



Australian Government

CPPSEC4011 Manage field staff activity and incident response from control room

Release: 1

CPPSEC4011 Manage field staff activity and incident response from control room

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.

Application

This unit specifies the skills and knowledge required to manage field staff activity and incident response from a control room. It includes using security systems and technologies to monitor security operations, control field staff activity and coordinate security responses to incidents while maintaining continual exchange of information with field staff and others involved in the response. It includes reporting 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 control room operations.

1.1 Access and interpret key requirements of legislation, regulations and workplace policies and procedures, including work health and safety (WHS), and apply to control room operations to ensure compliance.

- 1.2 Obtain and review shift and operational documentation to clarify work instructions and security operations.
 - 1.3 Check and confirm correct operation of security systems and technologies and record and report faults or maintenance requirements.
 - 1.4 Cross-check systems and equipment with companion monitoring systems and confirm accurate and consistent information exchange.
 - 1.5 Confirm roles and responsibilities of control room and field staff and consult with relevant persons to explain operational information and instructions.
 - 1.6 Establish control room communication processes and chain of command in consultation with relevant persons.
 - 1.7 Identify and assess anticipated risks associated with security operations and deployed field staff and implement required risk control measures.
- 2 Control field staff activity.
- 2.1 Operate security systems and technologies to systematically monitor security operations and field staff activity.
 - 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.
 - 2.6 Receive, confirm and respond to requests for assistance in accordance with workplace requirements.
 - 2.7 Identify factors affecting achievement of security operations and vary operational plans in consultation with relevant persons.

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| 3 | Coordinate security response to incident. | 3.1 | Identify incident and formulate security response in accordance with workplace and regulatory requirements. |
| | | 3.2 | Promptly implement security response and allocate required resources while maintaining continual exchange of information with field staff and relevant persons. |
| | | 3.3 | Anticipate contingency requirements and vary response to maximise safety and security of people and property. |
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| 4 | Review and complete control room operations. | 4.1 | Supervise change of shift procedures ensuring monitoring and system continuity. |
| | | 4.2 | Develop operational report including detailed incident and response observations. |
| | | 4.3 | Review control room operations to identify procedural improvements for future operations. |
| | | 4.4 | Complete and secure operational 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 give clear instructions, active listening and questioning skills to convey and clarify operational information when deploying field staff.

Unit Mapping Information

Supersedes and equivalent to CPPSEC4011A Coordinate field staff activity 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 CPPSEC4011 Manage field staff activity and incident response from control room

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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

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