



Australian Government

Assessment Requirements for CPPSEC4010 Manage monitoring centre operations

Release: 1

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Modification History

Release 1 This version first released with CPP Property Services Training Package Release 9.0.

Supersedes and is equivalent to CPPSEC4010A Manage monitoring centres.
Updated to meet the Standards for Training Packages.

Performance Evidence

To demonstrate competency, a candidate must meet the performance criteria of this unit by managing monitoring centre operations involving responses to at least 30 alarm events.

Knowledge Evidence

To be competent in this unit, a candidate must demonstrate knowledge of:

- workplace policies and procedures that ensure compliance with legislative and regulatory requirements when managing monitoring centre operations:
 - duty of care
 - information privacy and confidentiality
 - licensing requirements in the security industry
 - regulatory requirements in the jurisdiction of operation
 - workplace health and safety (WHS)
- application of *AS 2201.2-2004 Intruder alarm systems, Part 2: Monitoring centres* when operating electronic security systems
- approved communication terminology, call signs and radio channels used in the security industry
- categories of alarm events and procedures for responding to each category
- customer service standards
- key principles of team dynamics, team leadership and management
- methods for operating monitoring centres within budgetary and resource parameters
- methods for verifying polling connections
- monitoring centre grading and certification requirements in Australia
- operational functions of a range of electronic security equipment and operating systems used in monitoring centres
- procedures for allocating and replacing security systems and equipment used in monitoring centres
- procedures for change of shift

- procedures for door, alarms, time clock, subsequent and further alarms and monitoring
- procedures to back-up and protect security data
- purpose and objectives of *National Police Alarm Activation Response Guideline*
- roles and responsibilities of monitoring centre personnel
- types of alarm events that may require response such as duress alarms, intrusion alarms, air conditioning alarms, smoke alarms, vehicle global positioning system and satellite tracking
- types of alarm transmission technologies including wireless and internet protocol monitoring and dialler monitoring
- ways that social and cultural differences may be expressed.

Assessment Conditions

Assessors must meet the requirements for assessors contained in the Standards for Registered Training Organisations.

All individuals engaged by a licensed RTO for security licensing purposes must hold both a security trainers licence (where such a licence exists within the relevant jurisdiction) and the licence for performing the security activities for which the individual is providing training or assessment. Regulators may impose other assessor conditions to meet jurisdictional assessment requirements.

Assessment must be conducted in the workplace or in a simulated workplace environment. Candidates must have access to:

- legislation, regulations and codes of practice that apply to monitoring centres in the jurisdiction of operation
- work instructions, security systems, equipment, technologies and staff required to achieve the performance evidence
- *AS 2201.2-2004 Intruder alarm systems, Part 2: Monitoring centres*
- *National Police Alarm Activation Response Guideline*.

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>