



Australian Government

CPPSEC3101 Manage conflict and security risks using negotiation

Release: 2

CPPSEC3101 Manage conflict and security risks using negotiation

Modification History

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

Supersedes and is equivalent to CPPSEC3002A Manage conflict through negotiation.

Updated to meet the Standards for Training Packages.

Release 2 This version first released with CPP Property Services Training Package Version 8.1

Revised *Assessment of performance* in Assessment Conditions.

Application

This unit specifies the skills and knowledge required to manage conflict and security risks using negotiation techniques.

It includes:

- reviewing and applying workplace procedures and policies including workplace health and safety (WHS) to comply with legal rights and responsibilities
- maintaining situational awareness to identify and assess sources of conflict and risk, and selecting and implementing response options within the scope of own authority
- using negotiation and communication techniques to resolve conflict, minimise risk and encourage a shared approach to conflict resolution
- working with others to report, evaluate and improve response procedures.

It applies to people working independently or under limited 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 and assess conflict situation and select response option.	1.1 Review work instructions, procedures and policies including WHS to confirm own responsibilities and authority to ensure compliance with legal rights and responsibilities when performing security work. 1.2 Select and use personal protective equipment to ensure own safety, and communication equipment to exchange information with relevant persons. 1.3 Observe the work environment to maintain situational awareness and identify sources of conflict and security risk to people, property or premises. 1.4 Assess conflict situation and nature and degree of risk, and use communication equipment to seek assistance from relevant persons.
2. Negotiate conflict resolution.	2.1 Use interpersonal techniques to exchange and gather information to clarify conflict situation. 2.2 Use negotiation techniques to offer options and encourage a shared approach to conflict resolution. 2.3 Use even tone of voice and positive non-verbal and spoken communication that takes account of individual social and cultural differences throughout negotiation. 2.4 Anticipate factors that might escalate conflict or risk safety and security, and apply contingency measures.
3. Report, evaluate and improve conflict response procedures.	3.1 Report incident observations and response actions using workplace documentation. 3.2 Discuss response with relevant persons and review procedures to evaluate effectiveness and identify improvements. 3.3 Recognise effects of stress and manage own well-being using stress management techniques.

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 engage minority groups
- use strategies to overcome language barriers
- writing skills to record and describe incident observations and response actions
- reading skills to interpret:
 - workplace procedures and policies that clarify legal rights and responsibilities and WHS requirements
 - signs and forms written in English
- speaking and listening skills to:
 - use active listening to understand spoken information and instructions exchanged during negotiation
 - use questions to seek information during negotiation
 - use paraphrasing to check own understanding and show empathy during negotiation
 - seek and understand feedback from others when reviewing response procedures
 - orally request assistance using communication equipment
- numeracy skills to calculate time when recording incident details
- problem solving skills to:
 - formulate response options to match risk presented in conflict situations
 - modify response to changing circumstances when applying contingency measure
- teamwork skills to adjust

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3002A Manage conflict through negotiation.

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 CPPSEC3101 Manage conflict and security risks using negotiation

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Performance Evidence

To demonstrate competency in this unit, a person must manage conflict and security risks using negotiation in three different security risk situations.

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 managing conflict and security risks through negotiation:
 - anti-discrimination and diversity
 - apprehension, arrest and restraint of persons
 - duty of care
 - licensing requirements and limits of own authority
 - use of force
 - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
- how to access specialist assistance for negotiating conflict resolution
- negotiation techniques and how they can be used to defuse and resolve conflict, maintain positive interaction, divert and minimise aggressive behaviour

- principles of effective communication
- process of dynamic risk assessment and how it is applied
- the effects of power plays on a conflict situation
- the phonetic alphabet and how it is used
- types of behaviours and non-verbal language that can escalate conflict or incite aggressive or hostile responses from others
- ways that 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 an operational workplace environment or an environment that reflects workplace conditions. 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 manage conflict and security risks using negotiation
- 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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