



Australian Government

CPPSEC2111 Apply security procedures to manage intoxicated persons

Release: 1

CPPSEC2111 Apply security procedures to manage intoxicated persons

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC1003A Apply security procedures for the responsible service of alcohol.

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 security procedures to manage intoxicated persons.

It includes:

- clarifying and applying standard operating procedures and workplace policies to comply with legal rights and responsibilities when performing security work
- maintaining situational awareness and acting early to identify security risks and persons demonstrating disorderly behaviour or signs of intoxication
- finding options to assist intoxicated persons to comply with venue rules in a manner that avoids aggression or hostility.

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 work procedures and legal requirements for	1.1 Read work instructions and standard operating procedures for work in venues where persons may be intoxicated, and clarify requirements with relevant persons.

managing intoxicated persons.	1.2 Read workplace policies and apply to work tasks to ensure compliance with legal rights and responsibilities when maintaining security in venues where people may be intoxicated.
2. Prepare for work at venue.	2.1 Select and use communication equipment, and clarify reporting requirements with relevant persons. 2.2 Check venue layout and confirm access and exit points, locations of facilities and emergency equipment.
3. Monitor the work area, and identify and assist intoxicated persons.	3.1 Maintain observation and situational awareness of noise levels, drink orders and individual and crowd behaviour to detect early warning signs of security risks. 3.2 Where early warning signs are detected, intervene early to offer options to prevent intoxication. 3.3 Maintain a visible presence and provide information, instructions and assistance using professional and courteous communication that accounts for individual social and cultural differences. 3.4 Promptly identify persons showing signs of intoxication or disorderly behaviour. 3.5 Ascertain cause of behaviour and assess intoxication level using calm, courteous and respectful oral and non-verbal language. 3.6 Assess behaviour against venue rules and offer options to ensure compliance in a manner that avoids aggression or hostility.
4. Report security risk and complete incident documentation.	4.1 Report security risk and request assistance following standard operating procedures. 4.2 Record security incident details using a notebook in accordance with workplace requirements.

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 structure and language to suit the audience and which engages minority groups
 - communicate effectively with intoxicated persons
- writing skills to record and describe observations and incident details
- reading skills to understand and follow:

- standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
- signs and instructions that are pictorial, graphical and written in English
- speaking and listening skills to:
 - ask questions and listen to answers to gain information or confirm understanding when ascertaining cause of behaviour and level of intoxication
 - orally report security risks using a radio or telephone
 - communicate with emergency services
- numeracy skills to estimate time required to complete work tasks
- problem solving skills to:
 - recognise changes in individual and crowd behaviour that indicate risk
 - assess intoxication levels
 - determine when to intervene in a potential security risk situation
 - find suitable options to comply with venue rules
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC1003A Apply security procedures for the responsible service of alcohol.

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 CPPSEC2111 Apply security procedures to manage intoxicated persons

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Performance Evidence

To demonstrate competency in this unit, a person must apply security procedures to manage intoxicated persons in each of the following scenarios:

- a person who may be intoxicated and appears to be unwell
- a person who may be intoxicated and is behaving in an aggressive manner
- a group of people who may be intoxicated.

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 security procedures to manage intoxicated persons:
 - apprehension, arrest and restraint of persons
 - duty of care
 - licensing requirements and limits of own authority
 - responsible service of alcohol:
 - underage drinking
 - definition of minors
 - undue intoxication
 - disorderly behaviour
 - venue policies and rules to comply with its liquor licence (trading hours, ways alcohol can be sold, number of people allowed in venue)
 - refusing entry to premises
 - removal of persons from premises
- use of force
- workplace health and safety (WHS)
- acceptable proof of age

- approved communication terminology, call signs and radio channels used in the security industry
- effects of alcohol on emotional state, health and physical alertness of persons
- how to recognise illegal substances and dangerous items
- methods for assessing intoxication level of persons
- options for assisting intoxicated persons to comply with venue rules
- process of dynamic risk assessment and how it is applied
- signs of intoxication including non-verbal indications
- situations requiring emergency services to be notified when dealing with intoxicated persons
- strategies to prevent a person from becoming intoxicated when early warning signs are detected
- time taken for alcohol to affect the body, and factors that can influence this including gender, size and rate of consumption
- types, strengths, alcohol percentages and standard size for alcoholic beverages
- ways that spoken and non-verbal communication can escalate conflict.

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 security procedures to manage intoxicated persons
- 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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