



Australian Government

CPPSEC2102 Apply legal and procedural requirements to work effectively within a security team

Release: 1

CPPSEC2102 Apply legal and procedural requirements to work effectively within a security team

Modification History

Release 1.

Supersedes and is non-equivalent to CPPSEC2003B Work effectively in the security industry and CPPSEC2005A Work as part of a security team.

Updated to meet the Standards for Training Packages.

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

Application

This unit specifies the skills and knowledge required to apply legal and procedural regulations to working effectively within a security team.

It requires:

- clarifying and applying standard operating procedures, workplace policies, legislative requirements and professional standards to understand and comply with legal rights and responsibilities when performing security work
- understanding requirements for recording and presenting evidence in court and securing and preserving incident or crime scenes
- working individually and as part of a team to plan, organise and complete work tasks and improve performance.

It applies to people working under general supervision as members of a security team.

This unit may form part of the licensing requirements for people engaged in security operations in those states and territories where these are regulated activities.

Pre-requisite Unit

Nil

Unit Sector

Security operations

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Confirm and comply with legal and procedural	1.1 Read work instructions and clarify standard operating procedures and workplace policies governing work tasks.

requirements and professional standards.	1.2 Apply policies and procedures to work tasks to comply with legal rights and responsibilities when performing security work. 1.3 Locate and clarify professional standards for security officers to demonstrate compliance in own work performance and conduct with relevant persons. 1.4 Identify requirements for recording and presenting evidence in court and preserving incident or crime scenes. 1.5 Clarify legal and procedural requirements and professional standards with relevant persons.
2. Plan, organise and complete daily work tasks.	2.1 Check work instructions and confirm own role, responsibilities, authority and reporting requirements and timeframes. 2.2 Organise equipment and plan work schedule to meet designated timeframes. 2.3 Identify factors that may impede successful completion of work tasks and promptly notify relevant persons. 2.4 Use information technology to organise and complete work tasks.
3. Participate in team assignments.	3.1 Read instructions for team assignment and identify own responsibilities. 3.2 Discuss individual and team responsibilities with team members to clarify work objectives and assist in resolving areas of conflict. 3.3 Encourage input of all team members to support decision-making that accounts for individual social and cultural differences. 3.4 Maintain communication with team members during team assignment to share information and respond to instructions and requests for back-up assistance. 3.5 Assist team members to complete individual and team objectives within designated timeframes.
4. Identify and access opportunities for learning and improvement.	4.1 Seek feedback on individual and team performance from team members and supervisors, and discuss opportunities to improve future collaborations. 4.2 Seek feedback on own work performance and standards from relevant persons, and identify areas for improvement and learning. 4.3 Identify opportunities for professional development and discuss opportunities with relevant persons.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria:

- language skills to provide information or advice using approved security industry terminology and call signs
- writing skills to:
 - describe learning and skill development needs
 - record observations in a clear, succinct, accurate and factual manner
 - record and maintain learning and skill development information
- reading skills to understand and follow:
 - standard operating procedures and policies that clarify legal rights and responsibilities
 - industry codes of practice that clarify professional standards and conduct requirements
- speaking and listening skills to:
 - ask questions and listen to answers to gain information or confirm understanding when clarifying legal rights and responsibilities
 - give clear and accurate instructions and receive feedback from team members
 - use basic negotiation to resolve conflict when working with team members
 - communicate with emergency services
- numeracy skills to estimate time required to carry out work tasks
- problem solving skills to recognise factors that may impede completion of work tasks
- self-management skills to plan tasks to meet job requirements
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others

Unit Mapping Information

Supersedes and is non-equivalent to CPPSEC2003B Work effectively in the security industry and CPPSEC2005A Work as part of a security team.

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>

Assessment Requirements for CPPSEC2102 Apply legal and procedural requirements to work effectively within a security team

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Performance Evidence

- To demonstrate competency in this unit, a person must apply legal and procedural regulations to:
- work individually to plan, organise and complete one set of work instructions
- work in partnership with at least one colleague to complete one team assignment
- identify and participate in one professional development opportunity to improve own performance.

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:

- the legal and procedural framework for performing security work as set out in standard operating procedures and workplace policies associated with:
 - anti-discrimination
 - apprehension, arrest and restraint of persons
 - duty of care
 - licensing requirements and limits of own authority
 - privacy and confidentiality of information
 - records and reports that may be used for legal purposes
 - use of force and force model
 - use of self-defence techniques
 - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic operational functions of mobile devices, radios and telephones used to transmit and receive security information
- basic principles of effective teamwork

- consequences of not complying with legal and procedural requirements when performing security work
- how to read and use body language to gain the confidence of others
- limits of own competence and authority
- methods and reasons for securing and preserving an incident or crime scene
- methods for giving and receiving constructive feedback
- methods for preserving, maintaining, storing and transporting evidence and exhibits that may be used in court
- procedures, protocols and rules to be followed when presenting evidence in court:
 - addressing court personnel
 - language
 - manner
 - participating and giving evidence
 - personal presentation
 - who's who in court
- professional standards and code of conduct for work in the security industry
- purpose of the Evidence Act
- requirements for recording and reporting incidents
- requirements for recording information that is factual and can be used as evidence in court including meaning of 'continuity of evidence'
- rules of evidence that can be presented in court:
 - contemporaneousness
 - must be relevant
 - must be admissible
 - must not be 'hearsay'
 - must not be opinion
- terms and conditions of own employment
- types of law:
 - civil
 - common
 - criminal
 - statute
- types of professional development opportunities that can assist own learning and improvement
- ways that individual 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 legal and procedural regulations to work effectively within a security team
- 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

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