CPPSEC4002A Implement effective communication techniques
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Modification History
Not Applicable

Unit Descriptor

Unit descriptor
This unit of competency specifies the outcomes required to implement communication techniques and systems within a security context. It requires the ability to assess communication requirements and adapt techniques and systems accordingly. It also requires an ability to assess situations involving conflict and negotiation strategies for conflict resolution.

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

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>PERFORMANCE CRITERIA</th>
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| 1 Implement effective workplace communication. | 1.1 Effective workplace *communication systems and equipment* are implemented to facilitate an accurate exchange of workplace information.  
1.2 Problems and conflicts within the work team are negotiated and resolved using appropriate *interpersonal techniques* and *communication skills*.  
1.3 Team meetings and briefings are regularly conducted to increase the level of information exchange.  
1.4 Communication among team members is facilitated to ensure enhanced relationships, safety and respect for individual *social and cultural differences*. |
| 2 Assess communication techniques. | 2.1 Verbal communication techniques of individuals are assessed to ensure use of clear language which is appropriate to the audience.  
2.2 Body language and non-verbal behaviour of individuals is assessed to ensure professionalism and correct meaning is conveyed.  
2.3 Active listening skills of individuals are employed and assessed and questioning techniques used to clarify issues.  
2.4 Written communication of individuals is assessed in accordance with *organisational standards*.  
2.5 Comprehension of *information received* by individuals is assessed to ensure accuracy of information exchange.  
2.6 Individual *learning opportunities* are identified and implemented to ensure effectiveness of communication techniques in accordance with *organisational* and *legislative requirements*. |
| 3 Implement conflict resolution techniques. | 3.1 Procedures for *conflict* resolution are developed and implemented.  
3.2 Control, professionalism and objectivity is maintained at all times during conflict situations in accordance with legislative and organisational requirements.  
3.3 Effective *communication skills* and interpersonal techniques are used to defuse or resolve conflict.  
3.4 Feedback is given assertively and received non-defensively during negotiations.  
3.5 Appropriate *solutions* are implemented which comply with organisational procedures and legislative requirements.  
3.6 Expert advice or assistance is sought as required 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

- access and use workplace information
- active listening
- adapt personal communication style to a variety of situations
- coaching and mentoring to provide support to colleagues
- communicate in a clear and concise manner
- communicate with people from a range of social, cultural and ethnic backgrounds and physical and mental abilities, including young people
- de-escalate incidents
- demonstrate ethical and professional behaviour
- negotiate and mediate conflict situations
- planning
- recognise and respond to conflict situations
- research, analyse and interpret information from a variety of people and reporting
- use a range of communications equipment
- use communication skills effectively
- use verbal communication to take control of situations.

Required knowledge

- applicable legislative compliance requirements relating to the security industry (e.g. use of force, apprehension and restraint, inspection of people and property etc)
- approved communication terminology and call signs
- available support agencies and the types of services offered.
- difference between negative and positive language
- differences between written and spoken English
- how to read and use body language to gain confidence of others
- how to record information which may be used for legal purposes.
- how to safeguard confidential information
- how to use business equipment to present information
- impacts of social and cultural differences on the effectiveness of communication
- negotiation techniques
- organisational standards for the presentation and maintenance of written information
- power plays and how they are used in conflict situations
REQUIRED SKILLS AND KNOWLEDGE

- tactical response measures
- types and uses of communications equipment
- typical internal and external barriers to effective communication in the workplace.

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:

- implementing and monitoring effective workplace communication systems and equipment to ensure accurate exchange of information, and regular communication among teams and individuals
- assessing individual communication skills to ensure appropriate levels of workplace literacy, information exchange is accurate, sensitive to the audience and complies with legal requirements, and learning opportunities are accessed as needed
- developing and implementing procedures for conflict resolution which comply with licensing and legal requirements
- using effective communication skills to defuse or resolve conflict situations and implementing legal solutions to conflict.

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.

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**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.

**Communication systems and equipment may include:**

- email
- meetings and discussions
- monitoring equipment
- pager
- portable and mounted two-way radio
- reports and documents (eg relating to handover, shifts, incidents, resources, assignment instructions, procedures etc)
- screen equipment
- telephones and mobile phones
- use of established abbreviations
- use of hand signals
- use of phonetic alphabet
Interpersonal techniques may include:

- video cameras.
- 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.

Communication skills may include:

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

Social and cultural differences may be expressed in:

- age
- beliefs, values or practices
- conventions of gender or sexuality
- cultural stereotypes
- dress
- food or diet
- language
- religious and spiritual observances
- social conventions
- traditional practices and observations.

Organisational standards for written information may relate to:

- ability to be used for legal purposes
- accuracy of costings
- appropriate level of literacy
- format and presentation
- relevance of written information
- use of clear, concise language and plain English.

Learning opportunities may include:

- conducting a workplace skills assessment
- participation in formal or informal learning programs
- undertaking a performance appraisal.
• undertaking personal study
• use of a literacy specialist
• use of team exercises focused on enhancing communication
• workplace coaching, mentoring or supervision.

**Organisational requirements may relate to:**
• client service standards
• policies for ensuring privacy and confidentiality of information
• procedures for archiving electronic and hard-copy records
• procedures for recording, storing and destroying information
• standard of language, literacy and numeracy required
• use of organisational equipment and resources.

**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
• Occupational Health and Safety (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.

**Communication skills may include:**
• active listening
• comprehension
• negotiation
• note-taking
• positive body language
• questioning
• reading accurately
• speaking clearly
• summarising
• writing.

**Conflict situations may relate to:**
• controlling crowds
• disputes at traffic accident sites
• disputes over procedural issues (eg rallies, demonstrations)
• disruptive public behaviour
• life threatening situations (eg domestic violence, hostage situations, confrontations with armed, violent or
aggressive persons)

- workplace disputes
- workplace grievance situations.

**Solutions may include:**

- apprehension or restraint
- employment of de-escalation processes
- issuing of instruction or direction
- provision of on-the-spot counselling
- request for assistance from emergency services or support agencies
- request for back-up
- tactical response
- use of force
- withdrawal.

**Unit Sector(s)**

- **Unit sector** Security

**Competency field**

- **Competency field** Security and risk management