



**Australian Government**

# **CPPSEC2114 Monitor electronic security equipment and respond to alarm events**

**Release: 1**

# CPPSEC2114 Monitor electronic security equipment and respond to alarm events

## Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2018A Monitor electronic reporting facility.

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 monitor electronic security equipment and respond to alarm events. The unit relates to work in a monitoring centre and does not include training for specific security equipment, covered by *AS 2201.2-2004 Intruder alarm systems - Monitoring centres* which specifies requirements and a grading convention for monitoring centres and the operations, equipment and staff necessary to carry out monitoring of intruder alarm systems.

The unit includes:

- receiving, interpreting, processing, transmitting and storing information and electronic security data using a range of electronic security and telecommunications systems
- checking equipment and systems to verify correct operation and data integrity, and resolving and reporting faults
- recognising and responding to different and multiple alarm events and taking appropriate response actions to verify alarm status, resolve alarm and ensure security
- using written and spoken English and communication equipment to provide clear and accurate spoken instructions.

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 | Performance criteria describe what needs to be done to |
|-----------------------|--------------------------------------------------------|

|                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| essential outcomes.                                                                                             | demonstrate achievement of the element.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 1. Confirm and comply with work procedures and legal requirements for monitoring electronic security equipment. | <p>1.1 Read workplace procedures and policies including WHS and apply to work tasks to ensure compliance with legal rights and responsibilities when monitoring electronic security equipment.</p> <p>1.2 Clarify legislative and workplace requirements for monitoring tasks with relevant persons.</p>                                                                                                                                                                                                |
| 2. Check equipment for correct operation.                                                                       | <p>2.1 Check security equipment to ensure correct operation and connections following operating instructions.</p> <p>2.2 Identify actual or suspected faults or deficiencies in security equipment and report to relevant persons.</p> <p>2.3 Discuss and confirm preventative and breakdown maintenance procedures with relevant persons.</p> <p>2.4 Conduct equipment back-up to maintain security and integrity of data in accordance with workplace requirements.</p>                               |
| 3. Receive, interpret, transmit and store electronic security data.                                             | <p>3.1 Receive, interpret and transmit electronic security data following workplace procedures.</p> <p>3.2 Input data into security equipment and check to ensure accuracy following workplace procedures.</p> <p>3.3 Identify processing or transmission errors and take remedial action and report issues to relevant persons.</p> <p>3.4 Store security data securely to meet legislative and workplace requirements.</p>                                                                            |
| 4. Respond to alarm events and report security status.                                                          | <p>4.1 Recognise alarm event and follow procedures to action correct response to meet client instructions.</p> <p>4.2 Use communication equipment and interpersonal techniques to discuss alarm status with relevant persons.</p> <p>4.3 Action further response to resolve alarm event and maintain security following workplace procedures and client instructions.</p> <p>4.4 Report security status ensuring confidentiality of security information in accordance with workplace requirements.</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:

- language skills to:

- provide information using security industry terminology, codes and signals
- communicate in English
- communicate in a manner that is preferred and understood by the receiver and engages minority groups
- reading skills to understand and follow:
  - standard operating procedures and policies that clarify legal rights and responsibilities and WHS requirements
  - technical equipment instructions that may be in written or diagrammatic form
- speaking and listening skills to:
  - ask questions and listen to answers to gain information or confirm understanding when clarifying work tasks and responding orally to alarm events
  - provide clear and accurate spoken instructions when responding to alarm activations
  - accurately interpret voice messages
  - communicate with emergency services
- numeracy skills to calculate and enter numerical data into security equipment
- problem solving skills to:
  - troubleshoot equipment malfunctions and select appropriate remedial actions
  - respond to multiple simultaneous alarm events
- technology skills to input, manipulate, retrieve and store electronic data in a variety of formats including databases.

## Unit Mapping Information

Supersedes and is equivalent to CPPSEC2018A Monitor electronic reporting facility.

## 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 CPPSEC2114 Monitor electronic security equipment and respond to alarm events

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## Performance Evidence

To demonstrate competency in this unit, a person must monitor electronic security equipment and respond to six different alarm events.

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 monitoring electronic security equipment and responding to alarm events:
  - 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
- categories of alarm events and procedures for responding to each category
- customer service standards
- methods for verifying polling connections
- operational functions of electronic security equipment
- own competence to operate electronic security system as required by *AS 2201.2-2004 Intruder alarm systems, Part 2: Monitoring centres*
- procedures for door, alarms, time clock, subsequent and further alarms and monitoring
- procedures to back-up and protect security data
- the phonetic alphabet and how it is used
- types of alarm events that may require response such as duress alarms, intrusion alarms, air conditioning alarms, smoke alarms, vehicle global positioning system (GPS) and satellite tracking
- types of alarm transmission technologies including wireless and internet protocol (IP) monitoring and dialler monitoring.

## 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 monitor electronic security equipment and respond to alarm events
- electronic security equipment in a monitoring centre environment
- 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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