



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC4001A Manage a safe workplace in the security industry

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to manage the implementation of Occupational Health and Safety (OHS) policies and procedures to ensure compliance with legislative requirements relating to security operations. It requires an ability to disseminate and communicate current OHS information and facilitate consultative processes to ensure maximum vigilance and awareness of the range of risks and hazards common to a security work environment. It also requires an ability to manage the ongoing review and improvement of OHS policies and procedures.

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.

Application of the Unit

Application of the unit This unit of competency has wide application in a range of work roles in the security industry. Work is performed under minimal supervision and competency requires a high level of judgement and decision-making. 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 Facilitate OHS awareness and information.	<p>1.1 Organisational <i>OHS policies and procedures</i> and applicable <i>legislative requirements</i> are explained to individuals and teams to ensure compliance.</p> <p>1.2 <i>OHS information</i> is widely disseminated to facilitate awareness and vigilance among individuals and teams.</p> <p>1.3 Industry networks are accessed to ensure currency of OHS information and changes to legislative requirements.</p>
2 Implement participative arrangements for OHS.	<p>2.1 <i>Communication skills</i> and <i>interpersonal techniques</i> are used to explain the importance of consultation processes in <i>managing workplace risks</i> and <i>hazards</i>.</p> <p>2.2 Consultative processes are implemented and monitored to ensure participation of individuals and teams in OHS management.</p> <p>2.3 Issues raised through consultation are promptly dealt with in accordance with organisational procedures.</p> <p>2.4 Outcomes of OHS consultation and any changes to procedures are <i>recorded</i> and communicated promptly to individuals and teams.</p>
3 Implement OHS training.	<p>3.1 OHS <i>training needs</i> are systematically identified to ensure effectiveness of OHS procedures and practices.</p> <p>3.2 OHS training processes and materials are reviewed to ensure their capacity to meet the OHS learning needs of individuals.</p> <p>3.3 Workplace <i>learning opportunities</i> are identified and implement to facilitate team and individual achievement of identified OHS training needs.</p> <p>3.4 OHS training records including costings are maintained in accordance with organisational procedures.</p>
4 Implement procedures for risk control.	<p>4.1 Workplace hazards are continually identified and promptly reported in accordance with OHS policies and procedures.</p> <p>4.2 Procedures to control risks are implemented using the hierarchy of control.</p> <p>4.3 Inadequacies in procedures for hazard identification and risk control are identified and reported.</p> <p>4.4 OHS policies and procedures are reviewed and updated based on feedback from consultation and identified inadequacies in risk control processes.</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

- application of the hierarchy of controls
- assess identified hazards and risks
- coaching and mentoring to provide support to colleagues
- communicate with people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
- communication skills to convey and discuss OHS issues and information
- data analysis
- evaluate documents, behaviours and OHS information
- information technology to use computers and business equipment
- literacy skills for comprehending documentation and interpreting OHS requirements
- monitoring and observation
- negotiation
- numeracy to calculate resources required to implement OHS policies and procedures and risk controls
- problem solving
- read and understand common OHS signs and symbols
- risk assessment.

Required knowledge

- general principles and practices relating to OHS management
- guidelines relating to the use of restraints, batons, handcuffs, spray and firearms
- guidelines relating to use of force
- legal responsibilities of employers, supervisors and employees relating to OHS and duty of care
- licensing requirements in the security industry
- OHS hierarchy of control and procedures for its application
- organisational procedures for emergency, evacuation and first aid response
- principles and application of risk management and controls
- range of potential security workplace hazards, risks and emergency situations
- relevant legislation from all levels of government that affects security operations and licensing, especially in regard to OHS, equal opportunity, industrial relations and anti-discrimination
- rights and responsibilities of employers and employees with regard to OHS and consultative arrangements.

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 applicable OHS policies and procedures and legislation, and implementing consultative arrangements to ensure individual and team OHS awareness and compliance
- implementing OHS policies and procedures and using review, feedback and consultation processes as the basis for their update
- implementing OHS training for individuals based on an evaluation of individual learning needs and identified training programs and resources
- reviewing, updating and maintaining OHS records and information to meet legal compliance 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 a registered provider of assessment services
- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- 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 should be assessed using 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.

