



Australian Government

CPP30411 Certificate III in Security Operations

Release 5

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Modification History

The following components have been deleted as directed by the Australian Industry and Skills Committee (AISC). The training products below were identified as having zero enrolments over the last three years:

- CPPSEC3022A Maintain biometrics database.

Deletion of the Security Operation unit as approved by the Industry Reference Committee Release 9.0 of the CPP Property Services Training Package:

- CPPSEC3004A - Lead small teams in the security industry.

Description

Not Applicable

Pathways Information

Not Applicable

Licensing/Regulatory Information

Not Applicable

Entry Requirements

Not Applicable

Employability Skills Summary

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	• apply literacy skills to: • assess and use workplace information • interpret and understand basic legal, financial, procedural and technical requirements • process workplace documentation • read and record data • apply numeracy skills to: • record and collate accurately • undertake basic computations • communicate demonstrating social and cultural sensitivity and respect

Employability skill	Industry/enterprise requirements for this qualification include:
	• communicate in a clear and concise manner, in written and verbal modes • draft and present reports • explain OHS requirements to others and contribute input to drafting of evacuation policy and procedures • follow procedures, guidelines and instructions as they relate to legal, regulatory and licensing requirements, occupational health and safety (OHS), industry standards and codes of practice, use of force, manufacturers' specifications and emergency procedures • interpret non-verbal communication effectively • prepare and present evidential information suitable for use in legal proceedings • provide clear instructions, warnings and directions to others in accordance with legislative requirements • provide feedback to others • report and record faulty equipment • report and record routine workplace and regulatory information as well as incidents that cause injury, are dangerous or potentially dangerous, or are emergencies • tailor communication to needs of the audience • understand meanings of call signs and codes, phonetic alphabet and security alarm signals • use interactive communication techniques to elicit and clarify information and manage, negotiate and defuse conflict situations • use standard commands to control security dogs
Teamwork	• apply interpersonal skills including cooperation and flexibility • build and maintain effective professional networks and working relationships with team members • contribute to team goals • implement procedures to encourage others' contributions to OHS management • lead, supervise, coach and mentor team members and monitor performance • provide assistance to team members including back-up support as required • relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities • seek feedback, advice and assistance where appropriate • understand own and team members' roles and responsibilities • work within a team in a range of operational activities
Problem solving	• constructively resolve conflict situations • determine appropriate responses to security risk situations

Employability skill	Industry/enterprise requirements for this qualification include:
	• identify and diagnose equipment faults and data processing errors • identify hazards, implement risk assessment and control methods, and apply emergency and evacuation procedures • identify potential and actual security risk situations • resolve customer service problems • respond appropriately to situations requiring first aid • solve routine problems • use appropriate negotiation techniques and use of force to minimise risk to self and others • use lawful defensive techniques to protect self and others
Initiative and enterprise	• adapt security responses to changing circumstances • adapt service to meet customer requirements • apply analytical skills • assess client needs in routine matters • identify and introduce new ways to improve own performance • interpret and act upon available information using discretion and judgement • recommend improvements to policies and procedures
Planning and organising	• adopt a systematic approach to training security dogs • allocate and schedule work • coordinate first aid activities until arrival of medical assistance • develop work plans to achieve personal and team or organisational deadlines and targets • estimate required resources • plan and adhere to OHS requirements • plan and conduct evacuation of premises • plan and organise own work • plan and prepare security assignments and contingencies • prepare evidence for presentation in legal proceedings • source, evaluate, organise and store information • update and maintain records and documentation
Self management	• maintain expected standards of personal presentation, professional image, ethics and codes of conduct • maintain own work performance and identify opportunities for professional development • organise and prioritise own work • review effectiveness of response and own work practices • review relevant aspects of work performance against organisational and legislative requirements • seek feedback and support to improve own work performance • use personal protective equipment according to OHS guidelines

Employability skill	Industry/enterprise requirements for this qualification include:
	• use relevant techniques to manage own stress • use time management skills
Learning	• arrange and participate in evacuation drills • identify and provide advice on individuals' and teams' OHS training needs • update skills and knowledge to accommodate changes in: • client enquiries • operational activities and procedures • equipment and operating procedures
Technology	• operate a range of security and communications equipment • operate life support equipment as appropriate • operate, check and handle firearms safely and in accordance with legislative and procedural requirements • use computers and other information technology to communicate as well as prepare and store documentation and database information

Due to the high proportion of electives required by this qualification, the industry/enterprise requirements described above for each Employability Skill are representative of the property industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

This table is a summary of Employability Skills that are typical of this qualification and should not be interpreted as definitive.

Packaging Rules

To achieve this qualification, the candidate must demonstrate competency in:

- 14 units of competency:
 - 8 core units
 - 6 elective units.

The elective units are chosen as follows:

- 6 units from the elective units below listed below
- 2 of the units may be chosen from Certificate II, III or IV qualifications in CPP07 or another current Training Package, provided the integrity of the AQF alignment is ensured, they contribute to a valid, industry-supported vocational outcome and no more than 1 unit is from Certificate II.

Core units

BSBFLM303C	Contribute to effective workplace relationships
BSBWOR301A	Organise personal work priorities and development
CPPSEC3001A	Maintain workplace safety in the security industry
CPPSEC3002A	Manage conflict through negotiation
CPPSEC3003A	Determine response to security risk situation
CPPSEC3005A	Prepare and present security documentation and reports
CPPSEC3006A	Coordinate a quality security service to customers
CPPSEC3007A	Maintain security of environment

Elective units

CPPCMN3002A	Develop a traffic management plan
CPPSEC2011A	Control access to and exit from premises
CPPSEC2012A	Monitor and control individual and crowd behaviour
CPPSEC3008A	Control security risk situations using firearms
CPPSEC3009A	Prepare and present evidence in court
CPPSEC3010A	Manage dogs for security functions
CPPSEC3011A	Handle dogs for security patrol
CPPSEC3012A	Store and protect information
CPPSEC3013A	Control persons using empty hand techniques
CPPSEC3014A	Control persons using baton
CPPSEC3015A	Restrain persons using handcuffs
CPPSEC3016A	Defend persons using spray

CPPSEC3017A	Plan and conduct evacuation of premises
CPPSEC3018A	Provide for the safety of persons at risk
CPPSEC3019A	Operate specialised security equipment
CPPSEC3020A	Monitor security from control room
CPPSEC3021A	Maintain and use security database
CPPSEC3023A	Coordinate biometric equipment and systems
CPPSEC3050A	Load and unload cash in transit in an unsecured environment
CPPSEC3051A	Implement cash-in-transit security procedures
CPPSEC3052A	Inspect and test cash-in-transit security equipment
HLTFA311A	Apply first aid