



Australian Government

Department of Education, Employment and Workplace Relations

CPPSEC2004B Respond to security risk situation

Release: 1

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Modification History

Minor additions resulting in a version upgrade, and changes to reference to units throughout CPP07.

Unit Descriptor

This unit of competency specifies the outcomes required to carry out a response to a security risk situation. It requires the ability to identify risks, identify and undertake an appropriate security response, and participate in an evaluation of response activities.

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

This unit of competency has wide application in the security industry in those roles involving operational activities. Competency requires legal and operational knowledge applicable to relevant sectors of the security industry. 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

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 bold italicised 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.

Elements and Performance Criteria

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|---|---|-----|---|
| 1 | Identify security risk situation. | 1.1 | Applicable provisions of legislative and organisational requirements relevant to security risk operations are identified and complied with. |
| | | 1.2 | Potential security risk situation is identified and assessed for degree of risk to self, others, property and premises. |
| | | 1.3 | Environmental factors are monitored and changes in characteristics that may impact on security risk situation are identified. |
| | | 1.4 | Occupational Health and Safety (OHS) requirements are identified and appropriate risk control measures to ensure safety of self and others are implemented. |
| | | 1.5 | Requirements for advice or assistance are identified and requested from relevant persons in accordance with organisational procedures. |
| 2 | Respond to security risk situation. | 2.1 | Appropriate response to identified security risk situation is determined and implemented in accordance with organisational procedures. |
| | | 2.2 | Response initiative maximises the safety and security of self, others, property and premises and is carried out within the scope of own responsibility, competence and authority. |
| | | 2.3 | Equipment is used in accordance with manufacturer's instructions and organisational procedures. |
| | | 2.4 | Appropriate interpersonal techniques and communication channels are used in accordance with organisational procedures. |
| | | 2.5 | Details of security risk situation are documented and maintained in accordance with organisational procedures. |
| 3 | Assist in the review of the response to security risk | 3.1 | Participation in review and debrief processes are carried out in accordance with organisational procedures. |
| | | 3.2 | Observations are accurate and provided in a clear, |

situation.

concise and constructive manner.

- 3.3 ***Effects of stress*** and other issues related to own well-being are recognised and controlled using appropriate ***stress management techniques***.
- 3.4 Review and debrief findings identify areas for improving future response procedures and reducing effects of stress.
- 3.5 Relevant ***documentation*** is completed and securely maintained with due regard to confidentiality in accordance with organisational procedures.

Required Skills and Knowledge

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

Required skills

- communicate using appropriate channels and authorities
- communicate using phonetic alphabet and clear and concise language
- identify and comply with applicable legal and procedural requirements including licensing requirements
- identify and comply with security incident response procedures
- identify situations requiring support or assistance
- operate security and communications equipment
- participate in debriefings and provide accurate and concise observations
- relate to people from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities
- select and use appropriate personal protective equipment
- use basic risk assessment procedures
- use negotiation techniques to defuse and resolve conflict.

Required knowledge

- access rights of a person using an assistance animal to enter public places
- basic legislation applicable to conduct of security response 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
 - apprehension, arrest and restraint of persons where applicable
 - potential adverse health effects arising from the use of force or physical restraint in a security response, e.g. death by positional asphyxia
 - search of people and property where applicable
 - anti-discrimination
 - OHS
 - protection of self, people and property
 - use of restraints
 - use and maintenance of batons, handcuffs, spray and firearms.
- communication channels, codes and signals
- first aid procedures and their application
- instructions and procedures for responding to security risk situations

- legal provisions relating to ‘use of force’ guidelines
- limits of own responsibility and authority
- observation and monitoring techniques
- operational functions and procedures for the use of communications, security and personal protection equipment
- phonetic alphabet
- principles of effective communication including interpersonal techniques
- procedures and requirements for documenting security incidents
- procedures for establishing a sterile area
- procedures to contact emergency services and other sources of support
- processes for reporting, reviewing and debriefing security response
- range of potential security incidents and appropriate responses
- signs and indicators of stress
- techniques for recognising and controlling own stress.

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:

- responding to a security risk in a manner that is appropriate for the situation, compliant with applicable legislation and regulations, and within scope of own competence and authority
- identifying risk factors which might impact on the safety and security of persons, property and premises and taking appropriate response actions to maintain safety of self and others
- using effective communication processes and equipment to convey clear and accurate information in a form which is preferred and understood by the receiver
- participating in review and debrief processes to evaluate effectiveness of response and related personal stress, and identifying areas for improvement to future practices and stress reduction.

