



Australian Government

Assessment Requirements for CPPSEC2101

Apply effective communication skills to maintain security

Release: 1

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Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2001A Communicate effectively in the security industry.

Unit of competency upgraded to reflect Standards for Training Packages 2012.

This version first released with CPP Property Services Training Package Version 7.0.

Performance Evidence

To demonstrate competency in this unit, a person must apply effective communication skills to maintain security and request behaviour modification from two different people:

- one person who is being verbally abusive
- one person who is behaving in a physically aggressive manner.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- standard operating procedures and workplace policies that ensure compliance with legislative and regulatory requirements when applying communication skills to maintain security:
 - anti-discrimination and diversity
 - use of force
- workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic communication process
- common barriers to effective communication
- how to read and use non-verbal communication to gain the confidence of others
- requirements for recording incident information that is factual and may be used as evidence in court
- strategies for overcoming language barriers
- the phonetic alphabet and how it is used
- types of non-verbal communication that can increase fear, aggression or hostility in others
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations (RTOs). All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainer's licence (where such a licence exists within the relevant jurisdiction) and a security operative licence that authorises the security activities about which the individual is training/assessing. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment of performance must be undertaken in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits that would be expected in a workplace.

The assessment of performance evidence must be done by direct observation of the learner by an assessor, either by an assessor observing the learner physically or by an assessor observing the learner via audio and visual media.

Assessment of performance evidence is only valid where the learner has been assessed performing the role of a security officer.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- specifications of assessment tasks to apply effective communication skills to maintain security
- appropriate documents, materials, equipment and personal protective equipment (PPE) currently used in industry
- standard operating procedures and workplace policies related to the security work role and which specify requirements for complying with industry legislation and regulations.

Links

Companion volumes to this training package are available at the VETNet website - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>