



Australian Government

Assessment Requirements for CPPSEC4011 Manage field staff activity and incident response from control room

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 CPPSEC4011A Coordinate field staff activity from control room. 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 field staff activity and incident response from a control room to respond to six different incidents:

- different security risk scenarios must be covered in each incident
- at least three incident responses must require assistance from emergency services personnel
- at least one procedural improvement must be identified with each security response.

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 field staff activity and incident response from a control room:
 - casinos and gaming
 - counter terrorism
 - duty of care
 - information privacy and confidentiality
 - licensing requirements in the security industry
 - regulatory requirements in the jurisdiction of operation
 - surveillance
 - workplace health and safety
- approved communication terminology, call signs and radio channels used in the security industry
- chain of command associated with control room operation
- communication formats relating to security systems including high speed and contact ID
- 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
- key principles of team dynamics, team leadership and management
- 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 incidents
- 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 typical 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 when managing field staff from a control room
- 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 and dual tech
- 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 control room operations in the jurisdiction of operation
- work instructions, security equipment, technologies and field staff required to achieve the performance evidence
- *Australia's Strategy for Protecting Crowded Places from Terrorism.*

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>