



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC2003B Work effectively in the security industry

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor This unit of competency specifies the outcomes required to work in the security industry in compliance with applicable legal requirements. It requires the ability to understand and follow relevant legislative and procedural requirements, organise and complete daily work activities, and identify opportunities for own learning and improvement.

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 wide application in a range of work roles in the security industry. Work is performed under routine supervision and competency requires some judgement and decision-making. The knowledge and skills described in this unit are to be applied within relevant legislative and organisational guidelines.

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 and comply with legal and procedural requirements.	1.1 The range of organisational, legislative and procedural requirements relevant to security operations are identified and complied with. 1.2 Assignment instructions are reviewed to identify legal and procedural compliance considerations. 1.3 Own understanding of legal and procedural requirements is discussed with relevant persons to ensure consistency of understanding. 1.4 Own work performance and conduct demonstrates a commitment to compliance with applicable legislative and procedural requirements.
2 Organise and complete daily work tasks.	2.1 Own role, responsibilities and authority are confirmed with relevant persons and checked against assignment instructions. 2.2 Work tasks are organised and completed within designated timeframes. 2.3 Factors affecting the achievement of work tasks are promptly identified and reported to relevant persons. 2.4 Progress in completing work tasks is communicated to relevant persons in accordance with Occupational Health and Safety (OHS) requirements. 2.5 Business equipment and technology is used to organise and complete work tasks.
3 Identify and access future learning opportunities.	3.1 Feedback is actively sought from relevant persons to confirm quality of performance and to identify areas for improvement. 3.2 Opportunities for professional development are identified and discussed with relevant persons. 3.3 Appropriate support is sought as required to improve own performance to achieve identified learning objectives. 3.4 Learning and skill development information is recorded and maintained in accordance with organisational requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED SKILLS AND KNOWLEDGE

Required skills

- communicate in a clear and concise manner in both written and verbal modes to receive, interpret and transmit information
- complete workplace documentation in a legally appropriate manner
- numeracy skills to estimate time to complete activities and prioritise tasks
- observation skills to identify potential security risks
- personal skills to relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities
- planning and prioritising work tasks
- questioning to confirm legal issues and procedures associated with job specifications
- questioning to confirm technical issues associated with work tasks or equipment
- reading to understand instructions, workplace information and symbols
- request advice, support or further information
- seek and receive feedback on performance and areas requiring improvement
- self reflection to identify skill improvement needs
- source, organise and record information
- use business equipment and technology to plan tasks and complete reports
- verbal reporting
- work on an individual basis and as part of a team.

Required knowledge

- Australian standards, regulations, procedures and codes or practice applicable to own role, responsibilities and work tasks as a security officer
- basic legislation applicable to conduct of duties as a security operative including that relating to:
 - records and reports which may be used for legal purposes
 - requesting or providing back-up support or assistance
 - collection of evidence
 - use of force and force continuum
 - privacy and confidentiality of information
 - apprehension, arrest and restraint of persons
 - handling of complaints
 - inspection and screening of people and property
 - anti-discrimination
 - OHS
 - protection of self, people and property
 - search of persons or property
 - surveillance where applicable to work
 - telecommunications where applicable to work

REQUIRED SKILLS AND KNOWLEDGE

- use of restraints
- use and maintenance of batons, handcuffs, spray and firearms where applicable to work.
- communication codes and call signs relevant to security work
- how to access information including legislation applicable to own work
- limits of own responsibilities and authority
- organisational procedures and reporting requirements
- phonetic alphabet
- requirements for giving evidence in court
- terms and conditions of own employment
- workplace communication channels and procedures.

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:

- accessing, understanding and complying with a range of legislative and procedural requirements relevant to security work functions
- using business equipment and technology to organise, prioritise and complete work tasks within designated timeframes
- communicating with relevant persons to facilitate information exchange and safety, and reporting personal limitations in the conduct and completion of work tasks
- actively seeking feedback on own work performance to identify skill development requirements and to access opportunities for learning.

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 registered provider of assessment services

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

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.

Organisational requirements may relate to:

- client service standards
- OHS
- organisational goals and objectives
- policies for ensuring privacy and confidentiality of information

Legislative and procedural requirements may relate to:

- procedures for archiving electronic and hard-copy records
- procedures for ensuring environmentally sustainable practices, including:
 - efficient water usage
 - energy efficiency
 - waste minimisation
- procedures for recording, storing and destroying information
- procedures for reporting and recording information
- use of organisational equipment and resources.
- applicable commonwealth, state or territory legislation which affects security work such as:
 - workplace safety
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - anti-discrimination and diversity
- Australian standards and quality assurance
- award and enterprise agreements
- evidence collection
- freedom of information
- licensing arrangements and certification requirements
- privacy requirements
- relevant industry codes of practice
- trade practices
- use of force.

Assignment instructions may relate to:

- assignment objectives and timeframes
- back-up support
- client identification and information details
- communication equipment and procedures
- instructions from client, supervisor or colleagues
- legislative requirements relating to work tasks
- OHS including use of personal protective equipment
- preferred investigative methods
- resource and equipment needs
- site layout including access points
- use of force
- use of workplace documentation
- verbal and non-verbal reporting
- work schedules including budget
- work tasks and procedures.

- Relevant persons may include:***
- clients
 - colleagues
 - legal representatives
 - management
 - supervisor
 - technical experts
 - workplace trainer or mentor.
- Work performance and conduct may relate to:***
- code of conduct and ethics
 - professionalism
 - use of initiative to improve own performance
 - use of initiative to update knowledge-base and information related to work tasks and security issues
 - use of interpersonal skills and communication skills which show respect for individual cultural and social differences and the principles of access and equity.
- Work tasks may involve:***
- control of access to and exit from premises
 - crowd control
 - escort of people and property
 - operation, installation and storage of security equipment
 - screening or inspection of property and people
 - security monitoring or guarding of premises.
- Factors may include:***
- budget constraints
 - competing work demands
 - environmental factors (time, weather)
 - lack of back-up support
 - unforeseen incidents
 - limits defined through common law, contract law or statutes which apply to the nature of the work being performed
 - limits described in job specifications or organisational policies and procedures
 - non-availability of resources or materials
 - own competency level
 - technology or equipment faults
 - unforeseen incidents
 - workplace hazards, risks or controls.
- Occupational Health and Safety (OHS) requirements may relate to:***
- identifying hazards or risks
 - safety of self and others.
- Business equipment and technology may***
- computers and software applications
 - databases

include:

- email
- facsimile machines
- internet, extranet or intranet
- modems
- personal schedulers
- photocopiers
- printers
- scanners.

Feedback may be sought from:

- comments from supervisor, colleagues, trainer or clients
- formal or informal performance appraisals
- personal reflection
- workplace assessment.

Opportunities for professional development may include:

- career planning or development
- internal or external training provision
- participating in formal or informal learning programs
- performance appraisals
- personal study
- quality assurance assessments and recommendations
- Recognition of Prior Learning assessment
- work experience or exchange opportunities
- workplace coaching, mentoring or supervision
- workplace skills assessment.

Appropriate support may relate to:

- allocation of a workplace trainer or mentor
- feedback on performance
- leave from duties to undertake learning or study program
- provision of funding or resources
- provision of learning materials.

Unit Sector(s)

Unit sector Security

Competency field

Competency field Operations

