



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC4011A Coordinate field staff activity from control room

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to monitor field staff activities and coordinate responses to security incidents. It requires the ability to systematically control field staff activity, formulate and implement security responses, and review and report on operational effectiveness.

This unit may form part of the licensing requirements for persons responsible for implementing responses to security incidents 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 those work roles involving the supervision of security operations from a control room environment. 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 Prepare for operations.	<p>1.1 Applicable provisions of <i>legislative</i> and <i>organisational requirements</i> relevant to control room operations are identified and complied with.</p> <p>1.2 Operational plans and other <i>relevant information</i> are accessed and reviewed.</p> <p>1.3 Operational effectiveness of <i>security systems</i> and technology is checked and confirmed in accordance with manufacturer's instructions.</p> <p>1.4 <i>Preventative and breakdown maintenance arrangements</i> for security systems and technology are confirmed.</p> <p>1.5 Designated operational roles and responsibilities of field staff are confirmed.</p> <p>1.6 <i>Communication channels and processes</i> are confirmed with <i>relevant persons</i>.</p> <p>1.7 Occupational Health and Safety (OHS) issues are identified and appropriate <i>risk</i> control measures implemented in accordance with organisational requirements.</p>
2 Control field staff activity.	<p>2.1 Security systems and technology are used in accordance with manufacturer's instructions to monitor security operations and field staff activity.</p> <p>2.2 Communication with field staff is maintained on a routine and systematic basis in accordance with organisational procedures.</p> <p>2.3 Irregular or non-responses from field staff are actioned in accordance with organisational procedures.</p> <p>2.4 Requests for <i>assistance</i> are received, confirmed and organised in accordance with organisational procedures.</p> <p>2.5 <i>Factors</i> affecting the achievement of security operations are identified and recommendations for variation to operational plan are confirmed and communicated to relevant persons.</p> <p>2.6 Operational information is recorded and reported in accordance with organisational procedures.</p>
3 Coordinate responses to incidents.	<p>3.1 Incidents are identified based on available information and appropriate <i>response</i> formulated and implemented.</p> <p>3.2 Contingencies and additional resources are anticipated to support a prompt and effective response.</p> <p>3.3 Changing circumstances are identified and variations to response are determined and implemented in accordance with organisational procedures.</p>

ELEMENT	PERFORMANCE CRITERIA
4 Review and complete operations.	3.4 Continual exchange of information is maintained with field staff and relevant persons.
	3.5 Requirements for additional support or specialist advice by field staff is promptly actioned in accordance with organisational procedures.
	4.1 Change of shift procedures are implemented in accordance with organisational procedures and ensure system and monitoring continuity is maintained.
	4.2 Operational reports use clear and concise language and meet organisational standards of style, format and accuracy.
	4.3 Incident and response observations are provided accurately and constructively and identify opportunities for improvement.
	4.4 Identified faults or deficiencies in security systems and technology are documented and reported in accordance with organisational procedures.
	4.5 Findings and recommendations from review of operations are forwarded to relevant persons to inform future practice.
	4.6 Relevant <i>documentation</i> is completed and securely maintained 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

- analyse and implement response based on information received
- appreciate different cultural and social practices
- coaching and mentoring to provide support to colleagues
- communicate in a clear and concise manner when sending and relaying information
- comply with relevant legislative and regulatory requirements
- estimate and calculate time required to complete work tasks
- identify and diagnose faults or deficiencies in operation of security systems
- interpret security codes and alarm signals
- operate and maintain a range of security systems and equipment
- prepare and present written and computer-based information

REQUIRED SKILLS AND KNOWLEDGE

- prioritise work tasks and maintain schedules.

Required knowledge

- communication terminology (approved company greeting, call signs, codes, signals)
- emergency procedures
- local hazards and environmental threats
- operational principles and functions of security systems and equipment
- principles of effective communication
- reconnaissance processes
- relevant legislative provisions including ohs and licensing requirements
- reporting, documentation requirements and processes
- risk assessment
- roles and responsibilities of support and emergency services
- routine problem solving strategies
- security risk assessment methods
- verification requirements for assessing authenticity of received 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:

- carrying out risk assessments and implementing appropriate responses to security incidents including the provision of accurate and complete briefings to field staff based on existing information
- establishing communication channels and processes to accurately receive and convey information in both routine and non-routine circumstances in a manner which engages minority groups
- providing accurate and constructive operational observations, completing documentation in appropriate style and format, and maintaining security of the records system
- systematically carrying out field staff monitoring activities and determining variations to operational plans when factors

affecting the achievement of work tasks are identified.

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
 - 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

- Relevant information may include:***
- roles, functions and responsibilities of security personnel
 - storage and disposal of information.
 - applicable legislation and codes of practice
 - communication and reporting channels
 - manufacturers specifications
 - operations manuals
 - personnel schedules
 - security operational plans
 - terms of reference.
- Security systems may include:***
- acoustic sensors
 - automatic entrance and exit devices
 - closed circuit television
 - electronic field detection systems
 - fire alarms
 - infra-red sensors
 - intelligent building systems
 - movement detectors
 - other access control systems
 - other intruder alarm systems
 - weighbridge operation
 - wide angle cameras.
- Preventative and breakdown maintenance arrangements may include:***
- alternative and backup systems and procedures
 - emergency response plans
 - preventative maintenance plans
 - programmed maintenance.
- Communication channels and processes may include:***
- direct line supervision paths
 - established communication protocols
 - formal communication pathways
 - lateral supervision paths
 - organisational communication networks
 - verbal and non-verbal communication procedures eg pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations, hand signals.
- Relevant persons may include:***
- clients
 - colleagues
 - emergency services personnel
 - field staff
 - management.
- 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.
- Assistance may involve:***
- explaining or clarifying
 - implementation of pre-determined countermeasures
 - problem solving
 - providing back-up support
 - providing encouragement
 - providing feedback to another team member
 - undertaking extra tasks as necessary.
- Factors may include:***
- budget constraints
 - competing work demands
 - environmental factors (time, weather)
 - resource and materials availability
 - technology or equipment breakdowns
 - unforeseen incidents
 - workplace hazards, risks and controls.
- Responses may involve:***
- disciplinary action according to organisational requirements
 - dispatching field support staff
 - execution of standard operating procedures for the occurrence of particular events
 - notifying emergency services
 - notifying relevant personnel.

Documentation may include:

- activity reports
- radio and telephone records
- records of conversation
- request for assistance forms
- request for resources forms
- running sheets
- situation reports
- task allocation sheets
- written or computer-based information.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Security and risk management