



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC1004A Apply health care security procedures

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to apply appropriate security procedures in a health care environment. It requires the ability to identify and report potential risks to the security, health and welfare of self and others. Competency also requires a knowledge and understanding of the signs and behavioural effects of health issues.

This unit may form part of the licensing requirements for persons engaged in security operations in those states and territories where these are regulated activities.

Application of the Unit

Application of the unit This unit of competency has application in a range of security work roles in a health care environment. Competency requires the attainment of knowledge and understanding of procedures for applying security in a health care context.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where <i>bold italicised</i> text is used, further information is detailed in the required skills and knowledge section and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Identify legislative and organisational requirements.	1.1 Basic <i>legislative</i> and <i>organisational requirements</i> relevant to maintaining security in a <i>health care environment</i> are identified and explained. 1.2 <i>Duty of care requirements</i> are identified and explained. 1.3 Own level of authority, role and responsibilities are identified and explained. 1.4 Role of <i>designated personnel</i> is identified and explained. 1.5 <i>Occupational Health and Safety (OHS) requirements</i> are identified and explained.
2 Identify potential health security risks.	2.1 Potential <i>security risks</i> relating to a health care environment are identified and explained. 2.2 <i>Procedures for monitoring security</i> of a health care environment are identified and explained. 2.3 <i>Techniques</i> to deal with <i>behavioural problems</i> are identified and explained. 2.4 Emergency and evacuation procedures are identified and explained. 2.5 <i>Appropriate actions for maintaining security and safety</i> of self, others and the health care environment are identified and explained.
3 Identify reporting processes.	3.1 Organisational <i>procedures for reporting</i> security risks and <i>incidents</i> are identified and explained. 3.2 Chain of command of designated personnel is identified and explained. 3.3 <i>Communication channels</i> and <i>modes</i> are identified and explained. 3.4 <i>Communication equipment</i> appropriate to the purpose is identified and explained.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge and their level required for this unit.

Required skills

- comprehension skills to:
 - explain the basic security legislative requirements which will be applicable to

REQUIRED SKILLS AND KNOWLEDGE

- own work environment and role
- explain the range of potential security risks relevant to a health care environment
- explain the general differences between changed behaviour and potential security risks
- explain the chain of command and communication channels
- explain procedures for reporting identified security risks and incidents.
- communication and interpersonal skills to:
 - ask effective questions
 - clarify security procedures
 - give accurate verbal or written descriptions of risks or incidents
 - interpret selected pictorial, graphical and written signs and instructions
 - relay information to others.

Required knowledge

- applicable commonwealth, state or territory legislation relevant to own role and responsibilities
- applicable law, regulations and codes of practice relating to providing security in a health care environment
- applicable OHS requirements
- communication chain of command
- communication modes and equipment relevant to the workplace
- duty of care requirements of self and others
- common effects of security presence on behaviour of people with mental health issues
- general methods for observing incidents and monitoring risks within a health care environment
- general procedures for emergency, evacuation and first aid response
- general procedures for reporting identified security risks
- guidelines for use of force
- how to identify changes in behaviour related to health issues such as mental illness, drug and alcohol abuse
- how to recognise dangerous items and substances
- nature of common health environment hazards such as disturbed persons, chemicals, bodily fluids and sharps
- own legal role and responsibilities with regard to applicable provisions of mental health legislation
- own responsibilities to comply with safe working practices
- role of designated personnel for security response
- techniques for maintaining goodwill and remaining professional when dealing with behavioural problems related to health issues such as mental illness, drug and

REQUIRED SKILLS AND KNOWLEDGE

alcohol abuse.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of understanding and knowledge of the following:

- applicable legislative, organisational and OHS requirements relevant to applying security in a health care environment including relevant mental health legislation
- own duty of care requirements, role, responsibilities and level of authority
- the range of potential security risks related to a health care environment, and appropriate techniques for responding to behavioural problems arising from persons with mental health issues
- general procedures for monitoring and maintaining security in a health care environment including requirements for emergency, evacuation and first aid response
- procedures for reporting identified security risks and incidents including use of communication equipment.

Context of and specific resources for assessment

Context of assessment includes:

- a setting in the workplace or environment that simulates the conditions of performance described in the elements, performance criteria and range statement.

Resource implications for assessment include:

- access to a suitable venue and equipment
- access to plain English version of relevant statutes and procedures
- work schedules, organisational policies and duty statements
- assessment instruments including personal planner and assessment record book
- access to a registered provider of assessment services.

Reasonable adjustments must be made to assessment processes where required for people with disabilities. This could include

access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment This unit of competency should be assessed using questioning of underpinning knowledge and skills.

