



Australian Government

Assessment Requirements for CPPSEC3104 Coordinate monitoring and control of individual and crowd behaviour

Release: 1

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Modification History

Release 1.

Supersedes and is equivalent to CPPSEC2010A Protect safety of persons. Updated to meet the Standards for Training Packages.

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

Performance Evidence

To demonstrate competency in this unit, a person must on two separate occasions and at different sites, coordinate monitoring and control of individual and crowd behaviour. On each occasion the person must prepare documented outcomes and observations of individual and crowd monitoring activities that identify at least one procedural improvement.

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:

- workplace policies and procedures and client policies that ensure compliance with legal rights and responsibilities when coordinating the monitoring and control of individual and crowd behaviour:
 - anti-discrimination and diversity
 - apprehension, arrest and restraint of persons
 - counter terrorism
 - crowd control and control of persons under the influence of intoxicating substances
 - duty of care
 - limits of own authority
 - right of entry under common law
 - trespass and the removal of persons
 - use of force
 - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- basic principles of effective leadership
- crowd behaviour, dynamics and movement patterns that can threaten security
- current national terrorism threat level and context
- how negotiation techniques can be used to defuse and resolve conflict
- measures to prevent crushing in mass gatherings
- procedures for communicating and collaborating with emergency services

- process of dynamic risk assessment and how it is applied
- purpose of Australia's *Strategy for Protecting Crowded Places from Terrorism* and understanding of:
 - definition of crowded places
 - key security issues for crowded places
 - objectives, characteristics and identification of active armed offenders
 - definition of hostile vehicles and methods of attack
 - signs of chemical weapons attack and recommended response
 - general features of improvised explosive devices and recommended incident response
- right of entry rules for work area
- security risks posed by crowds and mass gatherings
- signs of intoxication
- signs and symptoms of restraint asphyxia
- signs that a person is drug-affected
- site emergency and evacuation plans and procedures
- site layout, including entrances, exits, first-aid points and potential hazards
- the phonetic alphabet and how it is used
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of behaviours and non-verbal language that can escalate conflict
- understanding of the force model
- 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 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 coordinate monitoring and control of individual and crowd behaviour
- 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.

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>