OHS policies and procedures may relate to:

- application of first aid
- counter terrorism
- emergency and evacuation response
- equipment maintenance and use
- hazard and risk identification and reporting
- OHS consultation and participative arrangements
- reporting accidents, incidents, injuries and near misses
- restraint and apprehension of persons
- risk assessment and control measures
- safe operating procedures and instructions for use of equipment and technology
- security licensing requirements
- use and maintenance of Personal Protective Equipment (PPE)
- use of force
- use of restraints, firearms, handcuffs, batons and spray
- use, storage and disposal of hazardous substances or dangerous items.

Legislative requirements may relate to:

- anti-discrimination and diversity
- Australian standards, codes of practice and regulations
- award and enterprise agreements
- duty of care

- evidence collection
- licensing arrangements and certification requirements
- OHS issue resolution
- relevant commonwealth, state and territory OHS legislation, codes of practice and regulations
- roles and responsibilities of OHS representatives and committees
- trade practices
- use of force.

OHS information may relate to:

- application of organisational OHS policies and procedures
- compliance with applicable legislation, standards and regulations related to OHS
- current security industry risks and alerts
- identified hazards
- outcomes of risk assessment and control processes
- procedures for evacuation, application of first aid and emergency response
- processes for raising OHS issues
- up-to-date OHS issues and industry safety trends.

Communication skills may include:

- active listening
- comprehension
- negotiation
- note-taking
- positive body language
- questioning
- reading accurately
- speaking clearly
- summarising
- writing.

Interpersonal techniques may include:

- active listening
- being respectful and non-discriminatory to others
- control of tone of voice and body language
- demonstrating flexibility and willingness to negotiate
- interpreting non-verbal and verbal messages
- maintaining professionalism
- providing and receiving constructive feedback
- questioning to clarify and confirm understanding
- two-way communication
- use of communication appropriate to cultural differences
- use of positive, confident and cooperative language.

Risk relates to:

- the chance of something happening that will have an impact on objectives.

Security risks may relate to:

- biological hazards
- chemical spills
- client contact
- electrical faults
- explosives
- financial viability
- injury to personnel
- noise, light, heat, smoke
- persons carrying weapons
- persons causing a public nuisance
- persons demonstrating suspicious behaviour
- persons suffering from emotional or physical distress
- persons under the influence of intoxicating substances
- persons with criminal intent
- persons, vehicles and equipment in unsuitable locations
- property or people
- security systems
- suspicious packages or substances
- systems or process failures
- terrorism
- violence or physical threats.

Managing risks may involve:

- application of the hierarchy of control
- complying with safe operating procedures for equipment
- correct selection, use, storage and maintenance procedures for PPE
- evacuation
- maintaining vigilance, awareness and observation in the work environment
- OHS communication and reporting
- requests for back-up support or instructions
- safe lifting and manual handling
- security of documents, cash, equipment and persons
- use of fire safety equipment
- use of reasonable force.

Hazard relates to:

- any thing (including an intrinsic property of a thing) or situation with the potential to cause injury or harm.

Hazards may be identified through:

- consultation
- continuous monitoring of work environment
- debrief and review of security incidents
- regular informal and formal discussions with colleagues
- regular inspections of equipment and work area
- review of OHS records.

OHS records may relate to:

- first aid and medical post records
- hazardous substances registers
- health surveillance and monitoring of work environment
- identified hazards and risks
- industry warnings and security alerts
- maintenance and testing reports
- manufacturer and supplier information, including materials safety data sheets and dangerous goods storage lists
- OHS audits and inspections
- OHS instruction and training
- OHS issues which have been raised and reported
- reports of accidents and injury
- workers compensation and rehabilitation records.

Training needs may relate to:

- additional work experience or exchange opportunities
- application of the hierarch of controls
- attendance at OHS seminars or conferences
- emergency evacuation training
- OHS induction training
- participating in formal or informal learning programs
- undertaking personal study
- use of restraints, batons, handcuffs, spray and firearms
- workplace coaching, mentoring or supervision.

Learning opportunities may include:

- career planning or development
- conducting a workplace skills assessment
- participation in formal or informal learning programs
- undertaking a performance appraisal
- undertaking personal study
- work experience or exchange opportunities
- workplace coaching, mentoring or supervision.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Security and risk management