Guidance information for assessment Assessment processes and techniques must be culturally appropriate and suitable to the language, literacy and numeracy capacity of the candidate and the competency being assessed. In all cases where practical assessment is used, it should be combined with targeted questioning to assess the underpinning knowledge.

Oral questioning or written assessment may be used to assess underpinning knowledge. In assessment situations where the candidate is offered a choice between oral questioning and written assessment, questions are to be identical.

Supplementary evidence may be obtained from relevant authenticated correspondence from existing supervisors, team leaders or specialist training staff.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Legislative requirements may relate to:

- applicable commonwealth, state or territory legislation which affects work such as Acts covering:
 - children and young persons
 - young offenders
 - OHS
 - privacy
 - anti-discrimination
 - mental health.
- applicable Crimes Acts or Codes
- Australian standards, quality assurance and certification requirements
- award and enterprise agreements
- clients with mental health issues

	• general 'duty of care' responsibilities • powers and procedures for effecting an arrest • privacy • relevant industry codes of practice • security licensing or certification • use of force.
<i>Organisational requirements may relate to:</i>	• access and equity policy, principles and practice • client service standards • code of conduct • code of ethics • communication channels and reporting procedures • emergency and evacuation procedures • employer and employee rights and responsibilities • OHS policies, procedures and programs • organisational goals, objectives, plans, systems and processes • policies and procedures relating to own role, responsibility and delegation • reporting systems, procedures and processes • security licensing.
<i>Health care environment may be:</i>	• public or private hospital • aged care facility • prison • mental health institution.
<i>Duty of care requirements:</i>	• relate to the legal responsibility under "duty of care" to do everything reasonably practicable to protect others from harm • may relate to own responsibilities to comply with safe working practices including activities which require licences or certificates of competency.
<i>Designated personnel may include:</i>	• colleagues • emergency services (eg police, ambulance, fire brigade, emergency rescue) • first aid officer • medical practitioners • nursing staff • OHS representatives • security personnel • supervisor.
<i>OHS requirements may include:</i>	• controlling and minimising risks • correct manual handling including shifting, lifting and carrying

	• first aid • identifying and reporting hazards and risks • knowledge of emergency and evacuation procedures • transporting and storing dangerous goods • using and maintaining equipment • using and maintaining personal protection equipment • using and storing hazardous materials and substances.
<i>Security risks may include:</i>	• dangerous items • noise, light, heat, smoke • persons carrying weapons • persons causing a public nuisance • persons demonstrating suspicious or disturbed behaviour • persons suffering from emotional or physical distress • persons under the influence of intoxicating substances • persons with criminal intent • persons, vehicles and equipment in unsuitable locations • suspicious packages or substances • terrorism • violence or physical threats.
<i>Procedures for monitoring security may include:</i>	• ensuring entry and exit to health care environment is only by people with valid authorisations • following designated organisational procedures • maintaining awareness to promptly recognise changes in behaviour and potential risks • maintaining constant observation to detect hazardous substances or dangerous items • maintaining vigilance and awareness of security while at work • observing individual and group behaviour • providing a visible presence • recording details of observed risk situations.
<i>Techniques may include:</i>	• avoiding acting aggressively, abusively or offensively • evasive self defence • remaining firm and professional • requesting assistance • use of communication and interpersonal skills to calm or pacify health clients • use of professional judgement to discourage aggressive or anti-social behaviour before it escalates.
<i>Behavioural problems may relate to a person being:</i>	• aggressive • agitated • anti-social

- disturbed
- elated
- emotional
- fearful
- hallucinatory
- hyperactive
- hysterical
- impulsive or explosive
- nervous or anxious
- noisy
- over-talkative or talking at a racing speed
- paranoid
- self-harming
- threatening
- violent.

Appropriate actions for maintaining security and safety may include:

- apprehension or restraint of the person involved (with reasonable force if necessary)
- control of tone of voice and body language
- defusing the situation
- provision of emergency first aid
- seeking assistance or back-up
- tactical withdrawal
- use of language and concepts appropriate to cultural differences
- use of positive, confident and cooperative language.
- completing documentation such as logs, journals and activity reports
- completing police reports
- completing written and computer reports
- contacting designated personnel
- recording security risk and incident details
- requesting security assistance.

Procedures for reporting security risks may include:

Incidents may relate to:

- accidents
- attempted suicides
- emergencies
- self harm
- situations requiring medical assistance
- situations requiring use of force or restraint
- situations resulting in harm, injury or damage to people or property.

Communication channels may include:

- direct line supervision paths
- formal communication pathways

- Communication modes may include:**
- lateral supervision paths
 - organisational networks.
- Communication equipment may include:**
- alarms
 - call codes and signs
 - electronic communication
 - hand signals
 - verbal communication
 - written communication.
 - megaphone
 - mobile telephone
 - public address system
 - telephone
 - two-way radio.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations