



Australian Government

CPPSEC3105 Coordinate provision of quality security services to clients

Release: 1

CPPSEC3105 Coordinate provision of quality security services to clients

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.

Application

This unit specifies the skills and knowledge required to coordinate provision of quality security services to a range of clients.

It includes:

- clarifying work instructions, procedures and policies to deliver quality client services that satisfy specific client needs and preferences
- using interpersonal techniques and negotiation to offer service options that meet client requirements
- monitoring services and implementing contingency measures to maintain client satisfaction and negotiate resolution of conflict or client complaints
- using interview and survey techniques to gather feedback on client service satisfaction and identifying and implementing service 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. Identify client	1.1 Review workplace policies and procedures to ensure

needs and service preferences.	compliance with legal rights and responsibilities when providing services to a range of clients. 1.2 Use interpersonal techniques to discuss and clarify client service preferences, needs and expectations. 1.3 Provide client with information about security services and systems to meet their specific needs, and assist client to select preferred option. 1.4 Recognise personal limitations that may impede the provision of required client services and seek assistance from relevant persons.
2. Deliver quality client service.	2.1 Review and follow work instructions to provide client services. 2.2 Identify client's special requirements and adjust service to meet their needs. 2.3 Anticipate service problems or delays and promptly implement contingency arrangements to maintain client satisfaction. 2.4 Maintain communication with client and monitor service provision to provide up-to-date information and respond to changing circumstances. 2.5 Use negotiation to resolve conflict and client complaints, and report issues to relevant persons.
3. Review and improve client service.	3.1 Seek regular feedback from clients to ascertain their satisfaction with service provision using interview and survey techniques. 3.2 Analyse client feedback in consultation with relevant persons and identify improvements to future service provision. 3.3 Record and implement agreed improvements to client service procedures. 3.4 Securely maintain client records according to legislative and workplace requirements.

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 terminology
- writing skills to prepare routine reports and maintain client records using information technology such as a computer and software to send email communications

- reading skills to interpret:
 - procedures and policies that clarify legal rights and responsibilities and client service standards
 - information and instructions written in English
- speaking and listening skills to:
 - use questions and paraphrasing to clarify client needs
 - use negotiation to resolve client complaints and conflict
 - orally report client service information and issues, face-to-face and using a radio or phone
- numeracy skills to estimate time required to meet client service requirements
- problem solving skills to:
 - select client services to meet client needs and expectations
 - adjust service to meet changing circumstances or client needs
 - identify areas where client service can be improved
- 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 CPPSEC3006A Coordinate a quality security service to clients.

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 CPPSEC3105 Coordinate provision of quality security services to clients

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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.

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