



Australian Government

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.

Application

This unit specifies the skills and knowledge required to coordinate monitoring and control of individual and crowd behaviour.

It includes:

- assessing and controlling potential threats and security risks associated with site layout and monitoring individual and crowd behaviour and movement
- implementing security response procedures to control risk, remove immediate threat and seek assistance
- recording, reporting and reviewing work outcomes to identify procedural improvements.

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. Confirm work and legal requirements for monitoring and controlling individual	1.1 Review work instructions and workplace policies and procedures and clarify requirements in consultation with relevant persons. 1.2 Clarify legal rights, reporting chain of command, roles and responsibilities with relevant persons.

and crowd behaviour.	
2. Prepare to oversee monitoring and control of individual and crowd behaviour.	2.1 Maintain personal dress and presentation to meet work instructions and workplace standards for appearance. 2.2 Check resources and equipment for operational effectiveness following manufacturers' instructions, and rectify or report faulty and damaged equipment. 2.3 Assess site layout including access and exit points, barriers and thoroughfares, and identify strategic observation points to monitor crowd movement and behaviour. 2.4 Assess potential threats and security risks and provide clear response instructions to team members to maintain safety and security.
3. Oversee monitoring of individual and crowd behaviour.	3.1 Use communication equipment to exchange up-to-date situational information with team members and conduct regular and systematic personal safety checks. 3.2 Monitor individual and crowd behaviour and movement and assess risk associated with changing circumstances. 3.3 Identify persons behaving in a potentially disruptive manner and assess degree of risk to self, others, premises and property. 3.4 Intervene early to explain legal rights and responsibilities and behavioural expectations for subject of threat to remain in the work area.
4. Oversee control of individual and crowd behaviour.	4.1 Act promptly to respond to threat and negotiate alternative strategies to de-escalate risk level. 4.2 Apply security response procedures that minimise use of force and maximise safety and security of persons, premises and property. 4.3 Use defensive techniques where reasonable to control person and remove immediate threat. 4.4 Use communication equipment to request assistance from relevant persons. 4.5 Monitor subject of threat and provide assistance to ensure their ongoing safety and wellbeing.
5. Report and review individual and crowd monitoring and control outcomes.	5.1 Record and report outcomes and observations of individual and crowd monitoring activities using workplace documentation. 5.2 Facilitate review and debrief of individual and crowd monitoring and control outcomes to identify procedural improvements.

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 use security industry approved communication terminology, codes and signals
- writing skills to:
 - use a variety of expressions and sentence structures to provide factual information and express opinions when recording incident observations
- reading skills to interpret:
 - work instructions and roles and responsibilities
 - procedures and policies that clarify legal rights and responsibilities
- speaking and listening skills to:
 - use questions to clarify and verify spoken information when clarifying roles and reporting chain of command
 - use a radio to give clear, sequenced instructions to team members and people in crowds
- numeracy skills to estimate time required to carry out work tasks
- problem solving skills to:
 - assess potential threats and security risks
 - formulate response options to match security threat
- 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 CPPSEC2010A Protect safety of persons.

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 CPPSEC3104 Coordinate monitoring and control of individual and crowd behaviour

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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

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