



Australian Government

CPPSEC2105 Provide quality services to a range of security clients

Release: 2

CPPSEC2105 Provide quality services to a range of security clients

Modification History

Release 1 This version first released with CPP Property Services Training Package Release 7.0.

Supersedes and is equivalent to CPPSEC2006B Provide security services to clients.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Release 7.1.

Supersedes and is equivalent to CPPSEC1002A Apply retail security procedures.

Application

This unit specifies the skills and knowledge required to provide quality services to a range of security clients, demonstrating professionalism and courtesy. For the purposes of this unit of competency, clients are any persons or groups that request or use professional security advice or services, paid or unpaid.

It includes:

- identifying the range of security clients and their individual service needs
- clarifying and applying workplace procedures and policies to comply with legal rights and responsibilities, and meet client service standards
- working and communicating with clients to establish positive relationships, take required actions to meet their needs and resolve conflict and complaints, improve service provision.

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. Identify clients and establish positive relationships.	1.1 Identify security clients and their individual service requirements. 1.2 Read workplace instructions, procedures and policies and apply to work tasks to meet client service standards to ensure compliance with legal rights and responsibilities. 1.3 Check personal presentation to ensure it complies with workplace standards for appearance. 1.4 Use communication and interpersonal techniques to establish client trust and respect in a manner that accounts for individual social and cultural differences.
2. Provide services to meet client needs and maintain client satisfaction.	2.1 Confirm security service needs with client and maintain confidentiality and professional conduct. 2.2 Select and explain service options to meet client needs in accordance with work instructions. 2.3 Identify conflict situations that may affect service provision, and take required action to minimise impact on client satisfaction. 2.4 Seek assistance from relevant persons to meet client needs where personal limitations are identified. 2.5 Provide security services to meet client needs, and report outcomes to the client in a timely manner.
3. Respond to client complaints and special requirements to improve service provision.	3.1 Identify client special needs or requirements and adjust service to meet needs. 3.2 Seek feedback to ascertain possible causes of client dissatisfaction. 3.3 Resolve client complaints with professionalism and courtesy, and develop ideas to improve future service provision. 3.4 Report unresolved complaints or client dissatisfaction to relevant persons following workplace procedures.

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 in a form that is preferred and understood by the receiver, for example clients who are young or from minority groups
- writing skills to record and describe actions taken to meet client needs, and complete forms
- reading skills to understand and follow:
 - standard operating procedures and policies that clarify legal rights and responsibilities and service standards
 - signs and instructions that may be written in English or diagrammatic, for example directional signs
- speaking and listening skills to:
 - ask questions and listen to answers to elicit client needs and preferences and seek feedback on satisfaction with service provided
 - negotiate service options to meet client needs
 - orally report unresolved complaints and client dissatisfaction
 - communicate with emergency services
- numeracy skills to estimate time required to carry out work tasks
- problem solving skills to:
 - adjust service to address conflict and improve client satisfaction
 - find ways to improve future service provision
- self-management skills to plan work tasks to meet specified timeframes
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

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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 CPPSEC2105 Provide quality services to a range of security clients

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Performance Evidence

To demonstrate competency in this unit, a person must provide quality services to meet the needs of the following security clients:

- a person seeking assistance
- a person who is showing signs of being under the influence of an intoxicating substance, and seeking assistance
- a person from a culturally and linguistically diverse (CALD) background who has little English language and is seeking assistance
- a person who is paying for professional security services and has a complaint about service provision
- a person who is paying for professional security services because they are being threatened by another person.

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 providing services to security clients:
 - anti-discrimination and diversity
 - duty of care
 - licensing requirements and limits of own authority
 - workplace health and safety (WHS)

- approved communication terminology, call signs and radio channels used in the security industry
- definition of ‘client’ and different types of security clients
- how to adjust communication to interact positively with people from a range of social, cultural and ethnic background and varying physical and mental abilities
- how to read and use non-verbal communication to gain the confidence of others
- how to safeguard confidential client information
- methods for accessing local youth services
- organisational client service standards
- procedures and standards for reporting to clients
- uniform and personal grooming requirements to maintain a professional image
- ways that individual and social 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 provide quality services to a range of security clients
- 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.

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