



Australian Government

CPPSEC4010 Manage monitoring centre operations

Release: 1

CPPSEC4010 Manage monitoring centre operations

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.

Application

This unit specifies the skills and knowledge required to manage monitoring centre operations. It includes managing operations and resources within budget parameters, supervising electronic security data monitoring and alarm response activities to ensure compliance with client instructions, and reviewing operational outcomes to identify procedural improvements.

This unit is suitable for those using specialised knowledge to complete routine and non-routine tasks and using their own judgement to deal with predictable and sometimes unpredictable problems.

Legislative, regulatory or certification requirements apply in some states and territories to the provision of advice on security solutions, strategies, protocols and procedures. For further information, check with the relevant regulatory authority.

Pre-requisite Unit

None.

Unit Sector

Security/Risk management

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 monitoring centre operations. | 1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures and apply to work instructions to ensure compliance. |
| | 1.2 Review <i>AS 2201.2-2004 Intruder alarm systems, Part 2: Monitoring centres</i> to understand requirements for operating electronic security systems and apply to |

- monitoring centre operations to ensure compliance.
- 1.3 Obtain and review work instructions and operational documentation to clarify monitoring centre systems, technologies and staffing requirements.
 - 1.4 Confirm operational budget and delegations and clarify agreed limits and allocations.
 - 1.5 Check and confirm correct operation and connection of security systems, equipment and technologies and record and report faults or required maintenance.
 - 1.6 Confirm roles and responsibilities of monitoring centre personnel and clarify client instructions for security monitoring in consultation with relevant persons.
 - 1.7 Instruct relevant persons on procedures for identifying faults or deficiencies in security equipment, backing up systems and data, and arranging preventative and breakdown maintenance.
- 2 Supervise monitoring and alarm response.
- 2.1 Systematically monitor correct operation and performance of security systems, equipment and technologies.
 - 2.2 Monitor receipt, interpretation and transmission of electronic security data to verify compliance with client instructions and workplace procedures.
 - 2.3 Identify processing or transmission errors and implement required remedial actions.
 - 2.4 Recognise alarm event and consult with relevant persons to provide instructions and ensure response and security status meets client requirements.
 - 2.5 Identify factors impacting alarm response and implement contingency actions to resolve alarm event and maintain security to meet client instructions.
 - 2.6 Organise security data backup to meet legislative and workplace requirements.
- 3 Review and complete monitoring centre
- 3.1 Supervise change of shift procedures ensuring monitoring and system continuity.

operations.

- 3.2 Review monitoring centre operations to identify procedural improvements for future operations.
- 3.3 Complete and secure monitoring centre documentation in accordance with workplace and regulatory requirements.

Foundation Skills

As well as the foundation skills explicit in the performance criteria of this unit, candidates require:

- oral communication skills to use clear explanations, active listening and questioning skills to convey and clarify operational information.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4010A Manage monitoring centres.

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 CPPSEC4010 Manage monitoring centre operations

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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*.

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