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 could be assessed using the following methods of assessment:

- observation of processes and procedures
- 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

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:

- apprehension and powers of arrest
- Australian standards and quality assurance requirements
- counter-terrorism

- crowd control and control of persons under the influence of intoxicating substances
- force continuum, use of force guidelines
- general ‘duty of care’ responsibilities
- inspection of people and property, and search and seizure of goods
- licensing or certification requirements
- privacy and confidentiality
- Prohibited Weapons Act and regulations
- relevant commonwealth, state or territory legislation, codes and national standards for:
 - anti-discrimination
 - cultural and ethnic diversity
 - environmental issues
 - equal employment opportunity
 - industrial relations
 - OHS
- relevant industry codes of practice
- trespass and the removal of persons
- use of restraints and weapons:
 - batons
 - firearms
 - handcuffs
 - spray.

Relevant legislation
may include:

- Crimes Act 1900
- Firearms Act 1996 and Firearms (General) Regulations 1997
- general principles of Common Law
- Inclosed Lands Protection Act 1901
- Law Enforcement (Powers and Responsibilities) Act 2002
- Liquor Act 1982
- Listening Devices Act 1984
- Registered Clubs Act 1976
- Security Industry Act 1997 and Regulations 1998
- Trade Practices Act
- Workplace Surveillance Act 2005.

Organisational requirements
may relate to:

- access and equity policies, principles and practices
- business and performance plans
- client service standards
- code of conduct, code of ethics
- communication and reporting procedures
- complaint and dispute resolution procedures

- emergency and evacuation procedures
- employer and employee rights and responsibilities
- OHS policies, procedures and programs
- own role, responsibility and authority
- personal and professional development
- privacy and confidentiality of information
- quality assurance and continuous improvement processes and standards
- resource parameters and procedures
- roles, functions and responsibilities of security personnel
- storage and disposal of information.

Security risk situation
may relate to:

- biological hazards
- bomb threat
- chemical spills
- electrical faults
- explosives
- injury to personnel
- noise, light, heat, smoke
- persons carrying weapons
- persons causing a public nuisance
- persons demonstrating suspicious 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
- prohibited and dangerous items
- suspicious packages or substances
- terrorism
- violence or physical threats.

Environmental factors
may relate to:

- access to assistance and resources
- availability of exits and opportunities for escape
- crowds
- different degrees of light including low light and darkness
- presence of several sources of threat
- time of day
- weather.

OHS requirements may
relate to:

- 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:
 - business equipment and technology
 - communications equipment and technology
 - personal protection equipment
 - security equipment and technology
 - using and maintaining firearms
 - using and storing hazardous materials and substances.
- Relevant persons** may include:
- clients
 - colleagues
 - emergency services personnel
 - supervisor.
- Response** may involve:
- apprehension of person(s)
 - establishing a sterile area
 - evacuating the premises
 - isolating area of potential risk
 - isolating risk
 - notifying relevant emergency services agencies
 - providing access for emergency services
 - provision of first aid
 - request for support and assistance
 - restraint of person
 - search of person(s)
 - tactical withdrawal
 - use of empty hand techniques
 - use of negotiation techniques.
- Equipment** may include:
- batons
 - communication equipment:
 - telephone and mobile phone
 - pager
 - portable and mounted two-way radio
 - firearm
 - handcuffs
 - personal protection equipment:
 - high visibility vest
 - body armour
 - slash proof gloves
 - security equipment:
 - electronic screening equipment
 - video cameras and monitors
 - spray.

Interpersonal techniques may involve:

- active listening
- being non-judgemental
- being respectful and non-discriminatory
- constructive feedback
- control of tone of voice and body language
- culturally aware and sensitive use of language and concepts
- demonstrating flexibility and willingness to negotiate
- effective verbal and non-verbal communication
- maintaining professionalism
- providing sufficient time for questions and responses
- reflection and summarising
- two-way interaction
- use of plain English
- use of positive, confident and cooperative language.

Communication channels and processes may relate to:

- direct line supervision paths
- established communication protocols
- formal communication pathways
- lateral supervision paths
- organisational communication networks
- verbal and non-verbal communication procedures eg pro-words, phonetic alphabet, call signs, coded messages, use of abbreviations, hand signals.

Documentation may include:

- incident reports
- activity logs
- request for assistance forms
- vehicle and personnel movements
- written and electronic reports.

Effects of stress may include:

- distraction
- minimal verbal communication
- negative body language
- frustration
- inability to concentrate
- increasing aggression
- over-talking
- tiredness
- uncoordinated movements.

Stress management techniques may include:

- conscious use of personal recreational activities
- counselling
- formal debriefing processes
- informal exploration of incidents with team members and supporters
- review of practice and resources.

Unit Sector(s)

Competency field Operations

Unit sector Security

Custom Content Section

Not applicable.