



Australian Government

Assessment Requirements for CPPSEC3105 Coordinate provision of quality security services to clients

Release: 1

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Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3006A Coordinate a quality security service to clients.

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 coordinate provision of quality security services to three different clients.

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 coordinating the provision of security services to clients:
 - anti-discrimination and diversity
 - duty of care
 - limits of own authority
 - privacy and confidentiality
 - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- how to read and use non-verbal communication to gain the confidence of others
- interpersonal techniques that promote positive interactions and communication with clients
- limits of own responsibility and authority
- methods for complying with privacy and confidentiality regulations when gathering, presenting and storing client information
- negotiation techniques and how they can be applied to resolve conflict
- organisational client service standards
- procedures and standards for reporting to clients
- questioning techniques that can be used to elicit specific information on client needs and preferences
- rights and responsibilities of different types of clients

- techniques for gathering and analysing client feedback using interviews and surveys
- types of security clients and available services and security systems to meet their needs
- uniform and personal grooming requirements to maintain a professional image
- ways that individual and social differences may be expressed
- ways to engage people with individual social and cultural differences and strategies for overcoming language barriers.

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 coordinate the provision of quality security services to clients
- 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>