



Australian Government

CPPSEC3107 Monitor security and coordinate response from control rooms

Release: 1

CPPSEC3107 Monitor security and coordinate response from control rooms

Modification History

Release 1.

Supersedes and is equivalent to CPPSEC3020A Monitor security from control room.

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 monitor security and coordinate a field response from within a control room.

It includes:

- checking security systems and equipment for correct operation and cross-checking consistent information exchange with companion monitoring systems
- monitoring security, interpreting information and alarms, assessing risk and deploying field staff for security response
- conducting regular and systematic checks with field staff to provide information and directions and assistance
- carrying out change of shift procedures, updating security databases and completing documentation.

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. Prepare for control room	1.1 Review workplace procedures and policies to ensure compliance with legal rights and responsibilities when conducting

operations.	control room operations. 1.2 Clarify operational information in consultation with relevant persons. 1.3 Check security system and equipment to confirm correct operation following manufacturers' instructions. 1.4 Identify system or equipment faults or malfunctions and rectify or report for remedial action in accordance with workplace requirements. 1.5 Cross-check systems and equipment with companion monitoring systems and confirm accurate and consistent information exchange.
2. Monitor security and deploy field staff.	2.1 Operate and monitor security systems and equipment to maintain security. 2.2 Receive and interpret security information and alarm, and assess incident nature and risk. 2.3 Deploy field staff to carry out security response proportionate to the nature of incident and risk. 2.4 Conduct regular and systematic checks with field staff to provide information and directions and to maintain security. 2.5 Respond promptly to irregular or non-responses from field staff to maintain safety and security of people, property and premises.
3. Finalise control room operations and complete documentation.	3.1 Carry out change of shift procedures ensuring monitoring and system continuity. 3.2 Update security database following workplace procedures. 3.3 Complete and securely maintain workplace documentation in accordance with 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 communication terminology, codes and signals
- writing skills to:
 - maintain workplace documentation
 - complete routine reports and forms
- reading skills to interpret:

- procedures and policies that clarify legal rights and responsibilities
- technical information contained in manufacturers' instructions
- visual information contained in closed circuit television (CCTV) screens and security cameras
- speaking and listening skills to:
 - use questions to clarify and verify spoken security information
 - use communication equipment to give clear, sequenced instructions and information when deploying field staff
- numeracy skills to estimate time and resources required to carry out operational tasks
- problem solving skills to:
 - formulate response options to match alarm or security risk situation
 - rectify equipment or system malfunctions
- teamwork skills to adjust personal communication styles in response to the opinions, values and needs of others
- technology skills to input, manipulate, retrieve and store electronic data in a variety of formats including databases.

Unit Mapping Information

Supersedes and is equivalent to CPPSEC3020A Monitor security from control room.

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 CPPSEC3107 Monitor security and coordinate response from control rooms

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Performance Evidence

To demonstrate competency in this unit, a person must monitor security and coordinate response from control rooms to four alarm events covering different risk scenarios in each event.

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 monitoring security and coordinating a response from a control room:
 - casinos and gaming
 - counter terrorism
 - duty of care
 - information privacy and confidentiality
 - licensing requirements and limits of own authority
 - surveillance
 - workplace health and safety (WHS)
- approved communication terminology, call signs and radio channels used in the security industry
- chain of command relevant to control room operation
- communication formats relating to security systems (high speed, contact ID etc.)
- crowd behaviour, dynamics and movement patterns that can threaten security
- current national terrorism threat level and context
- difference between local and monitored alarms
- factors that may indicate escalation of conflict or risk and situations requiring specialist assistance
- operational principles of a range of security systems, equipment and software used in control rooms
- procedures for change of shift

- procedures for communicating and collaborating with emergency services
- procedures for deploying field staff to respond to security risks and alarms
- procedures for preparing, storing and retrieving surveillance footage
- 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
- range of security risk or incident situations and appropriate response procedures implemented from a control room
- roles and responsibilities of field staff
- signs of possible harassment or assault
- surveillance recording systems (digital and analogue) and interfaces
- the phonetic alphabet and how it is used
- types of computer operating systems used in a control room
- types of behavioural anomalies and suspect behaviours that can indicate criminal activity, hostile reconnaissance or the potential for terrorist activity
- types of detectors monitored from a control room including passive infrared sensor (PIR), and dual tech
- 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 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 monitor security and coordinate response from control rooms
- 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
- a security control room with operational equipment and systems.

Links

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