest use • lighting • noise minimisation • posture • rest periods and exercise breaks • screen, keyboard and mouse positions • work station height and layout.
***Conservation* techniques may include**:	• recycling used and shredded paper • using of double sided paper • using re-used paper for drafts (observing confidentiality requirements) • utilising power-save options for equipment.
***Security and access* procedures may include**:	• data inputting • search and browse authorities • viewing and operation • write permission.
Back-up:	• facilities range from a single tape unit to more comprehensive and complex backup facilities across the

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	network.
***Data entry, output and presentation* procedures include**:	• author's instructions • coding • data input • fault-finding • installation or de-installation of software or hardware • location and storage of data • log-on • password protection • standard formats • start-up or shutdown • troubleshooting • use of templates.
***Sources* may include**:	• computer data files • government documents and registers • media reports • policy statements • statistical summaries • statutes.
***Checks* may include**:	• consistency of data • ensuring accuracy of data • ensuring accuracy of formulae • ensuring instructions with regard to content and format have been followed filtering • proofreading • spelling.
***Diagnosis* may relate to**:	• hardware • input • output • running • software.
***Relevant persons* may include**:	• clients • management • other professional or technical staff • security consultants • security personnel.
***Feedback* may include**:	• comments from management, colleagues or clients • formal and informal performance appraisals • personal, reflective behaviour strategies • workplace assessment.
Procedures for the	• authorised access requirements

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***storage and protection of data* may relate to**:	• CD-ROM backup • maintaining hard copies • secure filing locations • storage (eg folders, sub-folders, hard drives, CDs, DVDs)
***Documentation* may include**:	• costings • equipment faults and diagnosis • materials used, parts and components replaced • operational details • recommended repairs or disposal of equipment • repairs or servicing undertaken • testing and inspection results.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations

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