



Australian Government

# **CPPSEC2112 Apply security procedures to remove persons from premises**

Release: 1

# CPPSEC2112 Apply security procedures to remove persons from premises

## Modification History

Release 1.

New unit.

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 remove persons from premises.

It includes:

- clarifying and applying standard operating procedures and workplace policies to comply with legal rights and responsibilities when removing persons from premises
- maintaining situational awareness to identify and assess risk and select response options that avoid use of force where possible
- using communication skills to apply required interventions to remove persons from premises, and take precautions to ensure their safety and security upon departure.

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 removing persons from premises. | 1.1 Read work instructions and standard operating procedures to clarify requirements for removing persons from premises.<br>1.2 Read workplace policies including WHS and apply to work tasks to ensure compliance with legal rights and responsibilities when performing security work. |

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| 2. Monitor the work area and identify person requiring removal from premises. | <p>2.1 Check premises layout and confirm access and exit points, locations of facilities and emergency equipment.</p> <p>2.2 Maintain observation and situational awareness to identify person behaving in a manner that poses a security risk or breaches premise's rules.</p> <p>2.3 Approach person to discuss behaviours of concern using positive oral and non-verbal communication.</p>                                                                                                                                                                                                                            |
| 3. Assess risk, select response options and seek support.                     | <p>3.1 Assess level of risk and select response options that avoid use of force where possible in accordance with workplace requirements.</p> <p>3.2 Report security risk to relevant persons and request assistance.</p>                                                                                                                                                                                                                                                                                                                                                                                                |
| 4. Apply interventions and remove person from premises.                       | <p>4.1 Explain the reasons for removal from premises and provide options or assistance to leave.</p> <p>4.2 Ask the person to leave the premises using oral and non-verbal communication that is courteous and takes account of social and cultural differences.</p> <p>4.3 Use interpersonal techniques and negotiation skills to defuse conflict and respond to incidents.</p> <p>4.4 Escort person from premises in a calm manner, taking precautions to maximise their safety and security upon departure.</p> <p>4.5 Escort person from premises using reasonable force and suitable and safe escort restraint.</p> |
| 5. Complete incident report.                                                  | <p>5.1 Record incident details using a notebook in accordance with workplace requirements.</p> <p>5.2 Store notebook following workplace procedures.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## 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:

- oral and non-verbal communication skills to provide information or advice using structure and language to suit the audience and which engages minority groups
- writing skills to record and describe incident observations using workplace forms and notebook
- 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 explaining the reasons for removal from premises
  - orally report security risks and seek assistance 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 may indicate risk
  - assess behaviours against rules to identify the need to remove a person from the premises
  - offer options to assist the person to leave the premises
  - identify potential risks to the person's wellbeing after departing the premises
- teamwork skills to:
  - adjust personal communication styles in response to the opinions, values and needs of others
  - work collaboratively with others to assist a person to leave the premises.

## Unit Mapping Information

New unit.

This version first released with CPP Property Services Training Package Version 7.

## 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>